INTERNET USE POLICIES

Appendix A presents five examples of actual Internet user policies (IUP) from various libraries and vendors that could help guide you in creating a IUP for your library. Your IUP will be unique for your filtering strategy.

The five following examples reproduced here accommodate the following filtering scenarios:

- The library is filtering to minimally comply with CIPA.

- The library is filtering children's computers only.

- Filtering is done by the Internet service provider.

- The library is not using filters.

- The library is using a patron-authentication program integrated with its filter.

Filtering per CIPA

Customer use of Internet resources policy

Spokane County Library District,
www.scld.lib.wa.us/
about/internet.htm

It is the policy of Spokane County Library District to make Internet resources available to its customers, together with its collection of library materials and access to electronic databases, as a means of providing information in support of its mission.

The District offers materials and information in a variety of formats and media, with selection guided by its Collection Development Policy. Its goal in providing Internet resources is to enhance its collection in size and depth with information that may not be otherwise available or as up-to-date. In addition, it extends access to this information resource to all citizens.

As the District limits its selection of materials based on Collection Development Policy criteria and fiscal constraints, the District may limit customer access to Internet functions which it determines to be inconsistent with its mission and goals or consume more resources than the benefit derived in support of the mission and goals.

It is the District's policy to comply with the requirements of the Children's Internet Protection Act (CIPA) and the June 23, 2003 United States Supreme Court decision relating thereto. In doing so, the District understands that the required technology protection measures may not be fully effective in blocking intended sites and may inadvertently block unintended sites.

District responsibilities

1. To assist customers in finding useful information, the District will provide on its Website links to suggested resources that are consistent with its mission and goals, including youth-oriented resources with age-appropriate reading levels.

2. Library staff will be available to provide customer assistance.

3. As with other library materials, services and programs, the District will not limit minors' access to Web content beyond that required by CIPA and affirms the right and responsibility of parents and guardians to determine and monitor their children's use of Internet resources.

4. The District will assist parents and guardians in their exercise of their rights and responsibilities to limit their children's access to inappropriate matter on the Internet and the Web and restrict their children's access to materials harmful to minors by:

   a. Providing at least one computer workstation, located in or near the children's area in each branch, with Internet access using technology protection measures that block for customers of all ages, to the extent technically possible, visual depictions that are obscene, child pornography, harmful to minors (as defined in the United States Code (1) and case law), and chat functions.

   b. For all other Internet workstations, providing technology protection measures that block visual depictions that are obscene and child pornography for all customers, and in addition for minors age 16 and under, visual depictions that are harmful to minors (as defined in the United States Code (1) and case law.

   c. Providing parents with the option of not allowing Internet access for their child(ren).

5. Because no filtering software employed as a technology protection measure can evaluate and block images, the least restrictive software blocking categories that by their definitions appear to include prohibited visual depictions will be used.

6. For customers 17 and older, the District will provide a method to allow the disabling of the technology protection measures, without staff intervention, at the beginning of each Internet session.

7. To assure that customers of all ages are able to access Internet sites that have been mistakenly blocked, the District will provide a method by which they can request that such sites be unblocked and will unblock such sites in a timely manner.

8. The District will make parents and guardians aware that it cannot assure their children's safety and security when they use electronic mail, chat rooms, and other forms of direct electronic communication; cannot protect against their children's unauthorized access, including "hacking," and other unlawful online activities; and cannot protect against unauthorized disclosure, use, and dissemination of personal identification information regarding their children if their children provide it while using the Internet.

9. Information regarding Internet access restrictions will be provided to all customers at the time of library card registration and will be available in print and on the District's Website. Information on Internet youth safety will also be provided for minors and their parents.

10. Customers' use of Internet resources will be managed in a manner consistent with the District's Customer Conduct Policy.

Customer responsibilities

1. Individual library users are responsible for determining the suitability of content for their purposes. The District does not control or monitor information that may be accessible from Internet sources. Information may be reliable and current, or it may be inaccurate, offensive, or illegal.

2. Adults are responsible for determining whether they wish to use or disable the technology protection measure. CIPA requires that everyone age 16 and under use the technology protection measures; parents may not authorize that they be disabled for their children.

3. Parents and guardians have a right and responsibility to use personal supervision and/or the technological means provided by the District to:

   a. Limit their children's access to inappropriate matter on the Internet and the Web;

   b. Assure their children's safety and security when using electronic mail, chat rooms, and other forms of direct electronic communication;

   c. Protect against unauthorized access, including "hacking," and other unlawful online activities by their children;

   d. Protect against unauthorized disclosure, use, and dissemination of personal identification information regarding minors; and

   e. Restrict their children's access to materials harmful to minors.

4. Customers are requested to exercise appropriate discretion in viewing materials. The District will not guarantee privacy for individuals using library public access computers to search the Internet and computer screens may be visible to people of all ages, backgrounds, and sensibilities.

5. Customers are to honor District procedures and security measures, and to follow Federal and State laws applying to use of the Internet.

Violation of this policy may be cause for a temporary or permanent prohibition from future use of library equipment or facilities, consistent with the Customer Conduct Policy.

The District's director is responsible for establishing procedures to carry out this Policy.

(1) The Children's Internet Protection Act provides United States Code citations for the definitions of "obscene" (18 U.S.C. § 1460) and "child pornography" (18 U.S.C. § 2256). The Act itself defines "harmful to minors" in Section 1703 (b)(2).

Adopted by the Spokane County Library District Board of Trustees: May 21, 1998; Revised Dec. 16, 2003

For additional information on SCLD in-library Internet services, please refer to our Internet Use Agreement and Youth Safety on the Web page.

Public use of the Internet policy

The Seattle Public Library provides access to a broad range of information resources including those available through the Internet. The Library makes this service available as part of its mission to provide free and open access to information of all types in a wide range of formats for library users of all ages and backgrounds.

Choosing and evaluating sources

The Internet is a global electronic network of ideas, images, and commentary that may enhance resources already available in the Library. However, the Library cannot control the information available over the Internet and is not responsible for its content. Some sources provide information that is inaccurate, incomplete or dated; some sources may be offensive, disturbing, and/or illegal.

To assist our patrons in their searches, staff have identified on the Library's Selected Websites some links to selected information sources. Library staff review links regularly but, due to the ever-changing nature of the Internet, cannot guarantee that these links will remain valid. Similarly, the Library cannot be responsible for changes in the content of the sources to which it links, or the content of sources accessed through secondary links. As with printed information, users are encouraged to evaluate the validity of information found electronically. Library staff are available to provide assistance and to help identify appropriate sites. The Library also provides beginning, advanced, and subject oriented-classes in the use of the World Wide Web.

Access by minors

The Library upholds the right of each individual to have access to constitutionally protected material. The Library also affirms the right and responsibility of parents and legal guardians to determine and monitor their own children's use of library materials and resources. To assist parents in their responsibility for their children's use of the Internet, the Library provides the following services:

- Specially designed Web pages for children and young adults, with links to age-appropriate Internet sites and to filtered search engines.

- Computers with commercial filtering software for public use in the children's area at each location in the Seattle Public Library system. This filtering software will block many specific sites that may be offensive to some users, but may not block all materials that may be offensive to all users. Parents should inform their children of materials they do not want them to use, and may wish to supervise their children's Internet sessions.

Computers with commercial filtering software for public use in the children's area at each location in the Seattle Public Library system. This filtering software will block many specific sites that may be offensive to some users, but may not block all materials that may be offensive to all users. Parents should inform their children of materials they do not want them to use, and may wish to supervise their children's Internet sessions.

Rules governing use

To make the Internet available to as many people as possible and to ensure that it is used in a manner consistent with Library policies, the Library has adopted rules regarding Acceptable Use of Electronic Resources. All users are asked to respect the privacy of other users and not attempt to censor or comment on what others are viewing. The Library's Rules of Conduct and pertinent state, federal and local laws apply to all Library users.

Duchesne County Library Internet Policy

Introduction:

This policy has been written to establish guidelines by which patrons can access the Internet at the Duchesne County Library. These guidelines are being put into place so that patrons of the library will have a more enjoyable and useful exploration of the Internet. A separate document establishing procedures in dealing with concerns and policy violations has been created to act as companion to this document.

Internet Content Standards:

Internet users shall not access material that is obscene or is considered child pornography. "Obscene" means materials meeting the standard established by the U.S. Supreme Court in Miller vs. California, 413 US. 15 (1973) whereby an affirmative answer is required to each of the three (3) following questions:

A. Whether the average person applying contemporary community standards would find that the work, taken as a whole, appeals to the prurient interest;

B. Whether the work depicts or describes, in a patently offensive way, sexual content specifically defined by the applicable state law; and

C. Whether the work, taken as a whole, lacks serious literary, artistic, political, or scientific value.

Internet Use Guidelines:

1. Internet users shall not access material that is obscene, pornographic, child pornography, "harmful to minors", or otherwise inappropriate for educational uses.

2. Internet users shall not use any resources that engage in "hacking" or attempt to otherwise compromise system security or filtering.

3. Use of chat, instant messenger, or other forms of direct electronic communications by Internet users is expressly forbidden without staff intervention.

4. Use of E-mail and bulletin board services is allowed within the following guidelines: the material being sent meets "contemporary community standards"; does not contain sexually explicit information; would not contain information that would be considered "harmful to minors"; would not be considered libelous.

5. Users may not use library computers for personal financial gain.

6. Patrons are not allowed to access non-educational games on library computers.

7. Patrons are limited to no more than 1 hour of Internet use time per day. This time may be extended at the discretion of the staff member in charge.

8. Patrons shall not change computer settings or install programs on

library computers without staff intervention.

9. Patrons under the age of 18 must have written parental or guardian permission to use the internet. When permission is given a parent or guardian must be present.

Filtering:

The Duchesne County Library uses the Utah Education Network as their service and filtering provider. This filter does not filter out all inappropriate information. This filter may also filter out appropriate information.

Responsibility for Damages:

The Duchesne County Library Staff and the Duchesne County Library Board assume no responsibility for any damages, direct or indirect, arising from the use of the computers at the library.

Policy Review:

This policy will be reviewed not less than every three (3) years or as the need may arise. The last date of review was May 16, 2001. Policy changes will take effect July 1, 2001.

Internet use policy

Purpose

The Ames Public Library recognizes that within the Ames community there are groups and individuals with diverse interests, backgrounds and needs. The Library further recognizes and emphasizes that the public library is an institution of a democratic society and was established to serve all of the people in a community.

Electronic information and networking is a new and rapidly developing area of public and private activity. The Library recognizes that these developments pose new challenges as well as new opportunities for the library board, the library staff, and library users and their families. The Library believes that these challenges and opportunities are best addressed by adherence to the fundamental principles of traditional library use and the principles of a free society. These new methods of receiving information do not change the mission of the Ames Public Library, which is: "The Ames Public Library: We connect you to the world of ideas."

Responsibilities of the library

Congress and the courts have recognized that there is no single organization to govern, control, or select information for the Internet. Because of this freedom of information, the breadth of information on the Internet, the unstructured and unregulated nature of the Internet, and the unreliable state of filtering, the Ames Public Library cannot control the content of resources available on the Internet.

Library staff will apply the selection criteria outlined in the library's "Materials Selection" policy to provide access to a broad range of World Wide Web resources through the library's homepage. The Ames Public Library homepage is designed to offer easy and convenient access to valuable local, national, and international sources of information.

Access

The Library does not select the material on the Internet and has no means or statutory authority to assure that only constitutionally protected material is available on the Internet. That authority to determine what is illegal (obscene) content rests with the Story County Attorney or the Iowa Attorney General. (Sec. 728.6, Code of Iowa).

As stated in the American Library Association's Resolution on the Use of Filtering Software in Libraries (adopted by Ames Public Library Board of Trustees, 11/97) ". . . the use of filtering software to block access to constitutionally protected speech violates the Library Bill of Rights"; therefore, the Ames Public Library will not impose blocking or filtering software to limit access to Internet sites. However, on all Internet terminals the library will provide users with the option of using search engines or mechanisms that provide access only to preselected sites. This option is intended to assist all patrons in meeting their special interests and/or their personal values.

Confidentiality

Ames Public Library upholds the right of confidentiality and privacy for all library users. To protect the privacy of the user and the interests of other library patrons, the Library will manage access to the Internet by the use of privacy screens, judicious placement of the terminals, and other appropriate means.

Users are urged to respect the sensibilities of others when accessing information that may reasonably be offensive to someone else. However, absolute privacy for patrons using electronic resources in the Library cannot be guaranteed. There exists a possibility of inadvertent viewing by other patrons, either by watching the user's screen, or because a user may leave the screen unattended. The library's "Conduct in the Library" policy applies to the behavior of patrons using electronic equipment and resources. Failure to follow this policy could result in revocation of library privileges.

Responsibilities of users

The Internet is a global entity with a highly diverse user population and information content. Though the Internet provides users with a wide array of excellent information, it also contains information that may be inaccurate, outdated, or personally offensive. Library patrons use it at their own risk. A good information consumer evaluates the validity of information found. Use of Internet resources carries with it a responsibility to evaluate the quality of the information accessed.

The availability of information does not constitute endorsement of the content by the Ames Public Library.

Access, use, or dissemination of information via the Internet in the library is the responsibility of the user. In the case of minors, it is a joint responsibility of the user and the parent or guardian.

Supervising children's use

The public library, unlike schools, does not serve in loco parentis (in place of a parent). Librarians cannot act in the place of parents in providing constant care and supervision of children as they explore the Internet. The responsibility for what minors read or view on the Internet rests with parents or guardians.

The following are recommended guidelines for parents and guardians to ensure that children have positive online experiences, whether at home or in the library.

- Use the Internet as a family. Join your children in Internet exploration.

- Explore the wide range of available information and tell your children about sites you consider inappropriate for them.

- Encourage children to use sites recommended on the Library's homepage and counsel them to avoid sites you consider unsuitable.

- Provide guidelines for your children on the amount of time they spend online, just as for television viewing.

- Instruct children *never* to give out personal information (name, address, password, telephone number, credit card number) online.

- Teach children to be good online consumers. As with print information, consider the source, date, and accuracy of online information.

As it does with other library resources, the library will provide training on electronic resources. It will also make information available to help parents and guardians in their efforts to exercise their rights and responsibilities regarding their own children's use of electronic resources.

A sample library PC and Internet use policy provided by Cybraryn

The library's mission

To fulfill its mission of providing public access to information of all types in a wide range of formats, The Library provides access to Internet resources. The Internet offers access to many valuable local, national and international sources of information. However, some information found on the Internet may be inaccurate, incomplete, dated, or offensive to some individuals. A good information consumer must evaluate the validity and appropriateness of information found.

Choosing and evaluating sources

The Internet is a series of communication linkages leading to a highly diverse array of information content. Library patrons use it at their own risk. In choosing sources to link to from its home pages, the Library follows its materials selection guidelines. Beyond this, the Library is not responsible for the content of the Internet, changes in content of the sources to which the Library home pages link, or for the content of sources accessed through secondary links. In an effort to assist its users, the Library has created websites for the general population, for teens and for children to help guide them to sources that are accurate, complete and current and that provide them with a wealth of information on the local, national and global level. In addition, the Library provides training for members of the public to assist them in using the Internet in a safe, effective and efficient manner.

Access by minors

Parents or legal guardians must assume responsibility for deciding which library resources are appropriate for their own children. Parents or legal guardians should guide their children in use of the Internet and inform them about materials they should not use. While the Library affirms and acknowledges the rights and responsibilities of parents and guardians to monitor and determine their children's access to Library materials and resources, including those available through the Internet, the Library has taken certain measures designed to assist in the safe and effective use of these resources by all minors.

   a. To address the issue of access by minors to inappropriate material on the Internet, including material that is harmful to minors, the Library:

       i. Develops and maintains special websites for children and teens;

       ii. Develops and provides training programs on safe and effective Internet use;

       iii. Encourages staff to guide minors away from materials that may be inappropriate; and,

       iv. Distributes a publication entitled "A Safety Net for the Internet: A Parent's Guide."

   b. To address the issue of the safety and security of minors when using electronic mail, chat rooms and other forms of direct electronic communications, as well as the unauthorized disclosure, use and dissemination of personal identification information regarding minors, the

Library provides training programs and also urges minors to keep in mind the following safety guidelines:

    i.   Never give out identifying information such as home address, school name, or telephone number.

    ii.   Let parents or guardians decide whether personal information such as age, marital status, or financial information should be revealed.

    iii.   Never arrange a face-to-face meeting with someone via the computer without parents' or guardians' approval.

    iv.   Never respond to messages that are suggestive, obscene, threatening, or make one uncomfortable.

    v.   Have parents or guardians report an incident to the National Center for Missing and Exploited Children at 1-800-843-5678 if one becomes aware of the transmission of child pornography.

    vi.   Remember that people online may not be who they say they are.

    vii.   Remember that everything one reads may not be true.

c.   To address the issue of unauthorized access, including so-called "hacking," and other unlawful activities by minors online, minors and all other Library users are hereby advised that use of the Library's computers for hacking or any other unlawful activity is strictly prohibited.

Rules governing use

Due to the limited resources available for provision of public access to the Internet, the Library may set limits, for example, on use of large files of still or moving images or sound, or on downloading files in any medium. The Library also reserves the right to limit the amount of time an individual user can devote to a single session. The public must comply with all applicable federal, state and local laws, including laws governing the transmission and dissemination of information while accessing the Internet.

Users may not:

- Use the network to make unauthorized entry into other computational, informational or communication services or resources.

- Distribute unsolicited advertising.

- Invade the privacy of others.

- Make any attempt to damage computer equipment or software.

- Engage in any activity that is harassing or defamatory.

- Use the Internet for any illegal activity, including violation of copyright or other rights of third parties, or in a manner inconsistent with the Library's tax-exempt status or its proper operation.

Violations may result in loss of access.

Unlawful activities will be dealt with in an appropriate manner.

Security

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding users' activities. However, The Library will not release information on the use of specific Internet resources

March - April 2004   www.techsource.ala.org

Library Technology Reports

74

by members of the public except as required by law or necessary for the proper operation of the Library.

Compliance

The Library reserves the right to take appropriate action to ensure compliance with this policy.

Access to Information

The Library is guided by the following American Library Association statements on access to information:

- The Library Bill of Rights

- Freedom to Read Statement

- Interpretation of the Library Bill of Rights: Free Access to Libraries for Minors and Access to Electronic Information Services and Resources

In general, the Library is guided by a commitment to access to information policies that provide appropriate protections to its patrons while being consistent with the Library's longstanding commitment to the principles of free expression as set forth in the First Amendment to the United States Constitution.

How does it work? CybraryN™ Software is a PC and Internet Registration product that runs on public access computers in academic and public libraries.

For each computer session, the software prompts the user to type in her library barcode number to uniquely identify herself. The software validates the barcode number against a database of authorized users.

Advantages

There are many benefits to using a registration software product for both the staff and the PC users.

More Equitable PC Sessions

PC and Internet users will be allowed to register two (2) one-hour sessions per day. These one-hour sessions cannot be consecutive, but may be reserved in advance. During the one-hour session, the patron will be reminded several times that the session is coming to an end, by having pop-up boxes appear on the screen.

Currently, our policy allows patrons to sign up for only one half- hour session per user, per day.

Public PCs located in the Children's Area are primarily for the use of children and will have 30-minute time limits.

Accurate Statistical Data

Cybraryn software will allow the library to keep accurate statistical data on the usage of our public access computers, which is important to us in applying for state funding and grant opportunities. It will also allow us to keep track of PC printing costs. The software will also allow us to assist law enforcement agencies to prevent and track criminal use of our public Internet PCs, in accordance with the USA Patriot Act. This software will not track site visits or record your Internet activity; this software acts only as a statistical and registration tool.

Patron authentication

As you may have noticed, our staff has already begun to ask for your birth date at check-out. This is because Cybraryn will automatically check against our

patron accounts to allow our PC users over the age of 18 unfiltered access to the Internet and our users under the age of 18 filtered access. The public Internet PCs located in the Children's Area of the branch will continue to be filtered regardless oft he age of the user, to ensure a comfortable and safe environment for children and parents using those areas.

All you need is a Library Card

- If you have a library card:
    - o   You're all set to use this new procedure!
    - o   Simply type in your library barcode for Internet access.

- If you do not have a library card:
    - o   You will be required to obtain a temporary 30-day Internet Only Card at the Circulation Desk.
    - o   This card will only allow you to use the PC stations;
    - o   you will not be able to check out library materials.
    - o   These cards will be free of charge during this evaluation period.
    - o   Beginning on September 3, 2002, there will be a $2.00 annual card fee, per card, to obtain an Internet Only Library Card for our nonpatrons.

- If you are here only for a one-time use of our PCs:
    - o   Please obtain a Day Guest Card at the Reference Desk.
    - o   You will be required to register and leave some form of identification with the staff.
    - o   The identification will be returned to you when you are finished with your session.
    - o   You may register for a Guest Card three times in a six month period during one calendar year.

Please Update Your Birth Date At The Circulation Desk

Patron Confidentiality

The Library is committed to the confidentiality of our patrons. We do not use your personal information for any other reason other than to statistically monitor the use of our resources.

We do act in accordance with the USA Patriot Act, which was created by President Bush and Congressional leaders to respond to the legitimate concerns of national security.

Library PC Use Policy Subject to Revision

The Library's "Policy on Public Use of the Internet" may be revised from time to time.

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