



JAMAICA LIBRARY SERVICE

Computer/Internet Guidelines

Effective May 1, 2008

N.B. Use of the Computer/Internet facility at the library is an indication that the user has read and accepted these Guidelines.

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Introduction

The Jamaica Library Service, re-branded and repositioned, is a driving force on the Jamaican landscape providing informational, recreational and educational services through a network of public and school libraries.

In its commitment to improve library and information services to the people of Jamaica, the organization formulated a five (5) year Strategic Development Plan for the period 2006-2011 outlining the following strategic objectives:

- To create an information-literate society
- To have satisfied customers
- To achieve universal access to information and knowledge
- To have in place a team of well-trained, competent, high-performing and satisfied staff
- To have in place a well-resourced, effective and efficient organization.

The provision of access to computers and the internet free of charge is a direct result of the organization's commitment to achieving these Strategic Objectives and to ensure that equal access to online information resources is provided.

The Jamaica Library Service operates on the conviction that it has the challenging, but exciting responsibility to assist in bridging the digital divide which will result in the development of individuals, communities and the nation; preparing Jamaicans to take their place in the emerging global environment.

Computer/Internet Guidelines

I. **PURPOSE**

The Jamaica Library Service offers free access to computers, the internet and other electronic resources to provide users with informational, educational, recreational and cultural resources beyond those contained in the library's print collection. The purpose of the Computer/Internet Access Guidelines is to establish regulations regarding both computer use and Internet access throughout the Public Library Network.

II. **GUIDELINES**

1. **General Guidelines**

- i. Customers may sign in to public workstations as directed by authorized library staff and will be treated on a "first come first served" basis.
- ii. Initially customers will be granted computer use for thirty (30) minutes. Time may be extended by the library staff depending on demand. Requests for extended use to conduct serious research or other special project must be done through a booking process. Customers who are five minutes or more late for an appointment will forfeit the appointment if there is another customer present who wishes to use the computer. Another appointment will have to be made.
- iii. No more than two (2) persons may be allowed at a computer at any one time.
- iv. Downloading files to acceptable personal storage media, such as a USB Drive, is permitted. Downloading files and programs to the workstation's hard drive is not permitted.
- v. Ftp (file transfer protocol) and newsgroups are not available.
- vi. Interference with or removal of printed documents that belong to another person is not permitted.
- vii. No equipment should be removed from its designated place or tampered with in any way.
- viii. No equipment or object should be placed in or on the workstation.

- ix. Users must comply with any instructions or regulations displayed for use of the computer facilities.
- x. Failure to abide by the Computer/Internet Guidelines may result in a loss of library privileges, financial responsibility for damaged equipment, disbarment from the computer lab and/or library premises, and/or criminal prosecution.

2. Internet Access

i. Reliability and Appropriateness of Information

Users of the Internet must recognize that:

1. The Internet is unregulated and contains information and opinions that range from reliable and authoritative to controversial and offensive.
2. Some information found on the Internet may not be accurate, complete or current. Users are responsible for determining the validity, accuracy and reliability of the information found.
3. The Jamaica Library Service does not monitor or control information located on the Internet and assumes no responsibility for the quality, accuracy, legality, appropriateness or availability of any Internet source.
4. Library patrons use the Internet at their own discretion and are responsible for any site they access and for the appropriate use of the resource.

ii. Privacy

1. The Internet workstations are in public areas and are shared by persons of all ages and sensitivities. The Jamaica Library Service cannot guarantee privacy at the workstations and expects users to show due regard for the privacy of others.
2. The Internet is not a secure medium and third parties may be able to obtain information about the users' activities. The Jamaica Library Service assumes no responsibility for the security and privacy of online transactions.

3. While respecting users' right to privacy, the Library staff reserves the right to monitor use of computer workstations to ensure compliance with these guidelines.

iii. Internet Access for Children

For the purpose of this document, the word "children" is understood to include patrons of the Jamaica Library Service who are under fifteen years of age.

1. It is important to recognize that the Jamaica Library Service does not act in place of, or in the absence of, a parent or guardian. The Jamaica Library Service accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of Internet resources.
2. Parents or legal guardians are responsible to determine and monitor their children's use of Internet resources as they would all other material provided by the Jamaica Library Service.
3. Parents, guardians and care-givers are encouraged to supervise their children's/ward's Internet sessions. It is their responsibility to inform them about resources they do not want them to access.
4. Notwithstanding the above, library staff will remain vigilant in disallowing children to have access to any site or material that is considered inappropriate.

iv. Restrictions

1. The Jamaica Library Service prohibits the use of Internet workstations for illegal, actionable or criminal purposes.
2. The Jamaica Library Service prohibits the use of Internet workstations to seek access to unauthorized areas.
3. Infringement of copyright and other intellectual property rights is prohibited. The Jamaica Library Service accepts no responsibility for such infringements.
4. Users are not permitted to alter, tamper with or damage the Jamaica Library Service's computer equipment or software configurations. This includes:

- Attempting unauthorized entry to the Library's internal and external network.
 - Propagation of computer viruses.
 - Violation of vendor software license agreements.
 - Attempting to install software to the Library's computers
5. Users must not copy software or documentation without permission from the designated authority.
 6. Users must not deliberately introduce any virus, worm, trojan or any other 'malware' program or file on to any system external or internal to the Library or take deliberate action to circumvent any precautions taken by the Jamaica Library Service to prevent 'infection' of its machines.
 7. Users must not use the Information Technology services to store, produce, transmit or display texts or images that could be considered to be offensive e.g. pornographic, racial, libelous, of terrorist nature or that which makes others fearful, anxious or apprehensive or that could bring the Jamaica Library Service into disrepute.
 8. Users must not make use of any of the Jamaica Library Service's computer equipment to connect to any other computer facilities or commercial services without prior permission and appropriate registration.
 9. Users must not connect any non-standard device to the Jamaica Library Service's network.

v. Responsibilities

1. The user must read and agree to comply with the Computer/Internet Access guidelines in order to use the computer workstations.
2. The Jamaica Library Service will have trained staff available to assist patrons with basic Internet use.
3. The Jamaica Library Service will ensure that all employees are informed and familiar with these guidelines.

4. The Jamaica Library Service will ensure that its patrons are aware of the Computer/Internet Access guidelines.

3. Printing Information from the Computer/Internet

- i. Information may be printed from the computer/internet **AT A COST** to users at established rates which are subject to periodic review.
- ii. Users' intention to print must be communicated to the staff member on duty before any attempts are made to print information.
- iii. Users must make payment for printing before printing can be done.
- iv. All print jobs sent by a user to the printer become the responsibility of the user who sends the information and must be paid for.