



BOARD OF SUPERVISORS AGENDA ITEM SUMMARY

Requested Board Meeting Date: 06/18/13

ITEM SUMMARY, JUSTIFICATION &/or SPECIAL CONSIDERATIONS:

Revision to the Computer & Wi-Fi Use Policy D32.4 adopted by the Board of Supervisors sitting as the Library District Board. The Library Advisory Board recommends approval of the Policy revision which updates information on the new computer reservation system installed summer 2012 and reorganizes the Policy to make it easier to read.

STAFF RECOMMENDATION(S):

Adopt policy as revised.

CORPORATE HEADQUARTERS: _____

CLERK OF BOARD USE ONLY: BOS MTG. 06/18/13

ITEM NO. _____

PIMA COUNTY COST: 0 and/or REVENUE TO PIMA COUNTY:\$ 0

FUNDING SOURCE(S): None

(i.e. General Fund, State Grant Fund, Federal Fund, Stadium D. Fund, etc.)

Advertised Public Hearing:

<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>	NO
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Board of Supervisors District:

1	<input type="checkbox"/>	2	<input type="checkbox"/>	3	<input type="checkbox"/>	4	<input type="checkbox"/>	5	<input type="checkbox"/>	All	<input checked="" type="checkbox"/>
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IMPACT:

IF APPROVED:

Will remove redundant wording in policy and include current information on the new computer reservation system.

IF DENIED:

DEPARTMENT NAME: Library

CONTACT PERSON: Laura Galvez TELEPHONE NO.: 594-5602



Pima County
Public Library

MEMORANDUM

DATE: June 5, 2013

TO: Honorable Chairman and Members
Pima County Board of Supervisors

CC: C. H. Huckelberry, County Administrator
Hank Atha, Deputy County Administrator

FROM: Obdúlia González, President *OG*
Pima County Public Library Advisory Board

SUBJECT: Revising Computer & Wi-Fi Use Policy

At the June 3, 2013 Library Advisory Board meeting the Board voted unanimously to recommend a revision to the Computer & Wi-Fi Use Policy D 32.4 to update it with information about the new public computer reservation system and reorganize the Policy to make it easier to read. The new public computer reservation system was installed summer 2012.

The Library Advisory Board requests approval of the Computer & Wi-Fi Use Policy revision.



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

<u>Subject:</u> Pima County Public Library – Computer and WiFi Use Policy	Policy Number	Page
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Purpose:

To set forth the conditions, procedures and responsibilities for use of Pima County Public Library (PCPL) computers by the public. To set forth the conditions, procedures and responsibilities for public access to the Library's Internet services. To outline the consequences for inappropriate or illegal use of the Library computers and Internet networks.

Policy:

A. General Computer Use

Library computers are available for use by all library customers for information gathering and other legal pursuits. The computers are provided to library customers as an important service. PCPL does not guarantee that any computer system or software will function flawlessly.

PCPL will make every effort to reasonably accommodate a customer's special needs. Customers who may require an accommodation to access the computer system should check in with a staff person to see if the Library can accommodate the need. Advance notice of a special need would be appreciated and helpful.

Customer use of PCPL computers is limited to the existing equipment and software and configuration of same. Customers may not, under any circumstances, delete any existing software programs or alter the physical configuration of hardware. Customers may not unplug cables and plug in personal hardware to PCPL's network.

Customers may not use PCPL computers or WiFi network for the commission of harmful or illegal activities, including, but not limited to, the following:

- Hacking into any system;
- Introducing any virus, worm, spyware, Trojan horses or other program or code into any computer, computer system, software or disks;
- Engaging in any activities intended to aid in identity or credit card theft or to defraud;
- Engaging in any activities or access any material involving the sexual exploitation of minors, child pornography, or the luring of children;
- Viewing materials that are harmful to minors, when children are present;
- Violating federal copyright laws;

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- Violating federal, state, or local laws or PCPL Policies;
- Participating in or committing telecommunications fraud;
- Engaging in any act that constitutes a criminal offense under federal, state, or local laws or regulations; and,

PCPL will determine the length of time a computer may be used on any particular day. This is dependent upon the procedures established by PCPL, available resources, and demand.

B. Internet Use

Access to the Internet is provided as an integral part of PCPL services. All customers are expected to use the Internet in a manner that respects and gives consideration to other library customers.

PCPL does not support access to all websites. Library computers will not be reconfigured to gain access to any specific Internet Service Provider. Library staff members may not always be available to assist customers in entering into any agreements.

Each customer must carefully consider what information he or she chooses to enter, write or send on library computers or via the Library WiFi network. Viruses and malicious code can be transferred via the Internet, despite virus protection and other security software. **No encryption software is installed on PCPL computers.**

Any Internet site or service that requires the user to provide personal information may not be safe. **A customer who chooses to enter personal information does so at his or her own risk and assumes all responsibility for any consequences.**

By using Library Internet services, a customer acknowledges that he or she may:

- Encounter text, images or sound that he or she may find offensive or disturbing;
- Retrieve or use inaccurate or incomplete information;
- Introduce a virus, worm or other potentially harmful program or code into his or her software, storage media or computer equipment;
- Damage his or her personal software, storage media or computer equipment; or,
- Provide information that leads to identity theft or other criminal activity.

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C. Wireless Use

Customers assume all risks when using the PCPL WiFi network. PCPL does not provide virus protection, encryption, or other security for WiFi connections. Customers that choose to use the Library WiFi connection are advised to install current antivirus and firewall software on their personal computers. Due to the wide variety of personal computers, personal computer equipment and settings, Library staff will not set up WiFi connections for any personal device.

D. Internet Filters

To the extent possible under applicable state and federal laws, PCPL upholds and affirms the right of adults to have access to constitutionally-protected materials, while making every effort to create a safe environment for all computer users, especially children. Therefore, PCPL employs Internet filtering software to meet these important legal and ethical obligations. PCPL advises computer and WiFi users that no filtering software is perfect and may, at times, be overbroad or under-inclusive.

Initial access to the Internet on Library computers is filtered. All Internet access on the Library WiFi system is filtered. Filtering software is designed to look for keywords and block access to Internet sites whose content appears to fit into a "blocked" category.

PCPL has developed filtering levels that are based on the customer's age as listed in the customer's Library record. Customers may request that a site be blocked or unblocked by completing a written request. The request will be honored as promptly as possible.

The initial filtered setting for adult Internet users on the Library computers only restricts adult sexual content. Adult-level content is not available through the Library WiFi system. In order to access adult-level content, a person must use PCPL hardware. A Library card and PIN, indicating that the customer is 18 or older, are required for such access.

The setting available to children and teens complies with state and federal law. Library staff may identify and block sites based upon the Library's collection selection criteria for children and young adults.

Parents and guardians are responsible for guiding and overseeing their children's exposure to and use of the Internet. Library staff does not monitor any child's Internet use. If a child or teen gains access to the Internet on a library computer using an adult's Library card and PIN number, that child will have access to adult-level materials.

Adults, 18 years of age or older, may not view any sites that are illegal under federal or state law. Prohibited content includes, but is not limited to: content that is harmful to minors when minors are present, child pornography and obscenity.

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E. Enforcement and Consequences

These rules will be enforced in a fair and reasonable manner. Library staff or security personnel will intervene to stop prohibited use of computer equipment and resources. Law enforcement will be contacted if any customer uses the Library computer system for what appears to be unlawful.

Violation of this policy will result in suspension of computer and WiFi use privileges. For serious violations, staff may ask a customer to leave the library for the day, suspend all Library privileges, or both. Any suspension of a customer's Library or computer privileges will apply at all PCPL library branches.

Violation of copyright laws can result in severe civil and criminal penalties. Library customers who infringe on copyrighted material may have their computer and WiFi privileges suspended. If a customer is uncertain about whether or not a use may infringe on a copyright, the customer should ask the copyright owner for permission to use (or reproduce) the copyrighted material.

F. Appeal

Suspension of Library or computer use privileges may be issued. A suspension will remain in effect for the stated duration unless overturned or modified by the Library Director.

An appeal must be made in writing within ten (10) calendar days of the issuance of the suspension. The appeal must state all of the facts and circumstances that led to the suspension and why the customer believes the suspension is inappropriate. The appeal must be mailed to:

Library Director
Pima County Public Library
101 N. Stone Avenue
Tucson, AZ 85701

After reviewing the appeal, the Library Director may uphold the suspension as imposed, modify the terms of the suspension, or overrule the suspension. The Library Director's decision is final.

G. Disclaimer

Use of PCPL computers, computer systems, computer programs, peripherals, and access of the Internet on PCPL computers or via the library's WiFi network, is strictly at the users own risk.

PCPL does not warrant the safety, security, or quality of any particular software application or Internet website. PCPL does not warrant or guarantee that Internet filters will block all content that is illegal, inappropriate for children, or possibly offensive to some customers. Further, PCPL does not warrant or guarantee that Internet filters will allow access to some resource materials that a customer may wish to view.

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PCPL is not responsible for the accuracy, authority, timeliness, or completeness of the information available on the Internet. However, a librarian can provide assistance in verifying such information.

PCPL takes no responsibility, and does not accept liability, for any direct or consequential harm to a computer user's personal equipment or other property that may result from use of PCPL computers or WiFi network.

PCPL takes no responsibility, and does not accept liability, for any of its customers' computer activities that violate federal law (including copyright infringement), state law and local law or PCPL policies. Further, PCPL does not accept liability for any consequences that result from calling local law enforcement when it appears that laws or policies are being broken.

Adopted: August 7, 2007
Revised: June 3, 2013



PIMA COUNTY, ARIZONA BOARD OF SUPERVISORS POLICY

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Purpose:

To set forth the conditions, procedures and responsibilities for use of ~~the library's~~ Pima County Public Library (PCPL) computers by the public. To set forth the conditions, procedures and responsibilities for public access to the Library's Internet services. To outline the consequences for inappropriate or illegal use of the ~~Library's~~ Library computers and Internet networks.

Policy:

A. General Computer Use

Library computers are available for use by all library customers for information gathering and other legal pursuits. The computers are provided to library customers as an important service. PCPL does not guarantee that any computer system or software will function flawlessly. educational, research and information purposes. Customers are encouraged to use library computers and internet services to:

Conduct research
Complete homework assignments
Develop and practice computer skills
Improve literacy skills
Learn new languages
Send and receive e-mail

PCPL will make every effort to reasonably accommodate a customer's special needs. Customers who may require an accommodation to access the computer system should check in with a staff person to see if the Library can accommodate the need. Computer and WiFi users with special needs should check in with a staff person to see if those needs can be accommodated. PCPL will make every effort to reasonably accommodate a customer's special needs. Advanced notice of a special need is would be appreciated and helpful.

Customer use of PCPL computers is limited to the existing equipment and software and configuration of same. Customers may not, under any circumstances, delete any existing software programs or alter the physical configuration of hardware. Customers may not unplug cables and plug in personal hardware to PCPL's network.:

Delete any existing software programs;

Modify or alter any hard-drive settings;

Save personal files to the PCPL computers or computer systems; and

Introduce any virus, worm, spyware, Trojan horses or other program designed to harm the

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~~library equipment or software, or in any way compromise the safety and security of the library's computers~~

~~or computer system or computer users.~~

Customers may not use PCPL computers or WiFi network for the commission of harmful or illegal activities, including, but not limited to, the following:

- Hacking into any system;
- Introducing any virus, worm, spyware, Trojan horses or other program or code into any computer, computer system, software or disks;
- Engaging in aAny activities intended to aid in identity or credit card theft or to defraud;
- Engaging in any activities or access any material involving the sexual exploitation of minors, child pornography, or the luring of children;
- Viewing materials that are harmful to minors, when children are present;
- Violating federal copyright laws ~~by making unauthorized copies of copyrighted or licensed software, data or publications on the Internet;~~
- Violatinge federal, state, or local laws s or PCPL Ppoliciesy;
- Participating in or committing telecommunications fraud;
- Engaging in any act that constitutes a criminal offense under federal, state, or local laws or regulations; and,
- ~~Any activities which will damage, disable, vandalize or otherwise harm computer equipment, hardware or software.~~

~~The computers are provided to library customers as an important service. Customers assume all risks when using the public computers made available by PCPL. PCPL does not guarantee that any computer system or software will function flawlessly. PCPL does not support access to all on-line service providers or websites. The library computers will not be reconfigured to gain access to any specific Internet Service provider. Library staff members may not always be available to assist customers in entering into any agreements for e-mail or other on-line services.~~

~~Reservations may be made to use library computers. The length of time for which a computer may be reserved is dependent upon the procedures established by the branch librarian and is based on available resources, as well as demand. The Library does not have the ability to reserve WiFi access.~~

PCPL will determine the length of time a computer may be used on any particular day. This is dependent upon the procedures established by PCPL, available resources, and demand.

B. Internet Use

Access to the Internet is provided as an integral part of ~~the Library's research, education, and information~~PCPL's services. All customers are expected to use the Internet in a manner ~~which that~~ respects and gives consideration to consistent with these purposes and with respect and consideration of other library users customers.

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~~To the extent possible under applicable state and federal laws, PCPL upholds and affirms the right of adults to have access to constitutionally-protected materials. Therefore, the PCPL designed the Internet filter policy to meet these important legal and ethical obligations.~~

~~PCPL respects the rights and responsibilities of parents or guardians in determining and monitoring the use of the Internet by children under the age of 18. Library staff members are not responsible for monitoring a child's use of the Internet.~~

~~PCPL does not support access to all websites. The library computers will not be reconfigured to gain access to any specific Internet Service Provider. Library staff members may not always be available to assist customers in entering into any agreements.~~

Each customer must carefully consider what information he or she chooses to enter, write or send on library computers or via the library's WiFi network. Viruses and malicious code can be transferred via the Internet, despite virus protection and other security software. **No encryption software is installed on PCPL computers.**

~~PCPL does not provide virus protection, encryption or other security for WiFi connections. Customers that chose to use the library WiFi connection are advised to install current anti-virus and firewall software on their personal computers. Due to the wide variety of personal computers, personal computer equipment and setting, library staff will not configure personal computer equipment.~~

Any Internet site or service that requires the user to provide personal information may not be safe. **A customer who chooses to enter personal information, such as the following, does so at his or her own risk and assumes all responsibility for any consequences.**

- ~~Name or alias~~
- ~~Social Security number~~
- ~~Address~~
- ~~Cell or landline telephone numbers~~
- ~~E-mail address~~
- ~~Credit card number~~
- ~~Bank account numbers or other financial information~~
- ~~Personal photographs~~
- ~~Any other personal information~~

By using library Internet services, a customer ~~accepts full responsibility for and~~ acknowledges that he or she may:

- Encounter text, images or sound that he or she may find offensive or disturbing;
- Retrieve or use inaccurate or incomplete information;
- Introduce a virus, worm or other potentially harmful program or code into his or her software, storage media or computer equipment;
- Damage his or her personal software, storage media or computer equipment; or,
- Provide information that leads to identity theft or other criminal activity.

C. Wireless Use

Customers assume all risks when using the PCPL's WiFi network. PCPL does not provide virus protection, encryption, or other security for WiFi connections. Customers that choose to use the Library WiFi connection are advised to install current anti-virus and firewall software on their personal computers. Due to the wide variety of personal computers, personal computer equipment and settings, Library staff will not set up WiFi connections for any personal device.

D. Internet Filters

To the extent possible under applicable state and federal laws, PCPL upholds and affirms the right of adults to have access to constitutionally-protected materials, while making every effort to create a safe environment for all computer users, especially children. Therefore, PCPL employs Internet filtering software to meet these important legal and ethical obligations. PCPL advises computer and WiFi users that no filtering software is perfect and may, at times, be overbroad or under-inclusive.

Initial access to the Internet on Library computers is filtered. All Internet access on the Library's WiFi system is filtered. Filtering software is designed to look for keywords and block access to Internet sites whose content appears to fit into a "blocked" category.

PCPL has developed filtering levels that are based on the customer's age as listed in the customer's Library record. Customers may request that a site be blocked or unblocked by completing a written request. The request will be honored as promptly as possible.

The initial filtered setting for adults Internet users on the Library's computers only restricts adult sexual content. Adult-level content is not available through the library's WiFi system. In order to access adult-level content, a person must use PCPL hardware. A library card and PIN, indicating that the customer is 18 or older, are required for such access.

The setting available to children and teens complies with state and federal law. Library staff may identify and block sites based upon the Library's collection selection criteria for children and young adults.

Parents and guardians are responsible for guiding and overseeing their children's exposure to and use of the Internet. Library staff does not monitor any child's Internet use. If a child or teen gains access to the Internet on a library computer using an adult's Library card and PIN number, that child will have access to adult-level materials.

Adults, 18 years of age or older, may not view any sites that are illegal under federal or state law. Prohibited content includes, but is not limited to: content that is harmful to minors when minors are present, child pornography, and obscenity.

Disclaimer

~~Use of PCPL computers, computer systems, computer programs and access of the Internet on PCPL computers or via the library's WiFi network, is strictly at the users own risk.~~

~~PCPL does not endorse, warrant, or advocate for any particular software application or Internet~~

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~~web-site.~~

~~PCPL advises computer and WiFi users that no filtering software is perfect. PCPL does not warrant or guarantee that Internet filters will block all content that is illegal, inappropriate for children or possibly offensive to some customers. Further, PCPL does not warrant or guarantee that Internet filters will allow access to some valuable resource materials that a customer may wish to view.~~

~~PCPL is not responsible for the accuracy, authority, timeliness or completeness of the information available on the Internet. However, a librarian can provide assistance in verifying such information.~~

~~PCPL takes no responsibility, and does not accept liability, for any direct or consequential harm to computer users, personal or library computer equipment, or other property that may result from use of PCPL computers or WiFi network.~~

~~PCPL takes no responsibility, and does not accept liability, for any of its customer's computer activities that violate federal law (including copyright infringement), state law, local law or PCPL policies. Further, PCPL does not accept liability for the any occurrences that result from calling local law enforcement when it appears that any of these laws or policies are being broken.~~

Internet Filters

~~To protect personal freedoms and comply with federal law and Library District Policy, all initial access to the Internet on library computers or via the Library's WiFi network will be filtered. Filtering software is designed to look for key words and block access to Internet sites whose content appears to fit into a "blocked" category.~~

~~PCPL has developed three levels of filtering that are based on the customer's age. Age is indicated~~

~~by the customer's library card and PIN which is required to log onto the Internet.~~

~~The only setting available to children under the age of 13, is the most restrictive. Filtered categories include: adult content, nudity, sex, illegal or questionable, violence and tasteless content.~~

~~The initial filtered setting for adults, and the only filtered setting available for youth between the ages of 13 and 18 is less restrictive. Only adult sexual content is filtered. Library staff may, however, identify and block sites based upon the library's collection selection criteria for young adults.~~

~~Library staff does not monitor any child's Internet use. Children and youth who use an adult's library card and PIN number will have the ability to disable the Internet filters. Parents and guardians are responsible for guiding and overseeing their children's exposure to and use of the Internet. More information is available to parents and guardians on Pima County Public Library's Kids Web under the heading Parents and Caregivers. The URL address for this website is www.library.pima.gov/kidsweb/besafe.cfm.~~

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~~Adults, 18 years of age or older, using library computers who do not wish to use the initial filtered setting, as described above, will have the ability to disable the Internet filters and may ask to have a specific site unblocked. Adults may not, however, view any sites illegal under federal or state law. Prohibited content includes, but is not limited to: content that is harmful to minors when minors are present, child pornography, and obscenity. Customers choosing unfiltered access to the Internet are responsible for complying with all federal, state and local laws and regulations.~~

~~WiFi Internet access is initially set at the most restrictive level. In order to access unfiltered WiFi services, a library card and PIN, indicating that the customer is 18 or older, are required.~~

~~PCPL filtering software allows the unblocking or blocking of individual Internet sites. Customers may request that a site be blocked or unblocked by completing an Internet Site Request Form. A copy of the form is attached to this policy as Appendix A. The request will be honored as promptly as possible. Adults who need immediate access to a filtered site, may log on for an unfiltered session.~~

E. Enforcement and Consequences

These rules will be enforced in a fair and reasonable manner. Library staff ~~and or~~ security personnel will intervene to stop prohibited use of computer equipment and resources. Law enforcement will be contacted if any customer uses the library computer system for what appears to be unlawful.

Violation of this policy will result in suspension of computer and WiFi use privileges. For serious violations, ~~PCPL staff~~ may ask a customer to leave the library ~~for the day~~, suspend all library privileges, or both. Any suspension of a customers' library ~~and/or~~ computer privileges will apply at all PCPL library branches.

Violation of copyright laws can result in severe civil and criminal penalties. Library customers who infringe on copyrighted material may have their computer and WiFi ~~privileges~~ suspended. ~~If a customer is uncertain~~ Customers must, when in doubt about whether or not a use may infringe on a copyright, the customer should ask the copyright owner for permission to use (or reproduce) the copyrighted material.

F. Appeal

Suspension of library or computer use privileges may be ~~issued~~ appealed within ten (10) calendar days of the issuance of the suspension. A suspension will remain in effect for the stated duration unless ~~and until~~ overturned or modified by the Library Director ~~after hearing~~.

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~~An Request for Appeal and Hearing~~ appeal must be made in writing within ten (10) calendar days of the issuance of the suspension. The appeal must and state all of the facts and circumstances that led to the suspension and why the customer believes the suspension is inappropriate. the customer intends to use during the appeal hearing. The Request for Appeal and Hearing The appeal must be mailed to:

Library Director
Pima County Public Library
101 N. Stone Avenue
Tucson, AZ 85701

~~At the hearing~~ After reviewing the appeal, the Library Director may uphold the suspension as imposed, modify the terms of the suspension, or overrule the suspension. The Library Director's decision is final.

G. Disclaimer

Use of PCPL computers, computer systems, computer programs, peripherals, and access of the Internet on PCPL computers or via the library's WiFi network, is strictly at the users own risk.

PCPL does not warrant the safety, security, or quality of any particular software application or Internet website. PCPL does not warrant or guarantee that Internet filters will block all content that is illegal, inappropriate for children, or possibly offensive to some customers. Further, PCPL does not warrant or guarantee that Internet filters will allow access to some resource materials that a customer may wish to view.

PCPL is not responsible for the accuracy, authority, timeliness, or completeness of the information available on the Internet. However, a librarian can provide assistance in verifying such information.

PCPL takes no responsibility, and does not accept liability, for any direct or consequential harm to a computer user's personal equipment or other property that may result from use of PCPL computers or WiFi network.

PCPL takes no responsibility, and does not accept liability, for any of its customer's' computer activities that violate federal law (including copyright infringement), state law and, local law or PCPL policies. Further, PCPL does not accept liability for ~~the~~ any consequences that result from calling local law enforcement when it appears that laws or policies are being broken.