

Computer Usage and Access Rules

Types of computers

The Library has public access computers (PCs) which provide access to the Internet, productivity software (Word, Excel, and Power point), Electronic resources to which the Library subscribes, and the library's catalog. Individual stations are designated in the following categories: Children's (13 and under) and Adult (14 and up). All stations use an automated reservation system and require a library card, computer/copy card, or a guest pass.

Designated library catalog/database stations do not require a library card, computer/copy card, or a guest pass and are not for general Internet usage.

Age Requirements

- PCs in the adult areas are reserved for patrons age 14 and above.
- PCs in the children's areas are to be used by patrons through age 13. Only a children's card will allow access.
- Children under age 9 should be accompanied by an adult at all times while using the Internet.

Guest Pass

- Guest passes are available for purchase by computers users without a library card or to extend time for library card holders.
- A guest pass costs \$1.00 and provides 1 hour of computer time on the day it is purchased.
- Guest passes may be purchased at the money Kiosks.

Filtering

All computers located in the library are filtered. The key categories filtered are adult content, alcohol and tobacco, gambling, hacking and warez, illegal activities, parked domains, spam and xxx. Request forms to have web sites reconsidered are available at all the public service desks. The library will respond to the request for reconsideration usually within two weeks.

Privacy

The Library does not monitor an individual's use of the Internet. Computer searches on public computers are programmed to delete the history of a user's Internet session once the user logs off. The Computer Booking history is deleted every day.

Time Limits

Due to high demand, access to PCs on the reservation system is limited to 2.5 hours per day for library card and computer/copy card holders. The two and one half hours are available all at once if there are no other reservations for that PC. If reservations have been made the PC will be available in one hour or less increments. You may log on as many times per day as your two and one half hour limit allows.

- Because computers shut down 10 minutes prior to closing, the duration of the last session of each day is shortened accordingly.
- Library catalog/database computers are available on a first-come first-serve basis.
- Library catalog/database stations are not for Internet usage.
- If you need more time after using your 2 ½ hour limit, you may purchase a guest pass for 1 additional hour at a cost of \$1.00 for adults. Children should consult the youth services librarian.
- Please do not monopolize equipment.

Reservations

Library users may reserve a PC from a reservation station at the library for the current day. Library users can only have one reservation at a time.

Printing

Printing is available for 20 cents per page (black and white) or \$1.00 for color. There is currently no printing available from the library catalog and database stations or the Library's wireless service.

Customer Accounts

Money can be added to a library card, computer/copy card or guest pass for payment of printing and copying. The minimum amount that can be added to an account is \$1.00. The money kiosk does not give change for larger denominations. Money on your account can not be used to pay library fines.

Refunds

- Refunds will be issued for machine errors not user errors.
- Completion of a refund voucher is required. Vouchers are available at the public desks located throughout the library.
- No refund or credit for:
 - Too many pages printed
 - User errors or typos
 - Remaining value on library card or guest pass
 - Formatting errors
- Refunds or credits are available for:
 - Wrong denomination entered in Kiosk
 - No guest pass printed
- Credits are issued for:
 - Poor quality of copy/print out

Downloading and Saving Documents and Files

Library patrons may save their work onto any USB-compatible storage device or floppy disks. These items are available for purchase at the Circulation desk.

- CD/DVDs: Library PCs do not have CD/DVD-ROM drives installed. Patrons may not play CDs or DVDs on Library PCs.
- Web-based options: For patrons who do not bring or purchase anything to save their work, web-based tools such as the ones listed below are an alternative. Most are free-of-charge and require registration. The library does not endorse or recommend any one tool over another.
Google Docs <http://docs.google.com>

Zoho <http://www.zoho.com>

- E-mail the files: E-mail the file to your email account. A file can be saved to a temporary drive and attached your email.

Headphones

- Sound is enabled on selected public PCs (second floor typing room). The Library does not supply headphones. Bring your own or purchase them at the Circulation desk.
- Volume control is available on these PCs.
- Please keep the volume low enough so others cannot hear. If not using headphones the volume must be muted.

Email access

BHPL does not provide email accounts nor do we endorse any mail provider. We can show you a sample of free email service providers, and provide basic instruction in signing up for an email account.

Number of Persons per Computer

No more than two people are allowed to use a computer at one time.

Computer Etiquette

- Refrain from using another's library card number or login ID.
- While waiting for computer availability, please respect the privacy of the current user.
- Please do not prevent others from accessing a computer either verbally or physically (i.e. sitting at the computer without being logged in).
- Any question or conflict about computer reservations should be referred to Library staff at the technology desk. You may be asked to submit your login ID to resolve the issue. Our goal is to provide access to all who wish to use the public computers, and we will do everything we can to resolve the situation to everyone's satisfaction.
- Please keep your belongings with you at all times. The Library is not responsible for loss or damage to personal belongings. Unattended belongings may be picked up by Library Staff and removed to the lost and found at the Circulation desk.
- Please keep all conversation, including cell phone use at a low volume.
- Please be courteous to other users by following the Library Standards of Behavior.

- Please respect the sensibilities of others when accessing information that may reasonably be offensive to someone else.

Forgetting to Bring your Library/Computer Card

- Patrons who forget their library or computer/copy card number may request that staff provide them with a courtesy look-up by providing one proof of identification.
- Recording your barcode number/login ID on your cell phone is an easy way to have your number handy.

Technology Center Service

Patrons will be given basic instruction in using the library catalog, online databases, downloading e-content, and Internet navigation. Depending on the type of assistance needed, patrons may be referred to the second floor reference desk for listings of possible courses or self-help materials.

- **Computer Assistance**—Library staff will provide assistance to individuals who need help with basic computer functions. Basic means computer functions that do not involve any of the patron's confidential private information. Library staff will not conduct computer transactions - such as e-mail, filing electronic applications, creating profiles on dating sites, create or post to a social media account, or word processing – on behalf of a patron. Library staff cannot assist with forgotten passwords. With the exception of e-reader devices, library staff cannot troubleshoot or provide instruction for non-library technology. Library staff may not reconfigure settings, install applications or programs, or adjust patron's personal computers, smart cell telephones or tablets in any way.
- **Projects** – Library staff will introduce patrons to programs, and offer basic assistance, but they may not do an individual's project for them.
- **Instruction** –Patrons interested in becoming familiar with computers, learning new programs and/or enhancing technology skills are encouraged to look for educational classes, which may be offered by various organizations both within Beverly Hills and in the neighboring communities or explore online instructional information and help screens.

Limitations of Service

Some features may not be available on all workstations. Audio capability, chat rooms, and sites that collect personal information (such as ones that employ cookies) are examples of special features that may not be available. Dropbox requires too much bandwidth and is not available on library computers.

Disclaimer

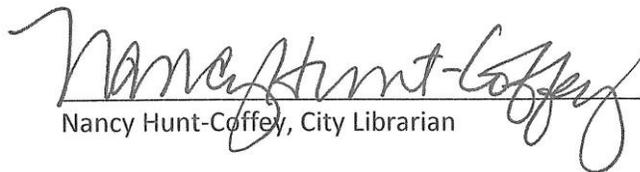
The City of Beverly Hills expressly disclaims any liability for injuries and/or damages of any kind whatsoever, including consequential damages, arising out of the use of Public Computers, the obtaining of any materials from or over any Internet connection and the fitness for use or purpose of any materials, programs or information obtained through access to the Internet.

The accessing or use of the Public Computers through any equipment or service offered by the City of Beverly Hills shall constitute acknowledgement of this waiver and disclaimer and shall be deemed acceptance of its terms and conditions. All users shall expressly assume the risk of receiving incorrect, inaccurate, defective, fraudulent or unlawful information while accessing the Public Computers through any equipment or service offered by the City of Beverly Hills.

Enforcement

- A. Violation of the foregoing may result in the user's library privilege being limited or revoked, removal of the user from the building, or criminal prosecution if the conduct constitutes a violation of either State, or Federal, law or the Beverly Hills Municipal Code.
- B. Library users violating these policies and failing to comply after one warning will be required to leave the Library for the remainder of the day. Individuals who are asked to leave shall do so within 5 minutes.
- C. Based on the severity of the situation, the Beverly Hills City Librarian or authorized designee, upon staff recommendation, may revoke the privilege for multiple days or entirely.
- D. A library user whose library privilege has been revoked may appeal the Revocation of Library Privilege by submitting the request in writing to the City Librarian or designee within ten (10) days from the date of the determination letter.
- E. A user whose library privilege has been revoked must schedule a meeting with the City Librarian or designee prior to resumption of library privilege. The purpose of the meeting will be to review the Standards of Behavior policy.

Effective Date: April 10, 2017


Nancy Hunt-Coffey, City Librarian

APPROVED: