

## **SAN JOSE PUBLIC LIBRARY INTERNET ACCESS AND COMPUTER USE POLICY**

### **Purpose**

The purpose of the Dr. Martin Luther King Jr. Library and the San José Public Library system is to facilitate educational and informational pursuits by furnishing materials of requisite and appropriate quality. The Library provides public access to the Internet to further this purpose. The Internet offers links to a vast array of valuable local, national, and international sources of information that may not otherwise be found in the system's collection. However, because the Internet is a vast and unregulated medium, the Library has limited control over the information available through the Internet and is not responsible for the accuracy, authenticity, or timeliness of its content.

### **Responsibilities of Users**

All users of San José Public Library computers or networks are expected to use the Internet in a manner consistent with the purpose for which it is provided and according to the guidelines established by the Library. Use of Library computers for unlawful purposes will result in an immediate revocation of computer privileges.

All Library computers terminals shall display the following warning:

*Library users may not use San José Public Library computers for unlawful purposes or to view illegal content. Users who view or receive illegal content on library computers may be subject to federal criminal prosecution.*

*The Library uses technology protection measures to filter Internet content in accordance with federal law. However, the San José Public Library system cannot guarantee that the filter will block all materials deemed objectionable. Users who encounter objectionable material may submit a request to the Library for those sites to be filtered. Parents and legal guardians must assume responsibility for guiding their children's Internet usage. For more information on children and the Internet, parents and legal guardians are encouraged to visit [My Rules for Internet Safety](#).*

Additionally, all users must abide by the following rules:

1. Due to the limited resources available for provision of public access to the Internet, the Library reserves the right to limit the amount of time an individual user may have access to library equipment.
2. Rules for use of the Library's Internet workstations are posted near or on terminals, and include reservation information, time limits on usage of machines, and limits on printing.
3. Library staff members will assist customers, as time permits, with basic Internet navigation and with basic computer and printer functions.

4. Users may not attempt to reconfigure systems or software, or in any way interfere with or disrupt the current system or network set-up and services.
5. Users may not damage, alter, or degrade computer equipment, peripherals, or configurations.
6. Some workstations have a dedicated purpose, such as searching for periodical citations and articles, and are to be used only for that dedicated purpose. Some workstations are reserved for use by children or for use by people with disabilities.
7. Users may not view, print, distribute, display, send, or receive obscene material or material that constitutes child pornography. Users also may not disseminate, exhibit, or display to minors materials that are harmful to minors.
8. Privacy screens are available in all branches and units of the Library, and may be requested by customers for use in the library. In addition, a staff member may require a customer to use a privacy screen when a staff member deems it necessary.
9. Users may not invade the privacy of others. Each customer has the right to a quiet and organized work space. No more than two people may use a work station at the same time.
10. If any user abuses or engages in unauthorized use of computers, his or her computer privileges will be denied. If a customer refuses a staff request to end problem behavior, the customer will be asked to leave the library. Staff may call upon the assistance of other and/or supervisory staff, and if the situation escalates, Public Safety staff or police may be called.
11. Computers will be shut down no later than 5 minutes before the library closes.

### **Internet Filtering**

The Library uses filtering technology on all computers with Internet access. Patrons 17 years of age or older are given a choice of an Internet session with a basic filter or one that has additional filtering. The intent of the basic filter is to block websites that contain child pornography or material that is obscene.

The intent of the additional filtering is to block websites that contain material that is harmful for minors. If a patron 17 years of age or older wishes to access a blocked site for bona fide research or other lawful purpose, he or she may request that the site be unblocked either temporarily or permanently. All Library Policies shall remain in effect. For a temporary unblock request, the patron should make the request to a library employee, who will refer it to the IT specialist on duty. If the IT specialist determines that the site is appropriate for viewing (i.e. falls outside the appropriate filtering categories) the site will be unblocked for 24 hours.

If a patron wishes to permanently unblock a site, he or she may submit a written request to the library. The library will forward the request to the software provider. If the provider believes that the site should remain blocked according to the criteria discussed in the previous two paragraphs, the patron may seek review by a team of three library employees. The library employees may review the site and recommend to the provider that the site be unblocked. Upon review, if the software provider decides that the site should remain blocked, it will submit its decision to the library team in writing with reasons for its decision. The provider's decision is final.

Patrons 16 years of age or younger must use the additional filtering, and are required to obtain consent from a parent or legal guardian before requesting a site to be unblocked. Library staff may request proof of age.

Given the nature of how information and sites become accessible through the Internet, the San José Public Library system cannot guarantee that the filtering technology will block all material deemed objectionable. Users who encounter objectionable material may submit a request to the Library for those sites to be filtered.

### **Supervising Children's Internet Use**

Parents and legal guardians must assume responsibility for overseeing their child's exposure to and use of the Internet. While the Library has installed filtering software in accordance with federal law, filters will not necessarily prevent children from accessing all Internet materials that a parent might find objectionable. The filtering software is not a substitute for individual judgment and parental involvement.

The Library has created Web pages for children ([KidsPlace](#)) and young adults ([TeenWeb](#)) which provide content and links to other Web sites that parents and legal guardians may find appropriate for their children. For more information on children and the Internet, parents and legal guardians are encouraged to visit [My Rules for Internet Safety](#).

If a library cardholder is under the age of 18, the parent or legal guardian who signed for the child's card may be given specific information regarding that child's record. If the parent or guardian is in possession of the child's card, they may be given any information in the child's record, including Internet usage. If the child's card is not in the parent's or guardian's possession, the information provided will be limited to (1) materials that are overdue, lost, or damaged, and (2) fines owed.