

**Hayward Public Library
Policy and Procedures for Internet and Computer Use**

POLICY

Customers using the Internet must agree to and abide by the Internet Use Policy and Rules below:

Hayward Public Library offers free and open access to the Internet in accordance with its mission of providing public access to information of all types in a wide range of formats and the American Library Association's [Library Bill of Rights](#) .

While the Library strives to offer sites that provide current and accurate information, the changing nature of this medium means the Library cannot guarantee the accuracy of information gained through the World Wide Web. Users are responsible for determining that the information they access is acceptable, reliable and suitable to their needs. The Library does not monitor and has no control over the information accessed through the Internet and assumes no responsibility for its content. The Library neither restricts access to materials found on the Internet nor protects users from materials or information they may find offensive.

Library customers are warned that the Internet is not a secure medium and that privacy of e-mail and other communications is not guaranteed. The Library assumes no responsibility and shall have no liability for any direct, indirect or consequential damages arising from the use of information found on the Internet, any communications sent through the Library's Internet computers, or any data loss or damage to personal disks, CDs or other storage devices.

Parents or legal guardians must assume responsibility for deciding what library resources are appropriate for their own children. It is both the right and the responsibility of parents and legal guardians to guide their own children's usage of library resources in accordance with individual family beliefs. The Library does not provide this monitoring or supervision.

Library staff is available to assist in accessing the Internet and software on library computers, to offer searching suggestions and to answer questions. Staff cannot provide in-depth individual assistance. The library does offer classes which teach basic computer and Internet skills.

RULES:

All Library customers accessing the Internet in the Library are expected to use this resource in a responsible and ethical manner, consistent with the educational, informational and recreational purposes for which it is provided. Library customers are also expected to abide by the Rules of Conduct that govern public behavior in the Library and the Rules and Procedures established for public use of the Internet. Library customers are asked to respect the privacy of Internet users and to refrain from intentionally observing other customer's use of the Internet.

Library customers using the Internet may not:

- Use the Library's Internet terminals for unauthorized, illegal or unethical purposes.
- Modify or gain access to files, passwords or data belonging to the Library or others.
- Make any attempt to alter, damage and/or destroy computer hardware or software.
- Make unauthorized entry into other networks and systems.
- Violate the privacy of others, harass other users, or send harassing or threatening messages.
- Use the Internet terminals in the Library to view or disseminate illegal images.
- Make unauthorized copies of copyrighted or licensed software or data.

PROCEDURES

To maximize Computer availability, and to insure fair accessibility for all, please follow these procedures and rules. Repeated failure to follow the rules will result in suspension of computer privileges.

1. Computers are available from the time the library opens until 5 minutes before closing.
 - 11:00-7:55 Monday, Tuesday and Wednesday
 - 10:00-4:55 Thursday, Friday, and Saturday
2. You must log on with your valid library card number and your PIN to use most library computers. This does not apply to the Library catalogs or library card application/online payment stations.
3. You may not use someone else's library card for computer use.
4. Time Limit on each computer station:
 - 60 Minute Internet - 60 minutes per day
 - Word processing/Databases/Microsoft Office - 2 hours per day
5. You will be automatically logged off when the time limit is reached. If you finish your session early, please log out.
6. Printing is available for 10 cents per page using a Pinnacle print card.
7. Customers may save files on diskettes, CD-Rs, or flash drives. (Diskettes are available for purchase at the Circulation Desk for \$1.00 per diskette. CD-Rs are available for \$1.50. Flash drives are available for \$10.00).
8. Headphones are not provided by the library. Customers may bring their own headphones. Earbuds are available for purchase for \$5.00.
9. Library staff at the Tech Lab Desk can often help with basic computer use and some information on the Internet; however, staff does not provide instruction on how to use the software.
10. Library customers are advised, as with all library materials, to exercise judgment and discrimination when evaluating the usefulness and reliability of material found on the Internet.
11. The Hayward Public Library does not monitor information accessed over the Internet and cannot guarantee the validity or accuracy of information found on the Internet.
12. You may not use your own software programs on the library computers. This will help prevent computer viruses that are common on public computers.
13. Misuse of the computer or Internet access will result in loss of your Computer privileges. Any illegal activity involving the Library's computers will be subject to prosecution by the appropriate authorities.