

## County of Los Angeles Public Library Internet Service

### **ACCEPTABLE USE POLICY (Revised 10/27/2009)**

Welcome to the County of Los Angeles Public Library Internet Service. To become a Library Internet user, a customer must be a borrower in good standing. All Internet users must register and be added to the Smart Access Manager (SAM) database. Each customer must read and accept the online Acceptable Use Policy before they can use an Internet workstation. To access the Internet workstations, customers need their County Library card and PIN (Personal Identification Number).

The County Library upholds the right of each individual to have access to constitutionally protected materials.

The County Library affirms the right and responsibility of parents and legal guardians to determine and to monitor their minor children's use of Library materials and resources. Minor children are defined as anyone under the age of 18. Child safety on the Internet is a priority for the Board of Supervisors and for the Library. To assist parents and legal guardians with child safety on the Internet, the Library provides a filtering program on Library computers.

When parents register their children for a library card, they must make a choice for their minor children from one of the following Internet access categories:

1. Children's Limited Access which limits access to offensive or objectionable materials,
2. General Access which allows access to the Internet, with the exception of the most visually explicit sexual material, or
3. No Internet Access.

All computers in the children's area are programmed with Children's Limited Access and cannot be changed. Computers in the adult area are programmed with General Access and are available to children whose parents have granted them General Access. Minors with General Access who wish to view a blocked website must have parental permission on a case-by-case basis.

Choosing Children's Limited Access for your child will minimize the chance of your child accessing offensive material on the Internet. Since no filtering software can block 100% of potentially objectionable content, it is the responsibility of parents and guardians to monitor their child's Internet use.

The Internet and its available resources may contain materials of a controversial nature. The County Library does not monitor and has no control over the information accessed through the Internet by its patrons, and cannot be held responsible for its content. The Library cannot guarantee that the Internet use of other patrons will not be offensive or inappropriate to you. Users access the Internet at their own risk. Individuals must accept responsibility for determining what is appropriate. The County of Los Angeles does not provide supervision of minors.

The County Library makes no guarantees, either expressed or implied, with respect to information available over the Internet. The Library is not responsible for any misuse of copyright or other violations. The Library cannot guarantee privacy or confidentiality for the use of library Internet computers. The Library's Internet computers may not be used for any purpose that violates federal, state or local laws.

### **GENERAL RESPONSIBILITIES**

Users have an obligation to access the Library's Internet in a responsible, courteous, and informed manner. Users are required to comply with County Library policies and procedures.

- The County of Los Angeles Public Library is not responsible for any damage to computer media or personal computer equipment.
- Malfunctions in hardware or software should be reported to library staff immediately.
- The Library staff does not provide technical support.
- Library equipment may not be unplugged, moved, removed or otherwise modified.

- Use of the Internet is a privilege, not a right, which may be revoked at any time for inappropriate conduct. Violations may result in the loss of Internet use and/or library privileges. Examples of inappropriate conduct include but are not limited to:
  - Use of the Internet for unlawful or malicious activities such as child pornography
  - Misrepresentation of oneself or County of Los Angeles
  - Sending chain letters
  - Activities that could cause congestion and disruption of networks and systems
  - Installing or downloading the customer's own software
  - Violation of copyright laws or software licensing agreements
  - Changing, modifying or eliminating any County of Los Angeles computer configurations
  - Behavior which disrupts or prevents other people's use of library resources
  - Refusal to relinquish the computer at the end of the session
  - Using the computer beyond the allowable session unless approved by the Community Library Manager

## **USER GUIDELINES AND PROCEDURES**

- Every computer user must use his or her own library card. No one may use the Internet using someone else's card number.
- Individual Internet sessions last for one hour, one-half hour or fifteen minutes, depending on the computer. Internet users may use the Internet for up to two hours per day. The Community Library Manager may make exceptions at his or her discretion.
- Adults who find they are blocked from a particular website may ask library staff to allow temporary unfiltered access to the Internet, on a per-session basis.
- Adults must ask permission from the Community Library Manager to use designated children's computers when not in use by children. These computers will have only Children's Limited access which cannot be changed.
- Homework Center computers are only for the use of students during posted Homework Center hours. During the remainder of the day, adults must ask permission to use the Homework Center computers. These computers are set to Children's Limited access and cannot be changed.
- Internet users may make one reservation per day to use the Internet workstations. Internet users can make their own reservations in the library or have library staff make a reservation in the library, or by telephone. The Internet user can make a reservation for the current day and up to three calendar days in advance. Reservations will be cancelled if a patron is more than ten minutes late logging on.
- Customers who are eligible for Library cards and want to use Library computers are expected to obtain cards. Visitors who are not eligible for a regular library card may apply for a computer user's card from library staff to access computers only. A computer user card has the same computer privileges as a regular library card. Visitors are also subject to the same policies and user guidelines as all computer users.
- Literacy, Government Services and Express computers cannot be reserved. They are available on a first-come, first-served basis. Priority is given to customers requiring Government Services or Literacy assistance at the library that offers these services. When not in use for their assigned specialty, these computers may be used for any Internet use or word processing.
- Each customer can print 10 free pages a day. Each additional page costs 15¢. All jobs must be sent to the printer before the end of the session. The Community Library Manager may make exceptions at his/her discretion.
- Use of computer programs such as word processing on Library computers is subject to the same policies as use of the Internet. Users may download to computer media but must supply their own media. To retain working files, users need to save their work to their own computer media before the session ends.

The Library reserves the right to review this policy from time to time and make changes as necessary.

We hope you enjoy your use of the Internet through one of our public computers. If you have any questions or concerns, please contact Library Headquarters at (562) 940-8521, during business hours (Monday - Friday, 9:00 am B 5:00 pm), or email [colapl@library.lacounty.gov](mailto:colapl@library.lacounty.gov).

# Dear Parents,

Child safety on the Internet is a concern for the County of Los Angeles Public Library and the Board of Supervisors.

Parents can choose one of the following Internet privilege levels for their children under the age of 18:

1. **Children's Limited Access:** Filtered access will minimize the chance of your child accessing offensive or objectionable material on the Internet. The Library's filtering service actively reviews Internet sites. Since no filtering software can block 100% of potentially objectionable content, it is the responsibility of parents and guardians to monitor their child's Internet use.
2. **General Access:** Allows access to the Internet, with the exception of the most visually sexually explicit material for all users.
3. **No Access:** Children will be blocked from accessing the Internet, but will be able to use word processing and other programs on the public access computers.

All computers in the children's area of the library are set to Children's Limited Access and cannot be changed. Children with General Access must use the computers in the adult area if the site they wish to view is blocked by the Children's Limited Access filter.

Parents can visit the library to change their child's access level at any time.

The Library does not monitor and has no control over the information or websites accessed through the Internet by its patrons. The Library cannot guarantee that the Internet use of other patrons will not be offensive or inappropriate to you or your child.

## Things you can do to protect your children online:

- Make Internet use a family activity. Sit with your child as they use the Internet at the Library.
- Encourage your children to use computers in the Library's children's area, if available. All computers in the children's area provide Children's Limited access.
- Teach your children to never give out identifying information online.
- Learn more about the services and websites your children enjoy visiting.
- Never allow a child to arrange a face-to-face meeting with anyone they meet online without your permission.
- Visit [staysafe.org](http://staysafe.org) or the Los Angeles County District Attorney's Protecting Our Kids site (<http://da.co.la.ca.us/pok/>) for more tips and ideas on keeping your child safe online.

The County of Los Angeles Public Library is committed to providing all of our customers with a satisfying and positive online experience. If you have any questions, please contact your Community Library Manager.

County of Los Angeles Public Library  
[www.colapublib.org](http://www.colapublib.org)

