

Holyoke Public Library Computer Use and Public Internet Access Policy and Guidelines

Goals and scope

The Holyoke Public Library provides public computer and internet access to all patrons and visitors as part of its mission to provide the community with equal opportunity to access information resources that will satisfy their personal, educational, and professional needs. Though this policy focuses primarily on activities inside the library facility, the scope of its coverage includes all library property including the land surrounding it, the sidewalks and the parking areas and includes both library and personal equipment such as laptops, phones, and tablets.

Guidelines for computer use

By using the public workstations at the Holyoke Public Library, patrons agree to be bound by the following:

- Users may sign up for 120 minute computer use sessions. Patrons may reserve one computer session per day. Additional sessions may always be reserved if other people are not waiting to use available equipment.
- No software may be installed or deleted on Library computers, and no settings on Library-installed software may be changed.
- Users may not alter the Library's hardware.
- If a problem arises with a computer, please notify a staff member. Do not attempt to fix the issue yourself.
- Users may access their personal email accounts through any public computer in the library.
- Users may download files to their own devices. The Library is not responsible for any loss or damage to personal devices when downloading files.
- There is a 10¢ per-page charge for black and white printing.

Unacceptable use of library computers and the internet includes, but is not limited to the following:

- Accessing a computer's hard drive or the Library's network.
- Attempting to circumvent the Library's reservation or security software.
- Vandalizing computing equipment.
- Making any attempt to alter software configurations.
- Using a Library workstation or network for illegal or criminal purposes, including hacking.
- Engaging in any activity which is deliberately or maliciously offensive, libelous, or slanderous.

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- Representing yourself as another person for the purpose of fraud or other illegal activity.
- Violating Copyright Laws and licensing restrictions. For further information about copyright law, please refer to a librarian or the U.S. Copyright Office at: <http://www.copyright.gov/>.
- Eating or drinking at computer workstations.

Be aware that computers in public areas are shared by people of all ages and sensibilities. The Holyoke Public Library reserves the right to ask users to refrain from viewing images that are inappropriate for public viewing. As the law requires, the Library will disable filtered internet access to persons 18 or older who request it for bona fide research or any other lawful purposes.

The Library reserves the right to terminate a computer and/or internet session at any time and/or to disallow a patron internet access. Repeated violation of computer use policies may result in the loss of library access privileges.

[Accessing the library's wireless network](#)

The Holyoke Public Library provides wireless access to the internet for visitors utilizing their own devices at the Library. Use of the Holyoke Public Library's wireless network is at the user's own risk, as the Library's network is neither secure nor encrypted. It is recommended that personal information, such as social security, bank account, and credit card numbers, not be transmitted using the wireless network. The Library accepts no responsibility for damage resulting from identity theft, viruses, spy-ware, plug-ins, etc.

If a patron is experiencing technical problems with their device, library staff may troubleshoot the issue to the best of their ability.

Wireless printing is available via the Princh app for tablet or smartphone. Further instructions can be found on our website at the [print from your own computer or mobile device tab](#).

[Access to the internet by minors](#)

The Holyoke Public Library recognizes that computer safety for minors (defined as persons under 17 years of age) is of utmost importance. The Holyoke Public Library affirms the responsibilities of parents and guardians to monitor and determine their children's access to Library materials and resources, including those available through the internet.

To address the issue of minors' access to inappropriate or harmful material on the internet, the Holyoke Public Library:

- Subscribes to databases that are appropriate for children and teens.

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- Filters all its computers, and all access to the internet through its network, to protect against access to obscene visual depictions, child pornography, and/or other material harmful to minors, as required by law. Library filters block some specific sites that could be offensive to some users. Filtering software may not block all material users might find offensive.
- Encourages staff to guide minors away from materials that may be inappropriate.

The Holyoke Public Library urges minors to utilize the following safety guidelines while using the internet:

- Never give out identifying information, such as your name, home address, school name, or telephone number.
- Let parents, caregivers, or guardians decide whether their personal information such as age, marital status, or financial information should be revealed.
- Never arrange a face-to-face meeting with someone via the internet without parents', guardians', or caregiver's approval.
- Have parents, guardians, or caregivers report an incident to the National Center for Missing and Exploited Children (1-800-843-5678) if you become aware of the transmission of child pornography.
- Remember that people online may not be who they say they are.
- Remember that not everything you read on the internet is true.

Disclaimer

Visitors use the internet and the computer systems at their own risk. The Holyoke Public Library assumes no responsibility for any actions of its visitors, directly or indirectly, relative to use of the computer systems and/or the internet. The Holyoke Public Library makes no representations as to the content of any website visited by any individual, nor to the effectiveness of any filtering software. Illegal acts involving Library resources may be subject to prosecution by local, state, and/or federal officials.

Not all sources on the internet provide accurate, complete, or current information. It is up to each individual to evaluate the information they access with our computers. The Holyoke Public Library cannot verify or authenticate information on the internet, though we can provide you with sources that may help you better evaluate information.