

The West Bend Public Library is committed to digital equity. In response to advances in technology and the changing needs of the community, the West Bend Public Library endeavors to develop collections, resources, and services that meet community needs. It is within this context that the West Bend Public Library offers access to the Internet.

1. Responsibilities of Patrons

- A. The public has access to technology and electronic devices for use in the library. Internet resources and computer access through the library are provided equally to all. Children have access to the same resources as adults. It is the right and responsibility of guardians/caregivers to guide their children in the selection of resources compatible with the values and beliefs of their family. The library cannot act in place of a guardian/caregiver and urges guardian/caregivers to work with their own children in their use of internet resources.
- B. The public should be aware that the internet is an unregulated global network and is neither a secure nor a private environment. The library is not responsible for security of personal information shared on or with non-library sites and users are encouraged to use caution before sharing personal information, (name, address, password, telephone number, school or work, credit card numbers, etc.) online. This includes and is not limited to email, instant messaging, online purchasing, social media sites and commercial sites. Customers handling financial transactions or other confidential activities do so at their own risk and should know that the internet is not absolutely secure and is subject to outside intervention. It should be noted that library staff may monitor internet use in the usual performance of their duties.
- C. The library cannot guarantee the accuracy and/or authenticity of information discovered online and staff assumes no responsibility for the quality, accuracy, or currency of internet resources. Patrons who find information or subject matter that is erroneous, out of date, illegal, offensive, and/or controversial should contact the original producer or distributor of that work directly.
- D. Users may not incur any costs to the West Bend Public Library through access to fee-for-service information providers, shopping online or other internet use. Printing information from the internet or computer workstations is available for a nominal fee.
- E. The West Bend Public Library is not responsible for damage incurred to a patron's personal storage devices or personal laptops/devices or for any loss of data, damage or liability that may occur from patron use of the library's internet service.
- F. The library's technology equipment is for public use and patrons should log off any personal online accounts after using library technology and save any work created during the session to a personal device or account. It is also recommended that you restart the computer after each individual use. Upon restart, any data saved on the computers is deleted and the computers revert to default library settings.

2. Usage and Time Limits

- A. Computers and devices are available during normal library hours, subject to periodic maintenance or programming.
- B. Usage of the devices is on a first-come, first served basis. During times of high usage, a time limit may be implemented.
- C. Downloading software for personal use is allowed with approval by the librarian. Be aware that after the computer restarts your information will be deleted, and software will have to be reinstalled.
- D. Absolutely no food or drink is allowed in the computer area.

3. Staff Assistance

- A. Library Staff may be able to answer basic computer questions. Patrons may also request individual training or attend free technology related computer assistance classes offered by the West Bend Public Library.
- B. Due to liability and staff restraints, staff does not repair personal computers or devices. Nor does the staff check personal systems for viruses, malware or other damages to the computer or device.

4. Ethical Use

- A. Staff reserves the right to end a session if there is suggestion of misconduct, misuse, or illegal use of library computers/devices or personal devices accessing the library's wireless service.
- B. Violation of this policy will result in the suspension or loss of internet and/or computer privileges and may lead to financial responsibility.
- C. Illegal acts involving library computers/devices or personal devices accessing the library's wireless service may also be subject to prosecution by local, state or federal authorities. It is against Iowa law to download or provide child pornography, or display pornography where it may be seen by children (Iowa Code, chapter 728.2).

5. Wireless Access at the Library

- A. Unfiltered, wireless internet access is provided free of charge to anyone using their personal laptop computer or device equipped with functioning wireless or wired network connection.
- B. The Library assumes no responsibility for wireless user's equipment or software and cannot guarantee the security of your files, information or transmissions.

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