

Computer Use and Internet Access Policy

Policy regarding the use of public computers and the Internet at the Knoxville Public Library

The Knoxville Public Library is pleased to provide access to electronic resources via the Internet through the use of our public access computers. The purpose of providing public Internet access is to make available a vast array of information resources and to provide equal access to that information for all individuals in the community.

Since the Internet is a global electronic network, the Knoxville Public Library has no control over the information accessed through the Internet and cannot be held responsible for its content. The Internet and its available resources may contain material of a controversial nature. The library is not responsible for the availability or accuracy of information accessed from remote network sites.

The following rules govern the use of the library computers:

- To access a computer, patrons must sign in at the circulation desk with a valid library card. Visitors without a library card will be asked for a photo ID and assigned a guest pass to access the computers.
- There is a half-hour time limit for the public internet computers when others are waiting. When no one is waiting, additional time is allowed at the discretion of library staff.
- A flash drive may be used to save information from a computer. The library is not responsible for any damage to flash drives when used in library computers.
- Individual software may not be installed or used to alter or attach equipment to the library's hardware or to attempt to bypass security features.
- Each user is responsible for complying with copyright law and adhering to software licensing agreements, as well as all local, state, and federal laws including, but not limited to, those concerning fraud, privacy, or obscenity.
- Library staff may be able to help with basic computer use and startup procedures, but may not be able to provide information on the use of each software program.
- Printing is available at cost to offset the cost of toners and paper. Please pay at the desk.
- Disruptive behavior or misuse of the computer may result in suspension or loss of computer privileges. Children under the age of 8 years must be supervised by adults unless using the computers in the children's area upstairs which are specifically for children.

The following rules govern access to the Internet from the library:

- Internet communications shall be considered private, and confidentiality will be encouraged within the limits of public environment, the technology of the equipment, and the requirements of law.

- The Internet user may encounter closed or restricted databases and resources for which the library accepts no responsibility:
 - The host computer has been "overloaded" by Internet visitors and has closed down or limited access.
 - The host computer is no longer maintained or has changed its address or Universal Resource Locator (URL).
 - The database or computer is only accessible to users affiliated with a specific licensed organization.
 - The Knoxville Public Library's Internet connection may be temporarily closed down for maintenance or due to technical difficulties.

- The library does not offer electronic mail (e-mail) accounts or access to chat rooms, news or discussion groups. However, there are many Internet providers who offer free e-mail access.

- As is the case with other materials in the library's collection, any restriction of a child's access to the Internet is the responsibility of the parent or legal guardian. The Knoxville Public Library cannot act as a censor or substitute parent. It is the responsibility of the parents to provide the oversight to ensure their children's use of the Internet in a safe and appropriate manner, including the proper use of expensive computer equipment.

- Violations of these rules may lead to the suspension or revocation of Internet access through the library.

Approved by the Board
Date: April 29, 2020