

## TECHNOLOGY SERVICES AND EQUIPMENT USE POLICY

### I. IN-HOUSE EQUIPMENT USE

The Library has available computers, microform equipment, copy machines, typewriters, and a CD listening station for patrons to use. In the Center for Lifelong Learning, the Library has fourteen (14) computers for instructor-driven training.

There is a fifteen-minute limit for using microform equipment and the CD listening station when someone else is waiting. When demand warrants, the staff may alter patrons' use of the equipment.

*Library staff will devote a reasonable amount of time assisting individual library users with the equipment where needed. Library staff may be able to offer suggestions for search strategies and answer some questions. Staff can help patrons start a program, save a program, and print a document. They cannot devote large amounts of time to each patron because staff scheduled on the floor are handling many information requests from many individuals. Library patrons are expected to be familiar with basic computer operation. The Library provides classes at no charge and provides manuals and documentation. (Access to Internet Resources – 2.13)*

### II. COMPUTER USE

Computers are available for use within each public service area of the Library. Patrons can use the SAM (Smart Access Management) software program to schedule computers and to pay for printing. A patron must either have a CLEVNET library card or a Temporary Access Card to use the computers. If the patron is using a library card, his fine must be under \$3.00. A patron must purchase the Temporary Access Card for \$1.00 at the APM (Automatic Payment Machine) which is located in Reference Services, Lower Level. This card is only good for the date it is purchased.

The following policies apply to computers in all areas of the Library:

- 1) Computer time is available on a first come, first serve basis for a maximum of 2 hours per day. Because of the great demand for computer use, a patron must relinquish the computer when his time is up.
- 2) Under no circumstances may patrons download or install their personal software on Library computers. Digital cameras and other devices requiring additional software may not be compatible with Library computers.
- 3) Patrons may save their data only on removable media. The Library does sell blank formatted diskettes at cost. Sandusky Library is not responsible for damage to any user's removable media, loss of data, or liability that may occur from patron use of the Library's computers.
- 4) Printing is available at a cost of .10¢ per page for black and white and .25¢ per page for color. No cash will be accepted. Printing must be paid for in advance using the pre-paid printing system.
- 5) Patrons may bring in and use their own Laptops at their own risk in the Lower Level of the Library only.
- 6) PAC terminals are available in areas of the Library for patrons to use and are not scheduled.

#### Computers in Reference Services, Lower Level:

Four (4) computers and a printer are located in the Archive Research Center and are designated for Archive Use Only.

Twenty-two (22) computers are designated Internet Lab. In the Internet Lab:

Computers can be used by adults who are 17 years old and older only. Two patrons may use a computer at a time.

Computers in Children's Services, Carnegie Wing:

Six (6) computers are located in the Short Circuit Center. These are for game use only. Children under the age of five must be accompanied by an adult or responsible person. Printing is not available on these computers.

Four (4) computers and a printer are located in the Family Center. These are available for Internet use. The computers may be used by an adult or responsible person who is accompanied in either the Family Center or Play Area by a child under the age of 17.

Fifteen (15) computers are located in the Homework Center. These are available for Internet use. Children under the age of 7 must be accompanied by an adult or responsible person.

In both the Short Circuit Center and Homework Center:

During non-school hours, or hours school is not in session, these computers may be used only by children between the ages of 7 and 16, or an adult or responsible person who is accompanied by a child.

During school hours, or hours when school is in session, these computers may be used by anyone. Children under the age of 7 must be accompanied by an adult. Adults must relinquish the computers if either a planned or unplanned school visit occurs and the students want to use the computers. When Homework Helpers, a Library-sponsored tutoring program, is in session, three computers are reserved for the program.

### III. WIRELESS ACCESS POINT USE

The Library provides Internet access points for users with portable computers. Library staff will provide general information on the settings necessary to access the Internet via these connections; however, the Library is not responsible for any changes made to one's computer settings and cannot guarantee one's hardware will work with the Library's wireless connection.

If a user has problems accessing the Internet over these connections, staff will verify that the Library's connections are operational, but will neither assist in making changes to the user's network settings nor will they perform any troubleshooting on the user's own computer.

Wireless poses the same risks to one's personal information that a wired network poses, as well as some new risks. Users should not transmit their credit card information and passwords while using any wireless connection. Potentially, any information being sent or received could be intercepted by another Internet user. Users must take appropriate precautions when using this service.

The Library will not be responsible for any information that is compromised. The Library will not be responsible for any damage caused to one's hardware or software due to security issues or consequences caused by viruses, hacking, or library systems. Printers are not available via the wireless connection.

Use of the wireless access points is governed by the Library's 2.13 Access to Internet Resources Policy.