

Policies for Use of Electronic Resources in the Evangeline Parish Library

These policies, when adopted, supersede all previous Electronic Resources Policies of the Evangeline Parish Library. They may be amended by the Library Board of Control at any time, with due notice and in appropriate open Board meeting.

In accordance with its by-laws, the Library Board of Control of Evangeline Parish has adopted on this 29th day of November 2012 the following policies:

I. Internet Safety Policy

II. Electronic Resources Acceptable Use Policy

III. Social Media Policy

These policies are to be reviewed and revised if necessary at least annually.

These policies are hereby enacted for the purposes of:

1. Continued compliance with the Children's Internet Protection Act ("CIPA), Neighborhood Children's Internet Protection Act ("NCIPA), and The Protecting Children in the 21st Century Act.
2. Ensuring consistent, fair, and uniform access to the electronic resources of the library.
3. Protecting the public's investment in the electronic resources of the library from harmful or damaging use and from unlawful or inappropriate use.

I. Internet Safety Policy for Evangeline Parish Library

Introduction

It is the policy of Evangeline Parish Library to: a) prevent user access over its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications; b) prevent unauthorized access and other unlawful online activity; c) prevent unauthorized online disclosure, use, or dissemination of personal identification information of minors; and d) comply with the Children's Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].

Definitions

Key terms are as defined in the Children's Internet Protection Act*

Access to Inappropriate Material

To the extent practical, technology protection measures (or “Internet filters”) shall be used to block or filter Internet, or other forms of electronic communications, access to inappropriate information.

Specifically, as required by the Children’s Internet Protection Act, blocking shall be applied to visual depictions of material deemed obscene or child pornography, or to any material deemed harmful to minors.

Subject to staff supervision, technology protection measures may be disabled for adults or, in the case of minors, minimized only for bona fide research or other lawful purposes.

Inappropriate Network Usage

To the extent practical, steps shall be taken to promote the safety and security of users of the Evangeline Parish Library online computer network when using electronic mail, chat rooms, instant messaging, and other forms of direct electronic communications.

Specifically, as required by the Children’s Internet Protection Act, prevention of inappropriate network usage includes: a) unauthorized access, including so-called “hacking,” and other unlawful activities; and b) unauthorized disclosure, use, and dissemination of personal identification information regarding minors.

Education, Supervision and Monitoring

All members of the Evangeline Parish Library staff may educate, supervise, and monitor appropriate usage of the online computer network and access to the Internet in accordance with this policy, the Children’s Internet Protection Act, the Neighborhood Children’s Internet Protection Act, and the Protecting Children in the 21st Century Act.

Procedures for the disabling or otherwise modifying any technology protection measures shall be the responsibility of the Library Director or library branch managers or designated representatives.

Adoption

This **Internet Safety Policy** was adopted by the Evangeline Parish Library Board of Control at a public meeting, following normal public notice, on Nov. 29, 2012, revision of policy adopted at public meeting Sept. 19, 2012 (Month, Day, Year).

*CIPA definitions of terms:

MINOR. The term “minor” means any individual who has not attained the age of 18 years.

TECHNOLOGY PROTECTION MEASURE. The term “technology protection measure” means a specific technology that blocks or filters Internet access to visual depictions that are:

1. OBSCENE, as that term is defined in section 1460 of title 18, United States Code;
2. CHILD PORNOGRAPHY, as that term is defined in section 2256 of title 18, United States Code; or
3. Harmful to minors.

HARMFUL TO MINORS. The term “harmful to minors” means any picture, image, graphic image file, or other visual depiction that:

1. Taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion;
2. Depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and
3. Taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors.

SEXUAL ACT; SEXUAL CONTACT. The terms “sexual act” and “sexual contact” have the meanings given such terms in section 2246 of title 18, United States Code.

II. **Electronic Resources Acceptable Use Policy for Evangeline Parish Library**

Introduction

Access to the Evangeline Parish Library’s electronic resources is **a privilege, not a right. All users are expected to use these resources in a responsible manner, consistent with the educational and information purposes for which they are provided, and to follow the Library’s rules and regulations.**

Use of the Evangeline Parish Library’s electronic resources constitutes agreement with all the requirements below, as well as the Library’s **Internet Safety Policy** above, and the Terms of Service of each individual third-party service. If a user does not agree to these terms, they are not to use the services.

Failure to adhere to network policies and rules may subject users to warning, usage restrictions or termination, disciplinary actions, or legal proceedings.

Acceptable Use

The Evangeline Parish Library provides free public computer use and wireless access to help meet the changing information needs of the parish community. Internet access is one component of the Library's goal to meet the informational and educational needs of library users involved in both formal and informal learning activities.

The Library's computer resources are also available to assist businesses and job-seekers, to help users find and utilize government resources, and for the overall purposes of education, information, research, or recreation.

Users are responsible for determining that the information they access is acceptable, reliable, and suitable to their needs. The Library cannot warrant the safety or accuracy of information.

The Library encourages and supports use of the databases provided through the Library's website and the State Library. More information is available about them at the circulation desk. These include resources for students, family researchers, jobseekers, and more.

Since due to space limitations there are **NO** separate adult computer areas in any of the libraries of the Evangeline Parish Library system, **ALL** patrons, both adults as well as minors, may be required to limit their computer use to use appropriate in a family setting. Blocking material that is deemed suitable only for adults helps ensure that the environment at all the facilities in the Evangeline Parish Library System is consistent with the Library's mission of providing learning and research opportunities for individuals of all ages.

Branch managers, at their discretion, may mark some computers as reserved for specific activity at specified times (for example school or college homework from 3 p.m. to 5 p.m.). Anyone who uses such a designated computer during the reserved time is hereby agreeing to use it **ONLY** for the specified use. Any other use may be terminated by staff, without prior warning.

Session Termination

Users can be required to terminate a computer session at any time, with or without prior warning, for inappropriate use or for violation of the **Patron Behavior Policy** or the **Unattended Children Policy**. Both documents are available online at the library's website and also at each library branch's circulation desk.

Users may not disturb or disrupt other users of the library or impede the functioning of the library and the work of library staff.

Unattended Children and Public Computer Use

No child under the age of 7 will be allowed to use or sit at a public access computer without having an adult (at least age 18) on the SAME computer with him or her, actively supervising him or her.

Children ages 7 through 11 can use a public access computer alone **ONLY** if an adult (at least age 18) supervises the child by remaining within visual and voice command range of the child AND actively supervises the child. Library staff cannot act in loco parentis.

Children age 12 and up can be in the library without an adult and use a public access computer on their own. They are expected to follow all Library rules and regulations and will be held accountable if they fail to do so.

Use of Other's Library Cards to Gain Access

Each user is required to have an Evangeline Parish Library card in good standing or be a valid out of parish visitor.

Each user is **REQUIRED** to use his or her **OWN** library card. Guest passes will be issued to out of parish users only.

Violation of this requirement may result in immediate termination of the user's computer session.

Time Limits and Time Extensions [Note: Test taking at the public computers is NOT recommended or supported!]

Library administration may set time limits for use of resources. These may be changed as necessary.

Time extensions may or may not be granted. If granted, the amount of extended time may be determined on a case by case basis at the discretion of staff. Users are expected to notify staff **PRIOR TO USE** if they expect to require extra time, and state approximately how much extra time will be needed.

The system shuts down 15 minutes before closing time. No exceptions. Information will be lost at this point and CANNOT BE RETRIEVED.

Behavior in Computer Area

All patrons, including children, will be required to behave in accordance with the Patron Behavior Policy in ALL areas of the library, including the computer areas.

ANY activity on the computer or in its vicinity that disrupts and impedes the functioning of the library or the appropriate use of the library by other library users may be terminated by library staff at any time, with or without prior warning to the user.

No use that involves audio is allowed without headphones or ear buds, and the sound must not be audible to others near the computer.

Unacceptable Use of the Library's Computers

The following are unacceptable uses:

- Disruptive behavior in the vicinity of workstations
- Destruction of, or damage to, equipment, software, or data belonging to the Library or other users
- Interference with or disruption of network users, services, or equipment
- Unauthorized monitoring of electronic communications
- Violation of computer system security or integrity
- Using the network to make unauthorized entry to any other machine accessible via the Library's networks
- Propagation of computer worms or viruses
- Unauthorized use of computer accounts, access codes, or network identification numbers assigned to others
- Violation of software license agreements
- Violation of copyright laws
- Violation of network usage policies and regulations
- Falsification of one's age to gain access to Internet sites
- Distribution of unsolicited advertising
- Violation of another user's privacy
- Viewing sexually explicit material
- Using library resources to harass, bully, or intimidate others
- Failure to accept time limits or pay printing charges
- Violation of federal, state, or local laws.

Unacceptable Use of Any Social Media Site Accessed through the Library's Computers or Wireless Network.

Library resources must not be used to post any of the following to any site:

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Private, personal information published without consent
- Commercial promotions or spam
- Organized political activity
- Copyrighted materials (articles, videos, audio, etc.) that the poster does not have permission to reproduce or distribute
- Content that installs viruses, worms, malware, Trojans, etc.
- Photos or other images that fall in any of the above categories

For more information on Social Media, see the separate **Social Media Policy** immediately following this policy.

The same restrictions to social media postings also apply to any other form of communication (email, etc.) done through the Library's electronic resources or network.

Organizational Responsibility and Privacy: Disclaimers

The Evangeline Parish Library does not warrant network functionality or accuracy of information.

The Library does not warrant the effectiveness of Internet filtering.

The privacy of system users is limited. Any use, for any purpose, is at the user's own risk.

The Library shall have no liability for direct, indirect or consequential damages related to the use of information accessed through the Library's Internet service or for damages related to the operation of, or failure of, the filtering software, or for its circumvention by users.

The Library is not responsible for damage to user's equipment or for any loss of data, damage, or liability that may occur from use of the Library's computers.

Responsibility for possible copyright infringement lies solely with the user, and the Library disclaims any responsibility or liability resulting there from.

Current System Blocks

The Internet is constantly changing, and blocks may be removed or added as necessary. The filter is set to monitor and block recognized:

- Copyright infringement
- Computer Hacking
- Spyware/Adware
- Malware
- Phishing
- Adult Themes
- Pornography
- Gambling
- Shareware Download
- Peer to Peer

Other sites may be blocked if they impede the functioning of the Library system for any reason.

Due to the lack of separate children's computer areas in the relatively small libraries of the system, content deemed suitable only for adults may be blocked and remain blocked so that the library may maintain an environment appropriate for all ages, and can continue to provide educational opportunities for all ages.

Internet Sites Possibly Blocked in Error

It is the responsibility of the user, if a site appears to be blocked in error, to promptly notify the staff at the circulation desk if the user needs the site unblocked. If the user disagrees with the staff decision (i.e. to unblock or not to unblock), the user has the right to appeal the decision to the Library Director. If unsatisfied with the Director's response, the user then has the right to appeal the decision to the Library Board.

Users should be aware that some sites which appear appropriate are actual malware or "phishing" sites which the filter recognizes as such. The filter may recognize a danger that the user cannot. (For example, one article about a celebrity may be blocked because it is a malware or spyware trap, while other articles on the same person are not.)

Staff Monitoring and Consequences of Violating the Computer Use Policy

Library staff may at their discretion visually monitor use of computers for violations of this policy. Violators may lose their library privileges. They may also be subject to criminal prosecution or other legal action.

Adoption

This **Electronic Resources Acceptable Use Policy** was adopted by the Evangeline Parish Library Board of Control at a public meeting, following normal public notice, on Nov. 29, 2012, revision of policy adopted Sept. 19, 2012 (Month, Day, Year).

III. Social Media Policy for Evangeline Parish Library

Statement of Purpose

The Evangeline Parish Library defines social networking media as any Internet based service that allows individuals and/or groups to communicate with other individuals and groups who share a common service such as, but not limited to, Twitter and Facebook. The Evangeline Parish Library will use social media as a tool to share information on matters pertaining to the library such as programming and upcoming events.

Employee Selection for Social Media

At least two employees will be selected to be responsible for maintaining a social network presence on behalf of the library. These employees will be responsible for presenting information and sharing feedback on library related services and events in an effort to promote the library.

Creation and Deletion of Official Library Sites

Staff wanting to create an official profile for the library on any social networking media must first seek approval from the Library Director.

Due to the transient nature of social networking media, there may come a time when it is no longer in the library's best interest to maintain a profile on a particular site. If an employee responsible for maintaining a site believes that the library should delete its presence, he or she should discuss the matter with the Library Director and any other staff member the Director may choose. If it is so decided, the library's presence will be removed from the site.

Staff Guidelines for Posting

The employees selected by the Director to maintain the library's presence on social media sites will have primary responsibility for posting information and will have administrative access to the sites. Staff members should include a slash followed by their initials at the end of any post made on behalf of the library in order to identify who wrote the post. While the staff members chosen to maintain the library's social networking

presence are responsible for making official posts on behalf of the library, all staff members are encouraged to read and participate in postings.

Posts may include information about:

- Library events and closings
- Library services
- Links to relevant articles
- Solicitation of feedback
- Announcements of additions to the collection
- Any other information deemed appropriate for such sites

All postings should be non-political and the language should be positive. Staff will be required to check facts, present balanced views, acknowledge and correct errors, and check spelling and grammar before posting. Library employees handle confidential information from our patrons. The restrictions that employees observe in the performance of their day-to-day duties also apply to their use of social media.

All portions of the Public Feedback section below apply to all staff postings as well.

Library employees are subject to disciplinary action for violating this policy.

Public Feedback

Comments, posts, and messages are welcome on Evangeline Parish Library's social networking sites. While the library recognizes and respects differences in opinion, all such interactions will be regularly monitored and reviewed for content and relevancy (before publishing when possible). **All postings which contain any of the following will be removed and the poster barred from posting any subsequent messages to library social networking sites:**

- Obscene or racist content
- Personal attacks, insults, or threatening language
- Potentially libelous statements
- Private, personal information published without consent
- Comments totally unrelated to the content of the forum
- Hyperlinks to material that is not directly related to the discussion
- Commercial promotions or spam
- Organized political activity
- Copyrighted materials (articles, videos, audio, etc.) that the poster does not have permission to reproduce or distribute
- Content that installs viruses, worms, malware, Trojans, etc.
- Photos or other images that fall in any of the above categories

In addition, the Evangeline Parish Library reserves the right to edit or modify any postings or comments for space or content, while retaining the intent of the original post.

The library further reserves the right to delete any postings or comments. The library shall also be granted the right to reproduce comments, posts and messages in other public venues. Identifying information, other than first name, will be removed unless prior approval is granted by the user.

The Evangeline Parish Library assumes no liability regarding any event or interaction that takes place by any participant in any Library-sponsored social networking service, and does not endorse or review content outside the “pages” created by Evangeline Parish Library staff.

By posting content, the user agrees to indemnify Evangeline Parish Library and its board and employees from and against all liabilities, judgments, damages and costs (including attorney’s fees) incurred by a user which arises out of or are related to the posted content.

Participation in Evangeline Parish Library social networking services constitutes agreement with all Library policies, including its **Internet Safety Policy** and **Electronic Resources Acceptable Use Policy**, and the Terms of Service of each individual third-party service. If a user does not agree to these terms, they are not to use the services. The role and utility of social networking sites will be evaluated periodically by library staff, and may be terminated at any time without notice to subscribers. The Library Board of Control will be notified immediately by letter containing an explanation of the termination of such services.

Adoption

This **Social Media Policy** was adopted by the Evangeline Parish Library Board of Control at a public meeting, following normal public notice, on Nov. 29, 2012, unchanged from Social Media Policy adopted Sept. 19, 2012 (Month, Day, Year).
