



Planning and Policy Manual

Abstract

This document includes the long range plan, technology plan, bylaws of the Saratoga Springs Public Library Advisory Board, and policies which govern Library operations.

Saratoga Springs Public Library

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X: Technology and Internet Use

This policy provides guidelines regarding Library Technology and Internet use and to meet the requirements of U.C.A. § 9-7-215 and 216, Utah Admin. Code R458-2, and 47 U.S.C. § 254.

This policy is part of the terms and conditions to use public computers, Wi-Fi and other internet-based technologies and is readily available to the public on our website. The Library will review this policy at least every 3 (three) years. A copy of the new policy will be sent to the Utah State Library, as required by Utah Admin. Code R458-2. Please contact the Library with any questions concerning this policy or its enforcement.

Computer Access

Adults. An adult may access a Library computer by doing one (1) of the following:

1. Making a reservation or logging into a public computer with their Library card.
2. Presenting their Library card to an employee allowing them to make a reservation for a computer
3. Becoming an authorized day guest by agreeing to the Technology and Internet Use policy when logging into the computer.

Minors. A minor (a customer under the age of 18) may access a library computer if they do one (1) of the following:

1. They have made a reservation or logged into a public computer with their Library card.
2. They present their Library card to an employee allowing them to make a reservation for a computer.
3. A minor can be in the care of a guardian who becomes an authorized day guest by agreeing to the Technology and Internet Use Policy when logging into the computer and shares access with said minor.

Guardian Monitoring. A parent or legal guardian is solely responsible for monitoring computer and internet access of their minor child(ren).

Internet Acceptable Use and Customer Agreement

The Library has an Internet Acceptable Use and Customer Agreement for all customers, including minors, which restricts access to specific internet materials as set forth in U.C.A. § 9-7-215(2). This Internet Acceptable Use and Customer Agreement will be enforced by the Library in an effort to provide safety during the use of a computer, internet, or other technology by or around a minor. By using Library technology services, each customer agrees that:

1. Customers shall release, waive, and hold harmless the City and Library from all claims, liability, or damage incurred by Library technology services.
2. Customers of Library technology services agree they shall not:

- a. Access material that is “child pornography,” “harmful to minors,” or “obscene” in accordance with U.C.A. § 9-7-215 and U.C.A. § 76-10-1201, as amended, as well as the respective definitions in U.C.A. § 76-5b-103; U.C.A. § 76-10-1201; and 20 U.S.C. § 9101;
 - b. Use any online gambling websites prohibited by U.C.A. § 76-10-1101 *et seq.*;
 - c. Use Library technology equipment or services to engage in illegal activities;
 - d. Engage in any activity intended to compromise system security or the security of other computers and network systems, interfere with the proper operation of equipment, or compromise the privacy or obstruct the work of other customers;
 - e. Install programs, change or reconfigure the system, software, or hardware;
 - f. Upload or download software on any Library device.
3. Library employees will assist customers using public computers as time or other demands allow.
4. Library computer time limits may be established to ensure fair and equitable access for all customers.
5. The Library does not guarantee the availability or reliability of computer access or internet service.
 - a. Free Wi-Fi connectivity is governed by this and is available during regular business hours for customers with personal wireless devices.
 - b. Connectivity is not guaranteed and the Library cannot provide technical assistance.
6. The Library does not guarantee security of personal information on Library computers or over internet connections, either direct or wireless. Customers entering personal information (e.g. credit card numbers, social security numbers, etc.) do so at their own risk.
7. The Library uses filtering software on each Library device that connects the Library’s network. In the realm of Internet filtering, the ultimate concern is for the safety of minors while at the same time providing access to information. In accordance with the CIPA, the Library employs internet content filtering software to block inappropriate content.
 - a. Filtering software is designed to filter out the materials described in U.C.A. § 9-7-215(2).
 - b. Occasionally, a website that has inappropriate content slips through the filter or a website that the public needs to access is blocked.
 - c. If the website has a chatroom or chat capability, these websites are normally blocked.
 - d. An authorized member of the ITS may disable filtering software from a Library device at the request of an adult customer who utilized the “Request Local Exception to Filter Categorization” form online.
 - i. Such software may be disabled for research or other lawful purposes if the customer can clearly demonstrate that the filter software has blocked access to materials that are not obscene, child pornography, or harmful to minors as defined in U.C.A. § 9-7-215(1).

8. See section XVI: Policy Violations Notification Process for the specific process of notifying customers of policy violations.

Printing

1. Printing is available from public computers, on the website via the wireless printing portal, and/or through the secure email provided on the website.
2. Print jobs will be tied to a Library card number or email address.
3. The Library cannot view your print jobs from the print release terminal.
4. The cost to print is \$0.20 per page in black ink or \$0.50 per page in color ink. If double sided copies are printed, the cost to print is \$0.40 per page in black ink or \$1.00 per page in color ink.
5. Payments made with a credit and/or debit card must be for \$1.00 or more.
6. Print jobs will not be printed until the customer is at the Library to obtain their print jobs.
7. The Library will not print on specialized paper, envelopes, and/or stickers.

Request Exception to Filter

All sites accessible from within the Library and/or from Library technology are subject to the X: Technology and Internet Use subsection Internet Acceptable Use and Customer Agreement. If you feel that you have found a URL that is mishandled by our filter, please read and understand all of the following before proceeding.

Any customer with a valid Library card can fill out the "Request Local Exception to Filter Categorization" form located on the website to question if a URL was mishandled by our filter.

1. Customers shall include their Library card number within their requests for a URL review.
 - a. If the request does not include this Library card number, then the request shall be denied.
2. Requests shall state the reason why the URL should not be blocked and a legitimate research purpose for the website.
 - a. If the request does not specifically state the reasons for the request or specify the violation of policy, then in either case, the request shall be denied.
3. This form must be submitted to request blocking or unblocking of a website provided through the Library.
 - a. If a customer is requesting that a blocked site be unblocked, they should be prepared to defend the instructional or professional value of the website.
 - b. Also, they should determine that comparable content is not already available on some other (unblocked) website(s).
4. The ITS will review the site listed on the "Request Local Exception to Filter Categorization" form.

- a. Some sites are not able to be unblocked as the entire subsets of the website are affected as a unit. It is also important to note that all websites unblocked may impact the entire building.
 - b. All requests will be reviewed by the Library and ITS.
 - c. Controversial website requests may be denied or take longer pending further review and evaluation of the request.
 - i. In case of an immediate block request, the decision will be expedited with a review to follow.
- 5. The Library will respond to the number of requests in chronological order, based on the number of staff resources available without compromising Library operations.
- 6. Due to the sensitive nature of the content requested, displayed and/or in the public space, the Library will not consider appeals regarding the decision of the Library or ITS to not remove internet filtering.