FALMOUTH MEMORIAL LIBRARY
COMPUTER AND INTERNET POLICY

Mission and Purpose

Falmouth Memorial Library enhances the quality of life in our community by fostering a love of lifelong learning, connecting people of all ages in a safe and comfortable environment, and providing free and open access to information. Internet access is intended to be an informational resource to expand and enhance the Library's own collection of materials and further its mission.

Rules and Regulations

Misuse of the electronic resources of the Library or of Internet access may result in the loss of computer privileges, access to the Library, or even criminal charges. Such misuse includes, but is not limited to:

- Using the computers or networks for illegal activity.
- Damaging or altering equipment or software. Users will be liable for any damages caused.
- Attempting to gain access to the Library's private network or computer systems or to any other protected network or computer system.
- Displaying, sending, or downloading any materials that can be reasonably construed as obscene.
- Engaging in any activity that is deliberately and maliciously offensive, libelous, or slanderous.
- Violating copyright or trademark laws, software licensing agreements, or intellectual property rights.
- Installing, downloading, deleting, or modifying software on Library computers.

To ensure equitable service for the public, the Library reserves the right to limit the use of its electronic resources. Such limitations may include, but are not limited to:

- Setting time restrictions for individual or group use.
- Restricting the number of people at one computer at a time.
- Restricting access to interactive online activities such as chat rooms and games.

- Limiting the amount of bandwidth available to users.

Responsibilities and Risks

Falmouth Memorial Library has no control over the information available through the Internet and cannot be held responsible for the content found there. Not all sources on the Internet provide accurate, complete, or current information, and it is the responsibility of the user to ascertain the validity of the information found. The Library assumes no responsibility and shall have no liability for any direct, indirect, or consequential damages arising from the use of any of the Library's electronic resources or the information found therein.

Falmouth Memorial Library complies with the Children's Internet Protection Act (CIPA) to meet criteria necessary to receive federal technology funding. As part of this compliance, and to the extent practical, Falmouth Memorial Library employs technology protection measures (Internet filtering) to block access to visual depictions of material deemed obscene, child pornography, and other material deemed harmful to minors.

Subject to Library staff supervision, technology protection measures may be disabled for adults or, in the case of minors, relaxed only for bona fide educational or other lawful purposes.

Falmouth Memorial Library will take reasonable steps to promote the safety and security of all users of the Library's online computer network when using email, chat rooms, instant messaging, and other forms of electronic communications. Users, including minors, are warned that other individuals may obtain unauthorized access to personal information and/or may misrepresent themselves.

Falmouth Memorial Library prohibits inappropriate usage of its public computer network. Such usage includes unauthorized access, including so-called "hacking" and other unlawful activities; and unauthorized disclosure, use, and dissemination of personal identification information regarding minors. Minors are prohibited from accessing materials deemed "harmful to minors."

Library staff will take reasonable measures to supervise and monitor appropriate usage of the online public computer network and access to the Internet in accordance with this policy.

As with other Library materials, restriction of a child's access to the Internet is the responsibility of the parent or guardian of the child. The Library does not provide any monitoring or supervision and highly recommends that parents and guardians supervise their children's use of electronic resources.

Security and Privacy

All Library records regarding a patron's use of Library materials, including the Internet, shall be kept confidential. Those records may only be released with the express written permission of the patron involved or per court order.

Users are advised that security in an electronic environment, such as the Internet, cannot be guaranteed, and that all transactions, files and communications are potentially vulnerable to unauthorized access and use and therefore all information sent through Library networks should be considered public. Responsibility rests with the user to log out of and/or restart any public-access devices when he or she is done with the device, so as to protect personal information.

Network Access for Patron-Owned Devices

Most public wireless "hot spots" are not secure. Users should be aware that hackers can potentially intercept any information being transmitted, including personal information such as credit card numbers, passwords, or other sensitive information while using any wireless "hot spot." Wi-Fi users assume all risks and responsibilities to provide anti-virus protection and appropriate security settings on their laptops.

The Library will not be responsible for any information (i.e., credit card numbers, passwords, etc.) that is compromised, for any data loss, or for any damage caused to patrons' hardware or software due to electric surges, security breaches, viruses, or hacking.

Wi-Fi users should be certain that their laptops and other devices are secure at all times and never left unattended in the Library, even for brief periods of time. Theft or damage to such devices is not the responsibility of the Library.

Staff Assistance

Falmouth Memorial Library staff has developed a familiarity with electronic resources within the Library and are happy to use this knowledge to assist Library users in locating information. However, staff experience with technology varies, and the applications and services available through the Internet are numerous, and in many cases extremely complex. Individual Library staff members are not expected to provide in-depth assistance in the use of every application or service.

Library staff will provide brief "tutorials" on basic services and refer users to helpful guides upon request. In-depth assistance may be provided as time allows at the discretion of Library staff. More extensive training in the use of the Library's online services and resources will be offered when time permits or by appointment with Library technical volunteers or staff members.

Patrons making use of their own devices are responsible for their configuration and operation on the Library's wireless networks. Staff members will provide the identifying information for Library networks, and any further assistance will be decided on a case by case basis depending on the individual staff member's availability and familiarity with the device in question.

Adopted by Board of Trustees June 6, 2016 to be implemented by June 27, 2016
Updated by Board of Trustees December 9, 2019