

GENERAL INFORMATION

In response to the advances in technology and the changing formats of information, the Library provides access to the Internet as an information resource and, in doing so, allows patrons to access information beyond the confines of its own collection.

INTERNET ACCESS

At their own discretion, library users access the Internet and are responsible for the results of their searches. Oak Creek Public Library staff, following selection guidelines, have selected links which can be found on the Library website from the vast resources available on the Internet. Public access to the Internet is not limited to these links. The quality, accuracy and timeliness of information on the Internet varies from site to site, and sites may be controversial or of a mature nature. The Library does not monitor, has no control over, and does not accept responsibility for material on the Internet, including the links found on the Library's website.

Computers will be available during library hours. All computers are available on a first-come, first-serve basis. To ensure free access for all patrons, the library has installed software on all computers to manage user time limits. Time on the Public Internet computers is limited to 180 minutes per day for patrons with a valid library card. All computers will automatically turn off ten (10) minutes before close. The Library is not responsible for loss of data that may occur due to time limitations. The Library reserves the right to disable a computer as needed.

All users are required to sign in to use a public computer. Users without a valid Milwaukee County Library card or with fines in excess of \$5.00 will not have access to library computers until cards are updated and fines are less than \$5.00. Users may not sign on to a library computer using someone else's library card.

Users with or without a valid library card may sign onto an Express Computer for 30 minutes per day. Public Internet computers on the 2nd floor are reserved for patrons ages 13 and up. Public Internet Computers in the Children's Department are reserved for children and their caregivers. Adults without a minor may not use these computers.

Users are reminded to log out of the computer at the end of the session.

WIRELESS INTERNET ACCESS

The Oak Creek Public Library provides unsecured, unfiltered wireless Internet access. This service is for patrons with wireless-capable devices and is intended to be available during the normal operating hours of the library. The library cannot guarantee that wireless service will be available at any specific time, nor guarantee Internet speed or the quality of the connection. Library staff, at their discretion, may limit use.

Individuals need to know how to connect their wireless device to a wireless network. Staff may provide limited troubleshooting assistance on patron devices. The library cannot guarantee access to an electrical outlet for patron devices.

Wireless networks are not secure and use is at the individual's own risk. Virus, security and privacy protection are the responsibility of the patron. The Library is not responsible for any damage to data files, alteration to file systems, theft of personal information or functionality of the device resulting from connecting to the wireless network. Any restriction or monitoring of a minor's access to the library's wireless network is the sole responsibility of the minor's parent or legal guardian.

Patrons using the wireless network must follow content guidelines outlined elsewhere in this policy. Abuse of privileges may result in loss or termination of computer access.

RESPONSIBILITIES OF COMPUTER USERS

The Oak Creek Public Library requires computer users to respect the rights and sensibilities of all library users. Some Internet sites are inappropriate for viewing in a public setting. Users should refrain from the use of Internet sounds and visuals that may disrupt the ability of other library patrons to use the Library and its resources. Library staff reserves the right to end Internet sessions if material displayed is deemed inappropriate for viewing in a public setting. (See also [Illegal and Unacceptable Uses](#) section).

INTERNET SAFETY

As is the case with all materials in the Library's collection, any restrictions of a child's access to the Internet is the responsibility of the parent or legal guardian.

The Oak Creek Public Library assumes no responsibility for use of the Internet by children. It is not possible for library staff to control specific information children and youth may locate on the Internet. Library computers in the children's area have firewall protections designed to limit some Internet content. The Library staff will not monitor the Internet sessions of minors, nor will they deem what is appropriate for them to view. It is the responsibility of the user (or the parent or legal guardian) to determine what is appropriate.

PRINTING

Users may print from public Internet computers for a nominal fee. Users may also print wirelessly to Library printers using the Library's wireless printing software. Printing fees are outlined in the Library Fine and Fee Schedule. Patrons must use library supplied paper for printing. Double-sided printing is considered two pages.

The Library is not responsible for loss of data that may occur when printing.

SAVING FILES AND DOCUMENTS

Users are responsible for saving their own work. Documents saved to a library computer are erased each time a user logs off. The Library is not responsible for loss of data that may occur.

STAFF RESPONSIBILITIES

Library staff will provide general information to access the Internet. Staff are not allowed to directly or indirectly configure users' personal devices or to install software on patron owned devices.

Staff is responsible for providing basic computer assistance and training such as (but not limited to):

- Logging onto the computer
- Printing a document
- Opening/retrieving a document
- Identifying appropriate starting points for an Internet search
- Providing basic computer and printer maintenance including, but not limited to:

- Refilling paper
- Clearing paper jams
- Replacing ink cartridges

Staff is expected to use their best judgement when setting limits on the amount of assistance given in providing in-depth instruction.

Hardware and software comfort levels vary among staff. Staff members will do their best to assist patrons with their needs, but not all staff may be able to assist at the same level of expertise.

Staff should never:

- Fill out a job application for a patron
- Provide tax or legal assistance
- Post to social media on a patron's behalf
- Input or access financial information for a patron

SOFTWARE/HARDWARE

Library software is copyrighted and may not be reproduced. (See also [Copyright](#) section). Users may not load their own or any other software on Library equipment. This includes, but is not limited to, discs that are checked out, discs in books that may be checked out, and discs in reference materials that must remain in the Library. Users are not permitted to store any software or other data on the hard drives of the Library's computers or alter the programs currently installed on the systems. Anyone tampering with any Library hardware or software will be denied access to Library computers in the future, and also may lose their Library privileges.

ILLEGAL AND UNACCEPTABLE USES

People may use the Library computers only for legal purposes. Examples of unacceptable uses include but are not limited to the following:

- Displaying or printing of sexually explicit or pornographic materials;
- Harassing of other users or violation of their privacy;
- Libeling, slandering, or maliciously offending other users;

- Violating copyright laws or software licensing agreements;
- Attempting to crash, degrade performance, or gain unauthorized access to the Library's or other computer systems and networks;
- Damaging equipment, software, or data belonging to the Library or other users.

Violations may result in the loss of Internet and/or library privileges. Illegal use of the computers also may be subject to prosecution by local, state, or federal authorities.

COPYRIGHT

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DISCLAIMER

Users access the Library computer hardware, software and documentation at their own risk. The Library is not responsible for equipment malfunction, loss of data, any damages to the user's discs, data etc. or electronic transactions of any type which are related to the public use of Library computer resources.

COMPUTER POLICY VIOLATIONS

If computer use results in disruption of library services, or if patron behavior when using computer resources, becomes inappropriate for a library setting, the library staff reserves the right to end the patron's session. Misuse or abuse of library computers or Internet access will result in loss of computer, and possibly library privileges.

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