

## **Chapter 4**

### **Public Services**

#### **4.1 Internet and Computer Use**

The Plattsmouth Public Library provides access to its public computers for the use of the Internet and software installed by the library. Access is provided free of charge to any library cardholder or a guest of any age.

The library does not monitor and has no control over the information on the Internet and cannot be held responsible for its content. Users should be aware that information on the Internet is not necessarily current, accurate, or complete. Users must accept responsibility for evaluating the content of material found on the Internet and exercise discretion in their use of it.

It is the right and responsibility of parents to guide their children in the selection of resources compatible with the values and beliefs of their family. The library cannot act *in loco parentis* and urges parents to work with their own children in their use of Internet resources.

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding user's activities. Users should log off any personal online accounts after using library computers and save any work created during the session to a personal device or account. Once library computers are restarted, any data saved on the computers is deleted and the computers revert to the default library settings. The library is not responsible for any loss or damage incurred by a user of the library's computers or incurred from use of information from the Internet.

#### **Conditions of Use**

- Computers are available on a first come, first serve basis.
- The library reserves the right to limit the amount of time a user is on a computer if demand warrants it.
- Headphones must be used if audio programming is accessed.
- All copies made on the network printer must be paid for at the time of printing.
- The use of the library's computers for any type of illegal activity may result in revocation of Internet use privileges or general library privileges and/or constitute grounds for civil or criminal prosecution.
- Although virus protection is used on the computers, this program may not completely protect the patron from loading a virus onto a personal storage device. The library is not responsible for damage to a patron's storage device or computer, or for any loss of data, any damage or any liability that may occur from use of a public access computer.
- The library prohibits the following:
  - Attempting to alter or damage computer equipment, software configurations, or files belonging to the library, other users, or external networks.
  - Attempting unauthorized entry in to the library's network or to any other computer system.

- Attempting to libel, slander, or otherwise harass others.
- Loading or downloading software from the Internet to the computer hard drive, using personal software programs on the library's computers, or saving personal documents or images on the computer hard drive. Personal files saved to the computer hard drives will be removed by computer policies.
- Using the library's computers for any activity prohibited by federal or state laws or local city ordinance.

Any violation of these policies could result in loss or suspension of library computer use privileges. Unlawful activities will be referred to the appropriate legal authority and will be dealt with in an appropriate manner.

### **Wireless Access**

- The Plattsmouth Public Library provides free wireless Internet access. The library does not provide technical support for wireless users.
- Patrons need to be aware that the wireless network is not secure. Like many public wireless hot spots, information is not encrypted and is subject to electronic eavesdropping. Wireless users are responsible for providing security for their own equipment and electronic communications.
- By using the wireless network, you are agreeing to comply with the library's policies concerning the use of the Internet.
- The library exercises no control over and will not be held responsible for user-supplied equipment or Internet content that users choose to access or create using personal equipment.
- While the library strives to provide a quality wireless system, it cannot guarantee the signal quality, bandwidth availability, or general Internet site availability at any time.

## **4.2 Copy, Fax, and Disc Cleaning Services**

The library provides a photocopier and fax machine for public use. Library staff will assist users upon request. When assisting with the copier, the staff will not knowingly violate copyright law. People using the copier must adhere to the U.S. Copyright Law when copying materials subject to copyright.

The library will clean CDs, DVDs, and gaming discs with its disc cleaner. Only library staff will operate this machine.

Fees for copy, fax, and disc cleaning services are set annually by city ordinance with input by the Library Director.

## **4.3 Use of Makerspace Equipment**

Library staff will laminate paper items for patrons upon their request.

The public may use the library's makerspace equipment after completing training, including safety instruction, from library staff. Patrons must also sign a Waiver and Release of Liability form in order to use the equipment. Staff will provide additional assistance as time permits, but staff will not make items on demand for patrons. After training, patrons proceed at their own risk in the use of the equipment. The library is not responsible for the quality of the end product.

The library will supply a limited number of materials for use on the makerspace equipment. The library prices these items on a cost recovery basis. Materials supplied by patrons must be approved for use on the equipment.

The library's Accu-Cut machines and die-cuts are available to the public. Customers must supply their own paper and materials and will operate the machine after instruction from library staff.

#### **4.4 Reference and Reader's Advisory Services**

The library staff endeavors to provide accurate information and materials in response to requests from library users in an efficient, courteous, and timely manner. Questions may be asked in person or by phone, email, or mail. Questions are generally answered in the order received, with priority given to questions asked by people who are in the library.

If an individual's question cannot be completely answered through the library's resources, staff will refer the person to a more appropriate resource to obtain the desired information whenever possible. Staff will attempt to provide accurate contact information for other agencies when referring a patron but cannot make the actual phone call on behalf of the patron.

All requests for reference information are confidential. Library staff may consult with one another when necessary to serve the person or consult with staff at other libraries, agencies, and organizations. In all cases, patron confidentiality and privacy will be maintained.

#### **4.5 Interlibrary Loan**

The Library strives to keep resources current and relevant to all users and recognizes that it cannot meet all of the demands from its users due to limited budget and space. Therefore, the library provides interlibrary loan (ILL) service to its cardholders.

To provide this service, the library will enter into mutually beneficial resource sharing agreements with other libraries and will honor applicable confidentiality and copyright policies and laws. The Library will lend its materials and keep its holdings accessible to other libraries through the same ILL networks.

Any applicable fees such as return postage, photocopy, or borrowing fees will be addressed with the borrower before the request is made, and materials will be obtained in an economical and efficient manner.

## **4.6 Proctoring Exams**

As part of its mission to support lifelong learning, the library provides proctoring services for students enrolled in distance education courses and for testing required for career advancement. Exams may be on paper or online. The library will provide monitoring but cannot provide one-on-one proctoring or continuous, uninterrupted monitoring of exams. The library director and designated staff will conduct the proctoring. Several staff members may be involved in proctoring, and the library cannot guarantee that the same staff member will be available during the entire test period. Students are responsible for determining whether the library's level of supervision matches the requirements of his or her institution.

Exam proctoring must be scheduled a minimum of one week in advance and is subject to the availability of staff and appropriate space. Proctoring is available during regular library hours. All proctoring must be completed no later than 15 minutes prior to library closing. The library will make every attempt to meet the needs of the student, but proctoring may be cancelled if the library is closed due to inclement weather or other emergencies, including computer malfunctions or severe staffing shortages.

Exams must be sent to the proctor at least 48 hours prior to the scheduled exam time. Exams may also be emailed. Exams that have been left for more than 45 days will be discarded. It is the student's responsibility to ensure that the exam has arrived in time. The student is responsible for providing supplies, such as pencils, paper, Scantron forms, or blue books, which are not provided by the educational institution. The library cannot provide these items. Photo identification, such as a driver's license or school ID card, must be presented at the time that the exam is taken and must match the name on the exam materials.

The school or the student is responsible for providing a properly addressed envelope with sufficient postage for returning the exam to the school. The library is unable to provide overnight delivery service. Testing materials will be handled in the same manner as all other library mail. The library cannot assume responsibility for completed exams that are not received by the educational institution.

## **4.7 Library Programs**

Programs are an extension of the services provided by the library and are offered throughout the year for people of all ages. Programs are defined as a planned activity or event that may be developed and presented by library staff or may be co-sponsored by the library and other community organizations. Library programs are open to the public without charge.

Funds will be budgeted for program presenters and supplies. Grant funds and donations will be sought to supplement the program budget.

Speakers from community groups and businesses may be invited to present programs of general interest or of a timely nature.

Library programs are generally open to anyone wishing to attend. When space restrictions or program requirements limit the number of people who may attend, registration will be done on a first-come, first-serve basis. Persons attending library-sponsored or co-sponsored programs are expected to adhere to the library's policies on public conduct.

#### **4.8 Patron Item Purchases**

Upon request, the library will purchase books, CDs, DVDs, or electronic games for a patron's personal collection when they don't feel comfortable placing the orders online themselves. The library will charge the patron the cost of the item including shipping and handling if applicable, sales tax on the item, and a per item processing fee set annually by the city with input by the Library Director. These items become the personal property of the patron.

Approved by the Library Board, 8/26/2015

Revised and approved by the Library Board, 5/30/2018 and 1/25/2023