SFPL Computer Use Rules

COMPUTER USE MISSION STATEMENT

To fulfill its mission of providing free and equal access to information, knowledge, independent learning and the joy of reading to our diverse community, the San Francisco Public Library (SFPL) provides access to the Internet and to personal computers with a variety of software.

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SFPL COMPUTER POLICIES

INTERNET DISCLAIMER

The Internet and online environment consists of information on a wide range of topics provided by millions of individuals and organizations around the world. Not all information found on the Internet is accurate, complete, up-to-date, legal or philosophically acceptable to all individuals. While SFPL can sometimes suggest Internet sites:

- SFPL does not monitor or control the content of the material accessed through the Internet and cannot be held responsible for its contents. (Internet Use Policy 206, paragraph IV)
- Internet users are responsible for evaluating the accuracy of material found on the Internet
- In accordance with Ch. 22-C.3 of the San Francisco Administrative Code, Ordinance 206-01, SFPL does not employ filtering software.
- SFPL does not and cannot assume liability for damages from use of Internet information. (Internet Use Policy 206, paragraph IV)
- SFPL employs antivirus software, but it cannot warrant that its web site, server, or any other web site accessed by Internet users is free of viruses or other harmful components.

For further guidance, SFPL collections include Reference and Circulating resources on navigating and evaluating web sites.

PRIVACY

SFPL champions the protection of personal privacy. SFPL will keep confidential all such information that it purposefully or inadvertently collects or maintains to the fullest extent permitted by federal state and local law, including the California Public Records Act, the San Francisco Sunshine Ordinance, and the USA PATRIOT Act.

- The Internet is not a secure medium. Email is not necessarily secure against interception.

- The Library does not monitor an individual's use of the Internet. Computer search stations are programmed to delete the history of a user's Internet session once the session is ended. The Computer Booking history is deleted every day.

- Internet computers are provided with privacy screens for your privacy. In accessing various internet sites, please be conscious of others in your vicinity, particularly children.

- SFPL does not provide information about patrons' library records, use of other SFPL materials, or use of the Internet to law enforcement officials without an appropriate court order. However, law enforcement officers may take action on their own if they observe illegal activity in plain view. Internet users are reminded that illegal use of the Internet is prohibited by State and Federal laws, and by SFPL policy.

For more information on privacy issues and Internet use, please see SFPL's complete Privacy Policy and Internet Use Policy.

NETWORK SECURITY

For website security and to ensure that service remains available to all library users, SFPL electronically monitors network traffic to identify unauthorized attempts to upload or change information or otherwise cause damage. Anyone using the SFPL website expressly consents to such monitoring. Except for the above purposes, no other attempts are made to identify library users or their web activity.

USA PATRIOT ACT
(Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act)

Sections 214-216 of this Act gives law enforcement agencies expanded authority to obtain library records, monitor electronic communications and prohibits libraries and librarians from informing library users of monitoring or information requests.

· The Library Commission and the San Francisco Board of Supervisors have formally opposed the Act, including Sections 214-216, in two separate resolutions. [Resolutions #136-04 and #053-03]

· On March 2, 2004, San Francisco voters codified the City's resistance to the federal USA PATRIOT Act with their approval of Proposition E. The charter amendment requires that any request for library, health or other personal records be routed through the Board of Supervisors instead of through City department heads. The supervisors will then decide whether the request is constitutional and whether to respond to it.

For more information on the USA PATRIOT Act, please see SFPL's Privacy Policy and USA PATRIOT Act Resolution

RULES AND RESPONSIBILITIES FOR THE PUBLIC

Use of SFPL's equipment for the transmission, dissemination, and/or duplication of information must comply with federal and state laws. SFPL expects all users to comply

with such laws, including but not limited to those related to copyright, computer hacking, and child pornography.

Computer users will also refrain from any activity that unreasonably interferes with SFPL patron/staff comfort, safety, use or quiet and peaceful enjoyment of the library, including but not limited to:

- Harassing or threatening Library users or staff.
- Making any loud or unreasonable noise, or other disturbance, including disruptive use of personal communications or entertainment devices.
- Vandalizing or abusing computer equipment, including removing privacy screens, tampering with equipment or software.
- Using the library card number of another person, including a relative, to access the computer system.
- Hacking into the computer systems.
- Manipulating SFPL computer systems to override established time limits.
- Refusing to leave a computer after being suspended from computers, or continuing to create a disturbance while using SFPL equipment.

Additionally, SFPL has the following expectations of computer users:

- Comply with a Library staff member's reasonable request to refrain from or change a disruptive behavior.
- Comply with Internet etiquette as stated in Guidelines for Library Use and in this document.
- Refrain from harming SFPL computers or systems through the use of viruses or other malicious acts.
- Refrain from installing or copying software to SFPL computers.

Persons who violate these Rules and Responsibilities may receive a warning from SFPL staff and/or an opportunity to cease the violation or leave the Library. Illegal activity, as well as any willful or repeated violations of these *Rules and Responsibilities* or other posted SFPL regulations, may result in removal from the facility and/or suspension of SFPL privileges. Violation of law may result in arrest and prosecution. In addition, where authorized by Federal, State or local law, violations of these Rules and Responsibilities may also result in arrest.

For more information on SFPL Rules and Responsibilities, please see Guidelines for Library Use and Internet Use Policy. For more information on the Digital Millennium Copyright Act, visit the United States Copyright Office Web site (http://lcweb.loc.gov/copyright/).

SFPL COMPUTER USAGE AND ACCESS

TYPES OF COMPUTERS

The library has public computers (PCs) that provide access to the library's catalog and online resources, the Internet, and office productivity software (e.g., Microsoft Word, Excel, PowerPoint). Individual stations are designated in the following categories: Children's (ages 12 and under), Teen and Adult (ages 13 and up), ADA (Main Library only), Express, and Library Catalog and Databases. With the exception of Express, Library Catalog and Database, and ADA, all public PCs are on the Telus automated reservation system.

All SFPL locations, including the Main Library and all 27 library branches offer public PCs. Specific locations and workstation designations vary according to site. Please ask library staff to direct you.

TIME LIMITS

Due to high demand, access to PCs on the reservation system is limited to one hour per day **for San Francisco Public Library card holders**. At the Main Library, this hour is available all at once, while at the Branches, two separate, non-consecutive one-half hour bookings are required. Reservations, which can be made up to two days in advance, are highly recommended. To apply for a library card, please visit http://sfpl.org/services/librarycard.htm.

Please also note:

- Because computers shut down 15 minutes prior to closing, the duration of the last session of each day is shortened accordingly.
- Express PCs have a limit of 15 minutes. No library card is required. You may get back in line for these PCs after each 15-minute session.
- Library Catalog and Database computers are available on a first-come, first-serve basis.
- If you need more time after using your 1-hour limit, you may sign up/line up for an Express PC, make a reservation for the next 2 days, and/or ask a Librarian for referrals to computer resources outside the library system.

RESERVATIONS

Library users may reserve a PC from a reservation terminal at the library or by visiting the library's website (www.sfpl.org) from any computer that has access to the Web. For

more details, please visit our FAQs (*Questions and Answers about Using Library Computers*). The Library does not accept telephone or mail reservations.

WALK-UP USE

Due to a limited number of workstations, library users are encouraged to use the reservation system. However, walk-up use of public computers is available under the following circumstances:

- On Express PCs.
- When an Adult, Children's or Teen PC is unoccupied and there are no reservations on it, SFPL cardholders who have unused allotted time may log on. The screen will indicate when the next reservation is with an "Available until" message.
- An Adult, Children's or Teen PC is also available for walk-up use if the person who reserved it is more than 7 minutes (at Main) or 3 minutes (at Branches) late. The screen will indicate when the next reservation is with an "Available until" message.
- Library Catalog and Database computers are available on a first-come, first-served basis; there may be a 30 minute time limit during peak hours.

PRINTING

Printing is available for 15 cents per page (black and white) or color for 0.50 (Main only) from all wired public computers. There is currently no printing available via the Library's wireless service. Please visit our FAQs (*Questions and Answers about Using Library Computers*) for more details.

DOWNLOADING AND SAVING DOCUMENTS AND FILES

Library patrons may save their work onto any USB-compatible storage device. **Documents and software cannot be downloaded or saved onto library PCs, including the desktop**. To download or save files, please bring your own USB device.

- Floppy drives are no longer installed on Library PCs; however, some locations have portable floppy drives available for use during your reservation. To borrow a floppy drive, please present your I.D. or library card at the Reference Desk. Floppy disks are available free-of-charge while supplies last.

- CD/DVDs: Library PCs do not have CD/DVD-ROM drives installed. Patrons may not play CDs or DVDs on Library PCs.

- Web-based options: For patrons who do not bring anything on which to save their work, web-based tools such as the ones listed below are an alternative. Most are free-of-charge and require registration. Please note that these tools are unaffiliated with SFPL and that the library does not endorse or recommend any one tool over another.

    Google Docs
    http://docs.google.com

    Zoho
    http://www.zoho.com

The Library prohibits the downloading of copyrighted materials in any form. Please follow all copyright laws.

HEADPHONES

- Sound is enabled on all public PCs. SFPL does not supply headphones, except for use by small children using the EDC workstations.
- Currently, volume control is available on all public PCs (not OPACs) through use of the Windows key and up/down arrows
- Please keep volume low enough so others cannot hear.

EMAIL ACCESS

SFPL does not provide email accounts nor do we endorse any email provider. We can show you a sample of free email providers, and provide basic instruction in signing up for an email account. Additional instruction in the use of email is available through free library classes.

WI-FI/WIRELESS ACCESS

WiFi is available at the Main Library and at most branches. For more information, please see WiFi access.

ADA COMPUTERS

Certain computers at the Main Library have been set aside for ADA users. These computers have a variety of assistive technology. Persons wishing to use the ADA computers must fill out an application and be trained in their use. Please see a Librarian.

COMPUTER USE BY CHILDREN AND TEENS

As with other library materials, restricting a child or teen's access to the Internet is the responsibility of the parent or legal guardian. It is recommended that parents or guardians discuss safe Internet practices with their children.

For more information, please see SFPL's Internet Use Policy and the SFPL Kids webpage section: Going Online.

NUMBER OF PERSONS PER COMPUTER

Librarians may, at their discretion, limit use of computer terminals to one or two patrons as needed to ensure comfort, safety, use, or quiet and peaceful enjoyment of the Library for all Library users and staff. Patrons may be allowed to work collaboratively, if their behavior causes no disruption.

COMPUTER ETIQUETTE

- While waiting for computer availability, please respect the privacy of the current user.
- Please do not prevent others from claiming computer reservations or turns at Express computers either verbally or physically (i.e., sitting at the computer without being logged in).
- Any question or conflict about computer reservations should be referred to Library staff on duty. You may be asked to submit your library card number to resolve the issue. Our goal is to provide access to all who wish to use the public computers, and we will do everything we can to resolve the situation to everyone's satisfaction.
- Please keep your belongings with you at all times. The Library is not responsible for loss or damage to personal belongings. Unattended belongings may be picked up by Library Staff and removed either to the nearest Reference Desk, or to the Security Office.
- Please keep all conversation, including cell phone use, at a low volume.
- Please move to designated areas to talk on your cell phone.
- Please be courteous to other users by following the *Guidelines for Library Use* http://sfpl.org/librarylocations/administration/libraryuse.htm

SFPL COMPUTER HELP

LOGGING ON AND OFF

- For Express PCs, you do not need a library card. Just tap the keyboard to light up the screen, then click the START button. You will then be logged on for 15 minutes. During your session, you will receive two pop-up time limit warnings, at 6 and 2 minutes. To log out, close all windows, then click the LOGOUT button.
- For PCs on the reservation system, click the cursor so that it blinks in the first white entry box. Type in your library card number on the back of your card (with no spaces). Click the cursor so that it blinks in the second white entry box. Type in your Personal Identification Number (PIN), then click Login. You will then be logged on for 1 hour (Main) or 30 minutes (branches). To log out, close all windows, then click the LOGOUT button.
- For Library Catalog/Database workstations, tap the keyboard to light up the screen, then proceed as prompted by screen instructions.
- If a PC is not responding, please ask a librarian for assistance.

FORGETTING TO BRING LIBRARY CARD OR PIN

- Patrons who forget their library card number or PIN may request that staff provide them with a courtesy look-up.

STAFF ASSISTANCE

Staff will assist library users in getting started on the Internet. We offer limited assistance with basic Internet and word processing tasks; however, SFPL cannot guarantee that staff trained in all aspects of Internet or Word Processing will be available to assist users at all times. Staff is not able to offer extensive explanations about the Internet or personal computer use or provide in-depth training. Time permitting, staff will try to answer specific questions about the Internet and offer suggestions for effective searching.

Staff is expressly prohibited from recommending any specific commercial site over another or performing commercial transactions for patrons.

Librarians may direct Library users to a variety of books on Internet and computer related topics and free SFPL computer classes.

SFPL COMPUTER CLASSES

SFPL provides a variety of free computing classes to aid in the use of Library and web-based resources, including:

- Basic Mouse and Typing skills
- Library Catalog
- Internet 101
- Training for the Internet and Library Catalog

Some of these classes are available in Russian, Spanish, Mandarin, and Cantonese. For specific dates and times each month, please visit SFPL's Public Events Calendar or pick up a paper copy of *At The Public Library* or *Computer Classes at the Main Library.*

COMPUTER CLASSES OFFERED BY OTHER AGENCIES AND COMMUNITY-BASED ORGANIZATIONS

A variety of community organizations provide classes on computer use. Many of these can be found using the Library's Community Services Directory by searching the subject "Computer Classes."

RELATED SFPL POLICIES AND GUIDELINES

- SFPL Library Privacy Policy
- Guidelines for Library Use
- SFPL Internet Use Policy
- Questions and Answers About Using Library Computers