



Public Computer and Internet Access Policy

The Woburn Public Library provides access to public computers and a wireless internet network as part of the Library's information services. Librarians and governing bodies have a public and professional obligation to provide equal access to all library resources for all library users. The responsibility for determining what is useful or appropriate for a patron's own use lies with that patron or, in the case of children, with their caregivers.

By using a Library computer or by using the Library's wireless internet network, you agree to the following guidelines.

Public Computer Usage

Use of a Library computer requires the use of a valid Minuteman library card or a guest pass obtainable at the public service desk nearest those computers. If a patron has a Minuteman library card, we request that they use their library card to access the Library computers. Frequent guests are recommended to register for a Minuteman library card if possible.

Library computer sessions are limited to one hour. If no other patrons are waiting, extensions may be granted at the discretion of Library staff. Patrons who have been granted an extension by Library staff may be asked to end their session if another patron is waiting, to ensure equitable computer access by all. Attempts to circumvent session management software are prohibited.

Some computers may be designated for shorter user session times or express usage; no extensions will be granted for user sessions on these computers.

Public Environment

The Library is a public environment and patrons are expected to utilize Library resources in a way that is not disturbing or disruptive to other patrons or Library staff.

While listening to or watching content with audio, whether on their own devices or Library computers, patrons are requested to use headphones and keep volume at a level that does not disturb others.

Patrons should be sensitive about viewing or leaving material on their screens which may be disturbing to staff or other patrons, whether on their own devices or on Library computers.

Viewing or displaying sexually explicit images or video is prohibited and will be considered a violation of the Library's behavior policy.

User Responsibilities & Restrictions

Use of the Library computers and wireless internet access for illegal or abusive activities is prohibited. This includes, but is not limited to, activities such as hacking, committing fraud, unauthorized copying of copyright-protected material in any format, or using the Library's computers and public internet access to send, receive, or publish any abusive, threatening, or illegal materials. Patrons are prohibited from accessing materials which may be prohibited by state or federal law.

Public computers in the Children's Room may only be used by children 12 and under, or by caregivers accompanying children. Public computers in the Teen Room may only be used by teens ages 12 to 19.

Patrons shall not:

- Install, delete or modify Library software
- Move or change the arrangement of Library computers or equipment except where required for accessibility
- Make any attempt to damage computer equipment or software
- Make any attempt at unauthorized access to local or remote computers or systems
- Request staff provide or enter administrator passwords to bypass computer security measures

User Data & Privacy

If the Library computer a patron is using powers off for any reason or a user session ends, any open internet windows and files saved to the computer are immediately deleted and cannot be recovered by Library staff. The Library encourages patrons to save data regularly using removable media or cloud storage.

Complete privacy on shared computers or public wireless networks is not guaranteed. The Library's wireless network is unencrypted and data transmitted on unencrypted networks can be monitored or recorded and connected devices may be vulnerable. For these reasons, internet users are discouraged from providing personal information via the public computers or the Library's wireless internet network.

Some devices may not be compatible with the Library's network. Patrons who have difficulty connecting or experience poor connections are encouraged to seek help at the Reference Desk, but Library staff are not responsible for troubleshooting patron devices.

Complaints

Complaints about this policy should be addressed to the Library Director.

Liability

The Library assumes no liability for any direct, indirect, or consequential damages related to the use of information accessed through the Library's internet or computers. The Library assumes no liability for loss of patron data or loss of user privacy sustained while using Library computers or public internet access.

Patrons violating this policy may have their internet or computer access terminated and/or may be asked to leave the Library. Library staff are authorized to take prompt and appropriate actions to enforce this Public Computer and Internet Access Policy.

Approved by the Board of Trustees, December 7, 2021