TECHNOLOGY POLICY

DURHAM COUNTY Library

APPLICABILITY

This policy applies to all computer usage and internet access in Durham County Library facilities and via devices provided by Durham County. It also applies to hotspots loaned by Durham County Library as well as to usage of the 3D printer.

PURPOSE

The Durham County Library offers access to computers, the internet, mobile devices, hotspots, 3D printers, 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 Technology Policy is to establish standards regarding both computer and technology use and internet access at Durham County Library.

DEFINITIONS

Parent: any person with legal custody of a child, including a natural or adoptive parent or legal guardian.

Child/Children: an individual who is below the age of majority (18 years old) and unemancipated.

POLICY

A. Computer Use Guidelines

a. Customers must have their Durham County Library Card to access computers.
   i. Computer Use cards are available to residents of Durham County and non-residents, regardless of age. A valid photo ID must be provided to obtain a Computer Use card.
   ii. Library cards may be replaced for a $1.00 fee.
   iii. Customers must sign into public workstations with a Durham County Library Card or a Durham County Library Computer Use Card. A PIN is required to sign in to a public workstation.
b. Library staff may limit individual computer use time as demand necessitates.
c. All user data, including browsing history, bookmarks, and downloads are automatically deleted at the end of the session. Faxes are also deleted immediately by the vendor (InterFAX) after being transmitted to the recipient.
d. Downloading files to personal storage media, such as a USB Drive, is permitted.
e. Customers are responsible for all printing costs. See the Library and Circulation Fee Policy for printing costs.

f. Computers automatically log off after 10 minutes of inactivity.
g. Unused reservations will automatically be cancelled 10 minutes after the session was scheduled to begin.
h. Public computers automatically shut down 15 minutes before the Library closes. Printing services also end at that time.
i. Computers are age-restricted based on the area of the library.

B. Computer Use by Minors

a. Parents are responsible for deciding which Library resources are appropriate for the children/minors under their care and control.
b. As with other Library materials, restriction of a child's access to the internet is the responsibility of the parent.
c. Durham County Library complies with the Children's Internet Protection Act (CIPA). All public workstations and mobile devices are equipped with filtering technology designed to prevent access to materials which might be reasonably construed as being either obscene or child pornography, or to materials which might otherwise be construed to be harmful to minors. The Durham County Library cannot guarantee that all such material will always be blocked.

C. Hotspots

a. Durham County Library circulates hotspots, portable devices that connect to a cellular network, to provide Wi-Fi internet access to computers, phones, or tablets. Durham County Library hotspots come with unlimited data.
b. Hotspots may be checked out for 14 days and may not be renewed.
c. Hotspots can be placed on hold via the online catalog. Holds will remain on the hold shelf for pickup for four days.
d. Only one hotspot per library card may be checked out at a time.
e. Hotspots are deactivated if they are overdue.
f. If lost, a $45 charge and a $5 lost processing fee will be added to the customer's account.

D. User Responsibilities

a. Durham County Library cannot assure privacy or security and assumes no responsibility for any damages, direct or indirect, that may occur from the use of its electronic resources, Wi-Fi, or hotspots.
b. Use of Durham County Library's computers, hotspots, or Wi-Fi for purposes contrary to state or federal laws or in a manner that violates Durham County Library's Courteous Conduct Policy will not be allowed. Such violations may include, but are not limited to:
    i. Intentionally displaying, sending, or receiving inappropriate materials in any format that may be reasonably construed as obscene, child pornography, or harmful to minors (G.S. 14-190.1).
    ii. Propagating malicious or harmful software.
    iii. Unauthorized copying of copyrighted material.
    iv. Attempting to access unauthorized files or systems.

E. Personal Mobile Devices

a. Durham County Library staff are committed to providing excellent customer

service and assisting our customers with using Durham County Library's electronic resources and applications on their mobile devices. Durham County Library staff cannot assure privacy or security and assume no responsibility for any damages, direct or indirect, that may occur from the use of electronic resources or from assisting customers with their personal devices.

F. 3D Printing

a. Durham County Library is committed to bridging the digital divide and making technologies like 3D printing available to our community. Durham County Library 3D printers cannot be used to do the following:
    i. Create items that are not allowed by local, state, or federal law;
    ii. Create items that are in violation of Durham County and Durham County Library policies;
    iii. Create items that are unsafe, harmful, or pose a threat to others;
    iv. Create items that are obscene, vulgar, or inappropriate; and/or
    v. Create items that are in violation of intellectual property rights.
b. 3D prints will be reviewed by Durham County Library staff prior to printing, and the Library reserves the right to refuse any print file submitted.
c. It is the responsibility of the customer to ensure the file for their 3D object fits within the Durham County Library 3D printer size specifications.
d. Durham County Library assumes no responsibility for faulty prints that are a result of incorrectly constructed 3D print files by the customer. Durham County Library staff will print the file as submitted.
e. The Durham County Library cannot assure the privacy or security of 3D prints, and assumes no responsibility for any damages, direct or indirect, that may occur from the use of a 3D printed object.
f. Customers are responsible for materials costs for 3D printer filament. For details, see the Circulation and Fees Policy.

RESPONSIBILITY

It is the responsibility of all Library staff and facility supervisors to understand this policy fully so as to ensure its fair and equitable application. Interpreting and enforcing the Technology Policy on a daily basis is the responsibility of all Library employees who interact with customers. It is the responsibility of the Information Technology Manager and Deputy Director, with the advice of the Board of Trustees, to interpret, monitor, and recommend updates to the policy. The Library Director is the final authority regarding enforcing this policy.

POLICY VIOLATIONS

Failure to abide by the Technology policy may result in loss of Library system privileges, financial responsibility for damaged equipment, being banned from Library premises, and/or criminal prosecution.

APPENDICES

- American Library Association Library Bill of Rights

- Access for Children and Young Adults to Nonprint Materials: An Interpretation of the Library Bill of Rights
- Children's Internet Protection Act (CIPA)

RELATED POLICIES

- Library Card Registration Policy
- Durham County Library Courteous Conduct Policy