

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.netsmartz.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.
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. Children under nine (9) years of age must be accompanied by an adult at all times while accessing the internet.
4. 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.

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 accessing obscene images (see Obscene and Offensive Materials section);
 - 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 can access the internet using their SAILS library card.
2. Patrons 16 years old and older who do not have a SAILS library card can request a guest pass at the Circulation Desk.

Network and Wireless Printing

1. A network printer is located to the left of 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.
2. 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:
 - Emailing documents to the unique email address norfolkpl-bw@ewprints.com (black and white), and email address norfolkpl-color@ewprints.com (color).
 - Using the Princh mobile printing app for iOS, Android and other devices
 - Uploading documents to a customized web printing portal and typing in the Printer ID: 108806. The NPL Patron Printing Service portal is located at:
 - print.princh.com
3. 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.

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.

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 email, 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, staff may take action as described in the Obscene and Offensive Materials section of this policy.
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. Authorized Library staff reserve the right to interrupt or shutdown any or all electronic services at any time.
6. To facilitate closing procedures, Library workstations begin a shutdown procedure fifteen (15) minutes prior to closing time. Time extensions and new sessions may not be started after this time.

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. 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.
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. As such the NPL prohibits patrons from using the computer workstations to access obscene or offensive materials.
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 access of obscene materials may constitute a violation of one or more provisions of Massachusetts General Laws Chapter 272, Sections 28-31.
3. Any staff member who observes or who reasonably believes that a patron has accessed obscene materials shall order the patron to terminate their use of the computer workstation due to the NPL's prohibition on this activity. The patron shall be barred from the NPL for the remainder of the day on which the incident occurred. The staff member shall ask the patron for their identity and the Director shall then send the patron or, in the case of a minor, the minor's parent/guardian, a formal written warning which describes the patron's behavior, the specific NPL policy violation, the action taken by staff, and the progressive discipline that may be imposed for future similar violations.

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. No technical support from library staff is provided for outside usage.
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. 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 or by email at norfolkpl@sailsinc.org. The length and number of sessions per patron are limited based on staff 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.