PUBLIC COMPUTER, INTERNET AND WIRELESS POLICY

The Board of Trustees [Board] for the Pewaukee Public Library [Library] would like to provide equitable access to information in print and electronic formats. In order to fulfill this objective, the Library provides computers which the public may use to access the Library's online catalog and computers equipped with word processing software and/or an Internet connection.   For patrons who own their own personal devices, the Library also provides free wireless [WiFi].

Library Owned Online Catalog Computers

Online catalog computers are available throughout the Library for patrons to use at their own discretion to search the Library's online catalog. These computers may not be used to search the Internet and are available on a first-come first-served basis.

Library Owned Computers

- Patrons are required to sign in to these computers with their CAFÉ library card number. Patrons who are ineligible for a CAFÉ library card may be issued a guest pass for computer use.
- Patrons are required to accept the terms and conditions of the Library's Public Computer, Internet and Wireless Acceptable Use Agreement in order to use a Library owned computer.
- Sessions will be 90 minutes. After 90 minutes of use, a patron may request an extension. Staff may extend a session in 30-minute increments as long as other stations are available for use.
- Security software is installed on each computer which will limit public access to certain settings and programs and in turn, may limit some functionality.
- Computers will automatically shut-down 10 minutes prior to closing.
- Files can only be temporarily saved on these computers and will be deleted after a patron signs out of the computer. Patrons need to provide their own storage device to save and store any personal documents. The Library is not responsible for loss of data that may occur due to automatic shutdown protocols.
- Patrons should use their own headphones if they would like to listen to sound on a Library owned computer. Otherwise, the sound on the computers must be shut off.

Library Owned Chromebooks

- Patrons may checkout a Chromebook for in-building use only.
- Patrons must have a current CAFÉ Library card without any fines or fees to checkout a Chromebook.
- Checkout is on a first come, first served basis. There is no time limit on the daily checkout but it must be returned to Library staff ½ hour (30 minutes) before the Library closes.
- Patrons must follow the Library's Public Computer, Internet and Wireless Acceptable Use Agreement.

- By checking out the device, the patron assumes responsibility for any damage or loss to the Chromebook or accessories that occurs during their checkout period.
- Each Chromebook is managed through the Library's Google Workspace Account. Security settings are enabled on each device which will limit public access to certain settings and programs and in turn, may limit some functionality.
- Files cannot be saved on a Chromebook. Patrons need to provide their own storage device to save and store any personal documents or they will need their own cloud storage account.
- The Library is not responsible for any damage to user-owned materials or data used on Library equipment.
- Patrons should use their own headphones if they would like to listen to sound on a Library owned computer. Study rooms are available if a patron would like to use sound without headphones. Otherwise, the sound on their device must be shut off.

WiFi

- Patrons are required to accept the terms and conditions of the Library's Public Computer, Internet and Wireless Acceptable Use Agreement in order to use the Library's public WiFi service.
- This WiFi connection is unsecured and open to everyone. Virus, security, and privacy protection are the responsibility of the patron.
- This WiFi connection provides unfiltered access to the Internet.
- The Library does not guarantee that all personal devices will be able to connect to the wireless network. Staff will try to assist but considering the different requirements of personal devices, they may not be able to solve the issue.
- Response speed, bandwidth, and continuity of connection are not guaranteed.
- Patrons should use headphones when listening to sound on their personal device in a public area of the Library. Study rooms are available if a patron would like to use sound without headphones. Otherwise, the sound on their device must be shut off.

A Minor's (17 years of age and younger) Use of Library Computers and WiFi

Minors are welcome to use the Library owned computers and the Library's WiFi connection. Pursuant to federal law, the Library has adopted and implemented reasonable measures for the protection of minors while using Library computers to access the Internet, including the use of a firewall to regulate network traffic and filtering software to prevent access to content which is considered obscene or harmful to minors. While filtering software blocks access to some content, it does not block all material users may find offensive.

Apart from the aforementioned firewall and filtering measures implemented by the Library for Library owned computers, any additional restrictions of a minor's use of these systems is the responsibility of the minor's legal guardian. Library staff do not monitor the Internet sessions of minors, nor will they regulate what is appropriate for them to view. It is the primary responsibility of the user (or legal guardian) to determine what is appropriate. The foregoing notwithstanding, the Library will promptly look into any recurring reports that its firewall or filtering software on Library owned computers is not adequately screening materials considered harmful to minors under federal law.

Adopted by the Pewaukee Public Library Board of Trustees: June 15, 2022; Dale Noll, Library Board President Updated: September, 21, 2022.

Printing

Patrons may print using the Library's public printer from Library owned computers for a nominal fee. Users may also print wirelessly to the Library's public printer using the Library's wireless printing software. The cost to print is 10 cents per page for black & white copies. Patrons must use Library supplied paper for printing.

Staff Assistance

Library staff are available to assist patrons with their use of computer hardware and software. Staff will provide general technical support and research assistance. Due to the limits on staff time and the variations in hardware and software, Library staff are not able to provide complete technical support. Staff will use their best judgement when setting limits on the amount of assistance they are able to provide.