

2: INTERNET / COMPUTER ACCESS

- A.** The York County Public Library provides free public access to a wide range of services and materials through the use of computer workstations. This program was established in an effort to meet the ongoing informational, educational and recreational needs of the community. In order to provide fair and equitable public access to computer-based resources, the Library uses the Pharos time and print management software program.
- B.** Use of Computer Workstations
1. Computers are available for public use on a first-come, first- served basis. York County Public Library patrons with valid library cards can log in on public computers using their library card numbers and PINs. A valid library card is one with less than \$5.00 in accrued fees and fines.
 2. A Visitor's pass is available to those individuals who are visiting the York County area for a short period of time. A current York County Library patron may also receive visitor's pass if they have forgotten their card. A visitor's pass may be obtained at the Adult Services Desk. Visitors and patrons who have forgotten their card may sign in three times in a 30-day period before being required to register for a York County Library card.
 3. Use of computer workstations is limited to a total of three hours per day to ensure that the maximum number of customers will have fair and equitable access to the computers. Exceptions to this three-hour limit are Virtual High School students and proctored online exams. Library Staff cannot override the three-hour limit.
 4. Only one patron may utilize a computer at a time; exceptions are made only for parents supervising the Internet activity of their children.
 5. Users must not attempt to damage any computer equipment or software [VA CODE ANN. sec. 18.2 – 138 (Michie, 1996)]. Unauthorized entry into other computational, informational or communication services or other resources is not allowed. Users must not attach any personal equipment to networked library computer hardware including, but not limited to, digital cameras, drives, MP3 players, and laptop computers.
 6. Patrons must send materials to be printed to the printer before the Library closes or before their session ends. Warnings are provided on the computer screen at 10 minutes and 2 minutes before the session ends. Print jobs cannot be retrieved if not sent before a patron's session has ended. The Pharos system will automatically delete print jobs after 120 minutes (2 hours) in the printer queue.
 7. Customers cannot use sounds or visuals that disrupt other Library patrons.

C. Printing from Public Workstations

1. Patrons may send multiple print requests to a high-speed printer located in the Library's copier room. Print requests will remain in the printer queue for 120 minutes before being automatically deleted from the Pharos system.
2. The Pharos system will prevent print requests from being sent to the printer 15 minutes before closing.
3. The fee to print is \$0.15 per page. Attached to the printer is a coin operated vending system that accepts coins and \$1 or \$5 bills. Patrons must place enough change into the coin-op system before printing will occur.
4. The Checkout Staff may make change for patrons with large bills. The Checkout staff will not cash checks or accept ATM, credit or debit cards for print charges.
5. Refunds will be given for printer equipment failure such as paper jams and toner problems. Patrons must bring their entire problem print job to the Checkout desk for a cash refund.

D. Public Use of the Internet

1. The York County Public Library provides access to Internet resources. The Library does not monitor and has no control over the information accessed through the Internet and assumes responsibility only for the information provided on its home pages. The Library has no control over information or content accessed via the Internet and cannot be held responsible for its accuracy, reliability or timeliness. While the Internet offers access to many valuable local, national, and international sources of information, some information found on the Internet may be inaccurate, incomplete, dated, or offensive to some individuals. An informed consumer must evaluate the validity and appropriateness of any information found. Users should carefully judge the worth of these sources and use them with discretion. It is the sole responsibility of parents or legal guardians, not library staff, to determine what is appropriate for their children to view via the Internet. Any restrictions to a minor's access to the Internet must come from the child's parent(s) or guardian(s).
2. The York County Public Library is not responsible for any damages that may occur as a result of conditions beyond our control such as computer viruses, electrical malfunctions, power surges, etc. Should a user choose to use the public PCs for online banking, investing, or purchasing, neither the York County Public Library nor the York County Government will be liable for financial loss or identity theft arising from using a personal ATM, credit or debit card on the York County network.
3. Filtering: In order to block access to materials that may be inappropriate, objectionable or offensive, all computer network traffic is routed through the York County Websense server. This filtering system protects County network users from adverse websites of a pornographic, violent, criminal or objectionable nature. All Websense access is controlled by York County Computer Support Staff and cannot be disabled by Library Staff for any reason. In addition public computers will not provide Internet Chat or Instant Messenger. Computer

Support Services will unfilter a web site only for legitimate research purposes and with adequate notification. Children (17 years and younger) will have only filtered access. Because no filtering solution is 100% effective, parents or legal guardians are responsible for deciding which library resources are appropriate for their own children.

4. **Internet Functions Supported:** The Library does not directly provide electronic mail or access to news and discussion groups, in part because other resources on the Internet provide these services, as well as commercial vendors. Patrons may use the Library's Internet connection to access accounts obtained through these services as long as they do not require any alteration of the computer's resources or files. Instant Messenger and Chat functions are not supported and are not provided for patron use.
 5. **Public Internet User's 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 York County Public Library will not release information on the use of specific Internet resources by members of the public except as required by law or necessary for the proper operation of the Library. See Patron Privacy Policy for additional details.
 6. **Public Internet User's Waiver of Liability:** The York County Public Library is not responsible for any damages that may occur as a result of conditions beyond our control such as but not limited to computer viruses, electrical malfunctions, power surges or equipment failure. 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. Should a user choose to use the Library's public computers for activities such as, but not limited to, online banking, investing or purchasing, neither the York County Public Library nor the York County Government will be liable for any financial loss or identity theft arising from the use of a personal ATM, credit or debit card on the York County computer network.
- E.** Library staff provides limited assistance for basic start-up procedures, but cannot offer in-depth personal instruction in the use of a personal computer or software applications other than the Library's own automation software and electronic databases. Instructional materials are available to users who have never used computers or have specific questions about software or online resources. Online tutorials and help are also available on some software applications. In general, the role of Library staff is that of helper, facilitator, guide, or coach. Any patron who needs more than basic assistance and guidance is encouraged to enroll in professionally provided computer education programs.

Amended May 10, 2007