



## Technology Use Policy

*The Technology Use Policy aims to establish standards regarding computer and technology use and internet access at Chapin Memorial Library.*

Chapin Memorial Library provides materials and services to help residents, city staff, and visitors obtain information to meet their educational, professional, recreational, and personal needs. Chapin Memorial Library provides public computers with Internet access, productivity software, and wireless Internet access as some tools to fulfill those needs. The Internet offers access to local, national, and international sources of information. However, not all sources on the Internet provide accurate, complete, or current information. Individuals must exercise judgment in evaluating information via the Internet and must assume personal responsibility for use of the Internet. More information may be found at [consumer.ftc.gov](http://consumer.ftc.gov)

### Computer Use Guidelines & Responsibilities

1. Patrons may sign in to public workstations with a Chapin Memorial Library card or a Chapin Memorial Library Computer Use card. A PIN is required to sign in to a public workstation. Computer Use cards are available to residents of the City of Myrtle Beach or non-residents with a photo ID. Patrons must use their own card for access.
2. The library staff may limit the time for computer use in response to computer demand.
3. Patrons must have their Chapin Memorial Library card number/barcode or Computer Use card number/barcode to access computers. Library staff will not look up card numbers for computer use. Unexpired library cards (full access and computer use) may be replaced for a \$2.00 fee.
4. Files stored to the computer will not be available for later retrieval.
5. Patrons cannot download software or content onto the library computer. If the download requires an administrative password, library staff do not have access to the password and cannot bypass any prompt that requires such a password.
6. Patrons are responsible for all printing costs.
7. Computers automatically log off after 2 minutes of inactivity.
8. Reservations will automatically be cancelled if patrons do not log on within 10 minutes of their reservation time.

The patron is responsible for knowledge of all laws for which they may or may not be held in violation. This includes, but is not limited to:

1. Using the Library's access to the Internet for any purposes that violate federal, state or local laws.
2. Damaging or attempting to damage computer equipment or software.
3. Propagating malicious or harmful software.
4. Violating copyright laws or software licensing agreements.
5. Altering or attempting to alter software configurations and/or installing software.
6. Attempting to access unauthorized files or systems.

While Chapin Memorial Library upholds a patron's rights to privacy and confidentiality in their use of library materials, the nature of electronic resources makes it impossible to guarantee these rights. The library does not offer a secure network; it is the patron's responsibility to determine if the website is



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secure. Chapin Memorial Library assumes no responsibility for any damages, direct or indirect, that may occur from the use of its electronic resources.

The library does not guarantee access to all websites or external networks due to Acts of Nature, power failure and/or external and internal system security. Maintenance and upgrades will be scheduled and posted.

### **Computer Use by Minors**

1. Parents/legal guardians are responsible for deciding which library resources are appropriate for their minor child/children.
2. As with other library materials, restriction of a child's access to the Internet is the responsibility of the child's parent/legal guardian.
3. Chapin Memorial Library complies with the Children's Internet Protection Act (CIPA). Library public workstations and WIFI are filtered to prevent access to materials which might be reasonably construed as being either obscene or child pornography, or to materials which might otherwise be construed to be harmful to minors. Chapin Memorial Library cannot and does not guarantee that the filtering software will block all obscenity or materials that are harmful to minors. Nor can Chapin Memorial Library guarantee that the filtering software will not restrict access to sites that may have legitimate research or other value.

### **Staff Assistance**

Library staff will assist technology resource users in a manner consistent with other Library services. The availability of staff and the needs of other Library users will necessarily affect the extent of assistance in computer, Internet, and mobile device use. Library staff cannot provide specific technology resource skill training for patrons outside scheduled classes (when offered). Library staff cannot assist with technical issues for personal devices.

The library no longer has a dedicated IT staff member. All library technology is now managed through the City of Myrtle Beach IT Department, located off-site. Due to this, library staff cannot bypass or alter any computer setting that requires administrative access or elevated credentials. Library staff do not have access to the administrator account password and cannot bypass any prompt(s) that requires such password. This may limit a patron's ability to download, run, or install software or other content.

### **Violations**

Violations will result in loss of access and/or other library privileges, financial responsibility for damaged equipment, being banned from library premises, and/or criminal prosecution by local, state or federal authority.

### **Responsibility**

It is the responsibility of all library staff and supervisors to understand this policy fully to ensure its fair and equitable application. Interpreting and enforcing the Electronic Resource Policy daily is the responsibility of all library employees who interact with patrons. It is the responsibility of the Adult & Information Services Librarian and Library Director, with the advice of the Library Advisory Board, to



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interpret, monitor, and recommend updates to the policy. Library patrons may petition these policies in writing and submit them to Library Administration. Library Administration will then review and share with the City of Myrtle Beach Administration to administer any changes.

The Library reserves the right to amend these policies at any time. A copy of the policy is posted on the library website, and users must agree to the terms of this policy before accessing the Internet via a public workstation or public WIFI provided by Chapin Memorial Library.