

COMPUTER AND INTERNET ACCESS POLICY

Public Library Network



Transforming Lives, Empowering Communities!

Revised April, 2017

JAMAICA LIBRARY SERVICE

Computer and Internet Access Policy

PURPOSE

The Jamaica Library Service offers free access to computers, the Internet and other electronic resources that will help to satisfy the information and recreational needs of all users by providing resources beyond those contained in the library's collection. The purpose of the Computer/Internet Access Policy is to establish regulations regarding both computer use and internet access throughout the Public Library Network.

GUIDELINES

In an effort to ensure equitable access to the Internet and the efficient use of resources, the Jamaica Library Service has developed service use guidelines. The Jamaica Library Service reserves the right to modify these guidelines when deemed appropriate.

1. General Guidelines

- i. Users may sign in public workstations as directed by authorized library staff and will be treated on a "first come first served" basis.
- ii. The PC Reservation Management System is used to keep a record of the computer traffic for statistical and reporting purposes to improve service delivery. Library members are initially granted computer/internet access for forty-five (45) minutes after which the PC Reservation System will automatically terminate the session. Time may however be extended by the library staff depending on demand.
- iii. Non-members are granted computer/internet access for thirty (30) minutes after which the PC Reservation System will automatically terminate the session. Time may however be extended by the library staff depending on the demand.
- iv. Requests for extended use to conduct serious research or other special project must be done through a booking process.
- v. No more than two (2) persons will be allowed at a computer station at any one time.
- vi. Downloading files to an acceptable personal storage media, such as a USB drive, is permitted. Downloading files and programmes to workstation's hard drive is not permitted.
- vii. Ftp (file transfer protocol) and newsgroups are not available.

- viii. Interference with or removal of printed documents that belong to another person is prohibited.
- ix. No equipment should be removed from its designated place or tampered with in any way (**See Cyber Law in Jamaica- Section 2 (372) System Interference and Misuse of Devices**).
- x. No equipment or object should be placed in or on the workstation.
- xi. **The Jamaica Library Service Computer/Internet Access Policy** is displayed prominently in the computer service area for the benefit of users and staff. Users must comply with any instructions or regulations displayed for use of the computer facility.

Failure to abide by the **Computer/Internet Access 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. Actions taken by the library staff may be appealed to the Jamaica Library Board at its next regular scheduled meeting.

2. Internet Access

i. Reliability and Appropriateness of Information

Users of the Internet must recognize that:

- 3. The Internet is unregulated and contains information and opinions that range from reliable and authoritative to controversial and offensive. 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. Users should be aware that 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.
- 5. Users of the library utilize the Internet at their own discretion and are responsible for any access points reached and for the appropriate use of the resource.
- 6. Library users should avoid viewing material that are not appropriate for public setting, especially as it relates to children (**See Child Pornography (Prevention) Act (CPAA) Section 69 (1)/Section 2**).

ii. Privacy

1. The Internet workstations are in a public area and are shared by persons of all ages and sensibilities. The Jamaica Library Service cannot guarantee privacy at the workstations and expects users to show respect for the privacy of others.
2. The Internet is not a secure medium and third parties may be able to obtain information about the user's activities. The Jamaica Library Service assumes no responsibility for the security and privacy of online transactions.
3. The Jamaica Library Service will continue to provide the very best venue possible for internet users.
4. While respecting users' right to privacy, the library staff reserves the right to monitor use of computer workstations to ensure compliance with this policy.

iii. Internet Access for Children

For the purpose of this policy, the word "children" is understood to include users of the Jamaica Library Service who are under fifteen (15) years old.

1. Parents are ultimately responsible for children's access on the computer/internet stations as indicated on the consent form (*See Consent Form for Computer/Internet Use*).
2. The Jamaica Library Service affirms the right and responsibility in the absence of parent or guardian to determine and monitor as best as possible children's use of the library's resources including the computer/internet.
3. Children under the age of eight (8) should be accompanied by an adult to use the computer/internet.
4. As with all other Jamaica Library Service materials, the parents or legal guardians are responsible to determine and monitor their children's use of those materials and resources.
5. Parents, guardians and care-givers are responsible to inform children about resources they do not want them to access.
6. All children are required to have a membership card to access the computer and internet.

iv. Restrictions

1. The Jamaica Library Service computer/internet should not be used to conduct any kind of illegal activity (**See Cyber Law in Jamaica- Section 2 (373 and 374) System Interference and Misuse of Devices**).
2. Infringement of copyright and other intellectual property rights is prohibited. The Jamaica Library Service accepts no responsibility for such infringements.
3. Users are not permitted to alter, tamper with or damage the Jamaica Library Service computer equipment or software configurations (**See Cyber Law in Jamaica- Section 2 (372) System Interference and Misuse of Devices**). This includes:
 - Attempting unauthorized entry to the library's internal and external networks.
 - Intentional propagation of computer viruses.
 - Violation of vendor software license agreements.
 - Attempting to Install software to the Library's computers
4. Users must not deliberately introduce any virus, worm, trojan or any other 'nuisance' 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.
5. Users must adhere to the terms and conditions of all license agreements relating to any part of those facilities including software, equipment, services, documentation or other goods.
6. Users must not copy software or documentation without permission from the designated authority.
7. Users must comply with any instructions or regulations displayed alongside computing facilities.
8. Users must not make use of any of the Jamaica Library Service computing equipment to connect to any other computing facilities or commercial services without prior permission and appropriate registration.
9. Every user of networking facilities must observe all standards or rules relating to use of the networks and or computer systems to which he/she has access over those network.
10. Users must not connect any non-standard device into the Jamaica Library Service network without prior written agreement from the Librarian or Senior Librarian in charge.

11. Users must adhere to the charging time for all digital devices. The Jamaica Library Service stipulates that a cost of \$100.00 will be applied for charging of own laptops for a maximum of two hours, while a cost of \$50.00 will be applied for charging own cellular phones and tablets for a maximum of two hours (*See Disclaimer below*).
12. Users must ensure that they terminate each session in accordance with published instructions.
13. Users must comply with the guidelines issued in accordance with published instructions.
14. Users must not use e-mails or any other means to harass any person external or internal to the Jamaica Library Service.
15. Users must not use IT services to store, produce, transmit or display text or images that could be considered to be offensive e.g. pornographic material, racial abuse, libellous, of terrorist nature or to make others fearful, anxious, apprehensive that could bring the Jamaica Library Service into disrepute.

v. Responsibilities

1. The user must read and accept **the Computer and Internet Policy** in order to use the computer workstations.
2. The Jamaica Library Service will have trained staff available to assist users with basic internet use.
3. The Jamaica Library Service will ensure that all employees are informed and familiar with this policy.
4. The Jamaica Library Service will ensure that its users are aware of the **Computer and Internet Policy**.

vi. Printing Information from 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.

DISCLAIMER

Charging of Electronic Devices

The charging of any electronic device is done at user's own risk. By using this service I agree that the Jamaica Library Service is not liable for any damage, theft or malfunction of my digital device.

I hereby release the Jamaica Library Service from liability for any and all claims or causes of action of whatever kind or nature, whether known or unknown, foreseeable or unforeseeable arising out of charging my electronic device.

Signature: _____

Date: _____

Consent Form to Access Computer and Internet



I _____ hereby consent to allow my child/ward to access the computer and the Internet at the _____ Library. I understand that the Internet is unregulated and contains information and opinions that range from reliable and authoritative to controversial and offensive and that the Jamaica Library Service does not monitor or control information located on the Internet and cannot assume responsibility for the quality, accuracy, legality, appropriateness or availability of any internet source.

I acknowledge that the Jamaica Library Service reserves the right to revoke library privileges to those who fail to follow the rules of the library, and to remove such persons if necessary. I will be responsible for any fees or other charges imposed on my child/ward for any damage to the computer and its auxiliary devices caused by child/ward. I hereby release the Jamaica Library Service from liability for any and all claims or causes of action of whatever kind or nature, whether known or unknown, foreseeable or unforeseeable arising out of my child/ward's access to the computer and internet.

Name of Child/Ward _____

Name of Parent or Guardian _____

Signature of Parent or Guardian _____

Date _____

Address _____

Parent or Guardian's Phone Number _____

Emergency Contact Person _____

Emergency Contact Phone Number _____

FOR STAFF USE ONLY:

Verified by _____ Date _____