



## **Electronic Services Policy**

**POLICY:** It is the policy of the Norfolk Public Library (NPL) to provide free and open access to informational, educational, recreational, and cultural resources for Library patrons of all ages and backgrounds in a variety of formats, including online electronic and digital forms.

The purpose of Library electronic services is to integrate and enhance its existing collection in size and depth, and as a public access agency, give opportunity to anyone who wishes to participate in accessing the internet and its resources.

**DEFINITIONS:** None.

**PROCEDURE:**

### **Equal Access**

1. The NPL will provide its patrons equal access to all formats of information. The same access to subjects and content that is provided in print and audio formats will be provided via the internet when available. Staff will not attempt to limit access to information, except only where such limitation may be required in order to comply with state and/or Federal law. While all materials are equally available to adults and children, it is a parental and legal guardian's responsibility to monitor, evaluate and control their child's access to and selection of materials in all forms.
2. Patrons with questions or concerns about this policy are encouraged to consult a Library staff member. For questions or concerns that are not satisfactorily addressed by speaking with a staff member, patrons are invited to contact the Library Director.

### **Limitations of the Internet**

1. The internet is a largely unregulated worldwide network of publicly and privately owned computers and information systems.
2. Accuracy, integrity, completeness, and timeliness of information found on the internet varies.
3. Provision of access to the internet does not imply that the Library endorses or sanctions the accuracy, integrity, content, quality or point of view of any information found on the internet.
4. Library staff cannot control the means of access to electronic materials, which often changes rapidly and unpredictably. The internet may contain material of a controversial nature, some of which may not meet the criteria of the Library's collection.

## **Children and the Internet**

1. The Library provides access to internet resources equally to all Library patrons and upholds and affirms the right of each individual to have access to constitutionally protected material.
2. For online safety tools for educators, parents and children, we encourage a visit to <https://www.netismartz.org/internetsafety>. Parents or legal guardians, and not the Library or its staff, however, are responsible for monitoring their children's use of the internet and for the information selected and/or accessed by their children or wards. The Library strongly encourages parents and legal guardians to supervise their children's internet use and to provide them with guidance about safety and acceptable use. Library staff are available to assist parents with advice about use of the internet and to answer questions.
3. While children between the ages of nine (9) and fifteen (15) are not required to be supervised while using the internet, they must have permission from their parent or legal guardian. Permission is established at time of application for a Library card. A guest pass to access the internet will not be issued to children between these ages without adult permission.
4. Children under nine (9) years of age must be accompanied by an adult at all times while accessing the internet.

## **Appropriate Use of Electronic Systems and Services**

1. Access to and use of the internet and other Library electronic services is a privilege. The Library's electronic information resources are to be used in a responsible manner consistent with the educational and informational purposes for which they are provided. Inappropriate use includes, but is not limited to, the following activities:
  - Disrupting the intended use of any electronic resource inside or outside the Library;
  - Attempting to gain unauthorized access to any electronic resource;
  - Wasting resources (staff time, equipment, capacity, supplies);
  - Damaging or destroying the confidentiality, integrity or availability of any electronic resource;
  - Violating copyright law or software licenses;
  - Compromising patron privacy;
  - Deliberately displaying obscene images (see Obscene and Offensive Materials section below);
  - Engaging in libelous or slanderous communications;
  - Cyberbullying, cyberstalking or any form of electronic harassment or hazing;
  - Committing or attempting to commit fraud or any other unlawful act;

- Developing and/or transmitting computer programs, scripts or processes of any kind that are designed to gain unauthorized access to a computer or information system and/or to damage or alter the components, confidentiality, integrity or availability of a local or remote computer, information system or network of any kind.
- Violating any local, state or Federal law or regulation.

### **Credentials Required for Internet Access**

1. Patrons desiring to access the internet are required to have a SAILS Library card and must register for a network password when applying for a Library card or request a guest pass at the Circulation Desk.

### **Network Printing**

1. A network printer is located adjacent to the Reference desk. The cost of printing is \$0.25 per page. Patrons are asked to use discretion when selecting material to be printed, and to be respectful of the fact that other patrons are entitled to equal access. The Print Release Station alerts the patron to the number of pages being requested to print.

### **Privacy**

1. The Library does not intentionally maintain records that may compromise patron privacy. Patrons are advised to exercise caution when using the internet to avoid unauthorized or undesired disclosure, use, or dissemination of sensitive, proprietary, and/or personally-identifying information.
2. Parents or legal guardians are recommended to caution their minor children that sharing of personal information on the internet may compromise privacy or confer information that could be used for malicious, abusive or unlawful purposes.
3. Parents or legal guardians should instruct children never to give out personally-identifying information including, but not limited to, name, address, passwords, telephone numbers, credit card numbers, financial account numbers or any other sensitive information, including but not limited to the Social Security Number and date of birth.

### **Prohibited, Risky Uses, and Use Limitations of Electronic Resources**

1. Unauthorized downloading of content using the Library's public internet workstations is prohibited.
2. External data storage devices can harbor and transmit malicious software to any workstation or network to which they are connected. While patrons may connect a personally owned data storage device to a Library internet workstation, patrons are responsible for any loss or damage caused to Library systems as a result of such connection.
3. The internet offers patrons access to electronic mail, chat groups and social media. There is a potential for abuse when content carried by these services may be deemed obscene or harmful. When this occurs, patrons may be asked by staff to close or cease using the site or service from the Library.
4. Patrons may be accompanied by one (1) other person while at a workstation. Time is limited to two

(2) hours per day per individual, but the limit may be extended by staff if demand for the public computer allows.

5. To facilitate closing procedures, Library workstations begin a shutdown procedure fifteen (15) minutes prior to closing time. New sessions may not be started after this time. Further, authorized Library staff reserve the right to interrupt or shutdown any or all electronic services at any time if the confidentiality, integrity or availability of any Library electronic system or resource is threatened.

### **Use of Filters and Censorship**

1. The NPL subscribes to the position adopted by the American Library Association that sees the use of filtering and blocking software on Library internet workstations as blocking Constitutionally protected speech, and inconsistent with the United States Constitution and federal law.
2. The NPL provides material and information presenting various points of view and supports access to all formats of material to meet patron informational needs, regardless of patron age or content of material. Accordingly, the Library strongly advocates for free speech and expression so long as it does not conflict with applicable state and/or federal laws. As with all other Library materials, the Library affirms the parent's or legal guardian's right and responsibility to monitor and control their children's or ward's use of electronic services and resources.
3. The NPL rejects attempts to censor electronic content. It is not possible for Library staff to control access to information patrons may locate on the internet.
4. Just as libraries do not vouch for or endorse the viewpoints of material in their collections, they do not do so for electronic content. Selection policies that serve more traditional Library materials may not apply to electronic content. It is therefore the responsibility of the patron, parent, guardian or caregiver to determine what materials are appropriate to be accessed. Parents and legal guardians are ultimately responsible for their children's access to and use of electronic resources, and are expected to provide guidance, and to set standards and rules for their own children. Parents and legal guardians are strongly encouraged to spend time on-line with their children to discuss appropriate means, methods and materials to be accessed using electronic services.
5. The NPL does not monitor internet access and has no control over information accessed using electronic means. Further, the Library is not responsible for the authority, accuracy, reliability, currency or use of electronic content. Neither the Board of Trustees, Library staff, nor the Town of Norfolk shall be liable for any consequence that may occur as a result of using Library electronic services, or from unavailability of Library electronic services.

### **Obscene and Offensive Materials**

1. The NPL strives to balance the rights of patrons to access all types of information and resources with the rights of patrons and staff to work in a public setting free from disruptive sounds and visuals.
2. Patrons are reminded that the Library's computer workstations are located in public areas that are shared with Library patrons and staff of all ages, backgrounds and sensibilities. Individuals are expected to consider this diversity and respect the rights of others when accessing content. The deliberate display of obscene materials may constitute a violation of one or more provisions of Massachusetts General Laws Chapter 272, Sections 28-31.

### **Misuse/Sanctions for Policy Violations**

1. Violations of the policy for use of Electronic Services will be dealt with in a serious and appropriate manner and may include loss of Library privileges.
2. Anyone discovered tampering with or attempting to alter or damage the Library's electronic systems, including attempts to change files or reset configurations, may forfeit the right to use those resources.
3. The Board of Library Trustees is the final authority in determining what constitutes misuse. Illegal or unlawful acts involving Library electronic services may also be subject to referral to and prosecution by local, state and/or federal authorities. Patrons are responsible for all damages they may cause to hardware, software or furniture used to provide electronic services.

### **Wireless Network Service**

1. The NPL offers free, unfiltered and unsecured internet access for patrons using wireless devices compatible with the Library wireless network. Signal strength may vary in the building, and is not guaranteed in all locations, nor outside the building. By accessing the wireless network, patrons agree to abide by the Electronic Services Policy.
2. While many wireless devices will be compatible with the Library's wireless network, the Library cannot guarantee that a specific patron-owned device will work with the Library's network. If a patron experiences problems connecting to the wireless network, staff will only verify that the Library's wireless network is operational. Library staff cannot configure patron-owned devices, and are not required to work with devices not owned and operated by the Library. In case of difficulty not caused by Library-owned and operated devices, patrons are asked to refer to their owner's manual or other support services offered by the appropriate device manufacturer.
3. Wireless networks are less secure than wired networks. Since the Library's wireless network does not provide security between its access points and patron-owned devices, someone in the Library or in the Library vicinity can potentially capture information exchanged over the wireless network. The Library cautions patrons against transmitting confidential or sensitive information over the wireless network, including but not limited to credit card numbers, proprietary information, passwords, financial information or any other information that may imply a consequence if intercepted by unauthorized individuals.
4. Patrons using the wireless network are advised to use and maintain up to date operating systems, antivirus and all other protective/defensive measures on their devices.
5. The wireless network is not to be used as a permanent connection to the internet. Access to the wireless network outside the Library building is available. However, no technical support from library staff is provided for outside usage.
6. Wireless devices such as smartphones, tablets and computers may print using the MobilePrint Service. Users may pick-up their printouts at the library using the same options as those used by the library's computers. Patrons can choose to print with one of the following three methods:
  - a. Emailing documents to the unique email address [norfolkbw@printspots.com](mailto:norfolkbw@printspots.com) (black and white), and email address [norfolkcolor@printspots.com](mailto:norfolkcolor@printspots.com) (color).
  - b. Using the Printer on mobile printing app for iOS, Android and other devices
  - c. Uploading documents to the NPL Patron Printing Service portal, located at:

- i. [https://www.printeron.net/system/printspot/interface/select\\_file.jsp?url=npl-mainbw/publiclibrary&protocolSwitched=true](https://www.printeron.net/system/printspot/interface/select_file.jsp?url=npl-mainbw/publiclibrary&protocolSwitched=true)

7. To release documents, patrons or guests enter their credentials at the LPT:One™ Print Release Terminal, which is just to the left of the reference desk in the library. There is a charge of \$0.25 per page.
8. Wireless network users accept and assume all liability when using the Library wireless network. Neither the Library, nor its staff, the Trustees of the Library, nor the Town of Norfolk assumes any liability for any consequence to patron-owned devices or information that may result from use of the Library wireless network.

### **Assistance and Training In Use of Electronic Services**

1. Orientation and instruction in the use of electronic services is an integral part of Library service. Patrons may obtain on request, basic instruction in using the Library catalog, online databases, appropriate downloading of electronic content, and internet navigation. Library staff can assist patrons with basic log on and maneuvering strategies on the internet, but cannot provide on-demand individual instruction, as they must also serve other Library patrons and maintain service at the Circulation Desk.
2. Typical of all libraries, not all staff are trained in technology matters, and therefore cannot provide assistance in use of electronic services. Library staff can demonstrate the use of internet browsers to access internet sites, but not in the use of specific applications or sites.
3. Due to staff scheduling requirements, the Library cannot guarantee that technology-trained staff will be available to assist patrons during all Library hours of operation. Patrons who would like extra help or training with a new device or basic technology issues are encouraged to schedule an appointment for One-On-One Tech Help by visiting the Library webpage, or by contacting the library by phone at 508-528-3380 extension 6, or by email at [dsok@sailsinc.org](mailto:dsok@sailsinc.org). Patrons are limited to two (2) thirty-minute One-On-One sessions per month contingent upon availability.

**REFERENCES:** American Library Association, *Internet Filtering: An Interpretation of the Library Bill of Rights* (retrieved from <http://www.ala.org/advocacy/intfreedom/librarybill/interpretations/internet-filtering>).

**CANCELLATION:** This policy cancels all previous policies, procedures, memorandums, messages, and directives on this subject.

**APPLICABILITY:** This policy applies to all NPL trustees, staff members, and patrons.

### **REVIEW DATES:**

Originally adopted: 10/24/2005  
Revised and adopted 10/23/2013  
Revised and adopted 11/19/2014  
Revised and adopted 10/21/2015  
Revised and adopted 11/16/2016  
Revised and adopted 10/18/2017  
Revised and adopted 10/24/2018  
Revised and adopted 10/16/2019  
Revised and adopted 10/15/2020  
Revised and adopted 10/19/2021  
Revised and adopted 11/7/2022  
Revised and adopted 10/17/2023