



Electronic Resource Guidelines – Patron Information & Responsibilities

Definitions:

CCLS is the Chester County Library System and its member libraries.

- Patrons may not use CCLS provided Internet stations or wireless connections for unlawful purposes or to view prohibited content.
- Patrons who use CCLS provided Internet stations or wireless connections are responsible for complying with all applicable Policies and Guidelines.
- Individuals may not store files on CCLS devices. Files or other data found on hard drives are deleted as part of daily clean-up procedures.
- Patrons may use USB ports on the fronts of CCLS computers for their own USB-compatible devices. CCLS is not responsible for any corruption of data that may occur or for devices left at a CCLS facilities.
- Patrons may not alter CCLS's hardware and may not use any ports or jacks at the backs of Library computers to attach any equipment or peripherals to a CCLS device.
- CCLS's wireless connections are intended for those using their own laptops, notebooks, PDAs, or other similar devices. CCLS is not responsible for corruption of software or data on users' devices while using Library wireless connections.
- Wireless communications are not secure. Wireless users should avoid transmitting credit card or other sensitive personal information through wireless connections.
- Wireless printing may be available at some CCLS facilities. Wireless users wishing to print from their wireless computing devices at a CCLS facility should check with library staff at the facility to determine if it is available and any requirements.
- Patrons are responsible for damage to or loss of CCLS hardware and software caused by negligence. Replacement costs apply in cases of loss or damage.
- Patrons can request from staff general guidance for making wireless connections. CCLS Staff are not permitted to configure users' personal computing devices.

Electronic Resource Guidelines – Staff Roles and Responsibilities

Definitions:

CCLS is the Chester County Library System and its member libraries.

- CCLS staff can guide parents to materials and sites that will help them use the Internet with their children.
- CCLS staff are available to assist users in accessing information on the Internet and to answer questions or concerns. However, time does not permit staff to provide in-depth training on the Internet or personal computer use on demand. The CCLS regularly offers workshops for the public on the Internet and its specific applications.
- CCLS staff will provide general guidance for using wireless connections. Due to liability concerns, CCLS staff is not permitted to configure users' personal computing devices.
- In compliance with CIPA, Library staff will override a block on Internet sites imposed by the filter upon request by an adult 17 and older, for any lawful purpose and in compliance with the provisions of Pennsylvania law summarized in the Policy above. The Library will unblock erroneously blocked sites upon any request by a minor. Staff may refer to ***Filtering Procedures and FAQs***, available on the CCLS intranet under **Filtering Information**. If unblocking results in the display of inappropriate images on the monitor, CCLS staff will follow the guidelines given in the next bullet.
- A CCLS staff member who notices inappropriate images or materials displayed on a monitor should immediately approach the user, tell the user in a quiet, neutral, objective manner that the display is not permitted in the Library's public setting, and politely ask the user to remove it. If there is any hesitation on the user's part the staff member should immediately minimize the image or turn the monitor off if the image is on a CCLS computer. If the image is on a personal laptop or notebook, the staff member *may not touch* the user's personal computing equipment but should stay with the user until the image is removed. The staff member should explain to the user that any further display of such materials will result in denial of computer and wireless use privileges and, possibly, in a request to leave the facility.
- Although the primary objective of CCLS staff that sees inappropriate images displayed on a monitor is to clear the display from public view, there are additional concerns if images appear to be child pornography. If a displayed image appears to be child pornography and if there are no other library users in the area at the time, the staff member should call a staff member from another area as a second witness to what appears on the monitor. This is particularly important if the staff member is aware that the same user previously displayed a similar type of image.
- If a staff member feels that a criminal activity may be taking place, he or she should immediately involve another staff member as a witness and, when possible, the Person In Charge (PIC) to determine if police should be called (911). If the situation is urgent and the PIC is not immediately available, any staff member may call 911. (See *also* **Library Behavior Policy**.)
- The CCLS Executive Director is the custodian of CCLS owned/leased computer hardware. Any request by law enforcement officials or others for access to such hardware must be referred to the CCLS Executive Director.

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