



CITY OF LONGMONT | Longmont Public Library

# Computer Lab Resources Policy

## Computer Lab

### 1. Purpose

The Longmont Public Library provides public computers and internet access to all patrons. It is the goal of the library to provide a comfortable and welcoming environment while ensuring that all patrons have fair and equitable access to the computer lab resources. It acknowledges that the resources are finite and that guidelines are necessary to enable as many users as possible to benefit from them.

### 2. Scope

This policy applies to all users of the library computer labs including patrons and guests.

### 3. Principles

**Equity and Fairness:** The Longmont Public Library provides equal opportunity for all to access computers, equipment and resources.

**Responsibility:** The Longmont Public Library expects patrons to utilize all resources in a manner that respects the rights and needs of others. In order to ensure a positive library experience for everyone, the library requires that all patrons:

- Utilize computers and other electronic resources exclusively for lawful and legitimate purposes.
- Refrain from accessing, displaying, or distributing pornographic materials or any content that is deemed obscene or offensive to a reasonable person.
- Avoid causing damage to, altering, or tampering with computer equipment, systems, software, or any other library resources.
- Adhere to the time limits assigned to individual computers, reservations, classes, and other services to ensure fair access for all.
- Maintain a respectful and considerate demeanor towards others at all times. The computer area is a shared public space, and patrons must be mindful of the impact of their behavior on others.

**Efficiency:** The Longmont Public Library requires that resources be managed in a way that maximizes availability to a diverse user population. In order to ensure a positive library experience for everyone, the library imposes limits to, but not exclusively, to:

- Printing
- Copying

- Faxing
- Daily computer time limits
- Computer reservations

**Community Focus:** The Longmont Public Library is a shared community resource, and its use should foster a spirit of collaboration and respect.

**Safety:** The Longmont Public Library strives to create an atmosphere that is safe and inviting to all patrons, staff, and guests for the duration of their visit to the library. All rules and guidelines laid out in this policy and all other policies by the Library and the City of Longmont are required to be followed within all areas of the library at all times.

**Security:** The Longmont Public Library complies with state and federal law mandating the use of filtering software in public libraries. It employs filtering software to protect against visual depictions of pornography, obscenity, and child pornography. No filtering software is totally accurate. Filters may block material that is appropriate in a public library setting or they may fail to block access to illegal or objectionable material.

Patrons may send requests to block or unblock specific sites by bringing them to the attention of Longmont Public Library staff. The Longmont Public Library will respond to questions and concerns regarding the filter's accuracy by communicating with the filtering software vendor.

**Account Integrity:** Patrons must be valid library account holders to access computer lab resources. Patrons must use the library card registered under their own name. Misrepresentation by using someone else's library card can lead to a temporary or permanent suspension of computer lab privileges.

**Privacy:** The Longmont Public Library follows state and federal law regarding privacy of library user records and information.


The library does not, as part of its regular practice, retain any data, including websites visited, passwords, credit card numbers, or any other information an individual has entered. In order to comply with our regular practice, security software is in place to help ensure personal information put into the computer is removed upon the session ending.

It is the practice of the Longmont Public Library to erase all patron use records, except those essential for library business operations. The library will release only records, including requests made by law enforcement, when required by law pursuant to Colorado Statute (C.R.S. 24-90-119), Privacy of user Records.

**Patron Expectations:** Patrons are expected to have a basic understanding of computers and their uses. Staff are available to assist when able.

Patrons are expected to have information, login credentials, and resources necessary to complete their reference needs. Staff will never ask for passwords or login credentials and will not fill out forms, write emails/content, login to email, or any similar task for the patron.

Patrons are ultimately responsible for ensuring they protect their data. The Library is a public space and as such, patrons should take reasonable measures to ensure they are using our facility securely. This includes logging out of all accounts used during the session as well as properly ending the session when done using the computer. The library cannot be held responsible for unauthorized access to personally identifiable



information accessed on library computers and patrons assume all risks related to data theft by using library computers.

- Printing and Refunds: The Longmont Public Library provides limited free prints and does not issue refunds for printing services. Please verify and work with staff before printing important documents to determine if library services are sufficient for your needs.

Patrons are expected to notify staff when anything is not working as it should be or if they need assistance with logging off, ending sessions, or making sure they remove personal data before leaving.