

Computer Use Policy

Last Updated October 2023

Patron Agreement and Compliance

By signing into the Library computer or Wi-Fi network, you agree to abide by all the Federal, State, and local laws concerning computer and Internet usage. The Longview Public Library reserves the right to establish rules concerning Internet use and to determine consequences. The Longview Public Library reserves the right to determine fair and appropriate use of Library workstations and Internet access.

How Can I Use the Computers?

Patrons must have a valid Longview Public Library card to access the public computers or to use the Wi-Fi for longer than 30 minutes. If you are not eligible for a full borrowing Library Card, you may sign up for an Online Access Card with a valid photo ID. Library computers are available for use during regular business hours. Computers shut down a ½ hour before the Library closes.

Parents, legal guardians, and/or grandparents may get an Online Access Card for their children under the age of 18.

Fines of more than \$19.99 on a patron's card will block them from signing into the network and will need to be paid to be able to sign into the network.

Patrons under the age of 18 may use the computers in the **Children's Dept.** Patrons older than 18 may only use the computers in the **Children's Dept.** if they are with a child under the age of 18. Parents and legal guardians are responsible for monitoring their children's Internet usage and the sites accessed.

By Using the Longview Public Library's Public Computers and Wi-Fi, Patrons Must Agree To:

- Use headphones to listen to music or audio.

- Not be disruptive, talk on a cell phone, or listen to music that is too loud.
- No drinks without a lid or food is permitted at the computer stations.
- Do not make any attempt to gain unauthorized access to restricted files or networks, download anything to computer hard drives, run software from outside devices, damage or modify computer equipment or software, or change settings or wallpaper.
- Do not tamper with Library equipment or remove it from the building.
- Do not use the library computers or Wi-Fi to conduct a business.
- The Library prohibits use of the Internet for any illegal purpose.
- Envelopes, labels, transparencies or other paper or materials not provided by the Library may not be placed in Library printers.
- Be sure to save and back up your work on your own USB drive or cloud storage.
- Do not share your Library /Online Access Card or password with other people. You will be asked to leave the computer if you are found using someone else's card. Children should not use their parent's card.
- Do not sit at a computer workstation, unless you intend to use a library computer.

Failure to agree to the listed terms may result in the permanent suspension of computer use privileges, banned use of the library, or police involvement.

Can Staff Members Help Me?

Staff can help patrons with basic logging in, signing up for email, and getting started with a job search, application, or resume. But staff cannot provide in-depth training in computer or software skills.

Staff can help patrons with laptops or other devices with logging into the network, but cannot troubleshoot, repair patrons' devices, or guarantee a Wi-Fi connection.

Printing

Printing is available from all public computers. The patron's Library/Online Access Card is charged for every side of a page that is printed. The cost is 25¢ per page for black and white and 75¢ per page for color. Money is

deposited on the patron's Library/Online Access Card and will remain on the Card until it is used up by the patron.

Printing Refunds

The library does not provide refunds for printing. In addition, the library cannot refund unused money on your Library/Online Access Card.

The library staff can do a free reprint under the following circumstances.

I. Problems that are eligible for a free re-print.

- Paper jams (bring flawed pages)
- Jobs stuck in the print queue or in an Error state and can't be released.
- Any errors due to system or equipment failures.

II. NOT Eligible for Refund or free re-print

- Too many pages
- Misspellings or punctuation errors
- Printed the wrong page numbers
- Printed the wrong document
- Printed too many copies
- Printed on the wrong printer (or intended black and printed to color or vice versa)
- Printing duplex and intended single side
- Printing single-side and intended duplex

Mobile Printing

You can print documents and files at the Library wirelessly from your mobile device! To do so, just follow these simple directions for the method that best suits your printing needs:

Email Options:

- 1) To print a **black and white** document, e-mail it to mobileprint@longviewtexas.gov.
- 2) To print a **color** document, e-mail it to mobileprint+color@longviewtexas.gov.

Upload Option:

1) Upload files to [Pharos Print Center](#). Use your Library Card to sign in!

- File size limit is **52 MB**
- You can also view emailed documents here!

Make sure to log in to the Library's Print Release Station or Copier to retrieve your print job(s).

- Print jobs will remain in the queue for **10 hours** before being removed.

NOTE: Encrypted or password protected files cannot be printed using Mobile Print.

Lab Use Materials

The Longview Public Library provides a limited quantity of materials for check out in computer use areas on a first come, first serve basis. The policies associated with these materials are listed below. By checking out equipment from any of the computer use areas, patrons are agreeing to the following terms and conditions.

- Patrons must have a Library card or online access card that is in good standing to check out lab use materials (power banks, headphones, etc.). One of each item may be checked out per card.
- All materials checked out for lab use (power banks, headphones, etc.) are due 30 minutes before the library closes and on the same day they are checked out.
 - All materials for lab use must be returned to the help desk from which it was checked out.
 - Make sure all parts, including but not limited to cables bags, cases, etc. are returned on time.
- Lab use items may not leave the library's premises.
- Patrons will be responsible for all replacement costs associated with damage, theft, or loss.

The Library reserves the right to disallow a patron from checking out any of the lab use items (including, but not limited to, returning damaged equipment, not returning equipment, or returning equipment late).

Wi-Fi

Wi-Fi is available inside the Library during normal business hours or 24/7 in the Library's plaza and parking lot. Phone lines or hardwired network connections for personal hardware are not available

Library Staff Members are not responsible for individuals' personal computer equipment, software malfunctions, or lost data. Wi-Fi users should be certain that their laptops and other devices are secure at all times and should never be left unattended in the Library. Theft of such devices is not the responsibility of the Library.

Disclaimers

The Library strives to keep the computers and Wi-Fi network working and available for use; however Library computers may be unavailable to the public due to maintenance, upgrade, training or other reasons.

Library staff is not responsible for any losses due to computer equipment failure, software malfunctions, electrical surges, dropped network connections, hacking, or viruses, which may cause data loss.

The Library will not release information on the use of specific Internet resources by members of the public except as required by law or as necessary for the proper operation of the Library.

Internet Safety and the Law

In compliance with the Children's Internet Protection Act, the Longview Public Library filters all Internet traffic at all branches. The Children's Internet Protection Act (CIPA), as amended, is a federal law (PL #106-554) that is intended to protect children from access to harmful material without compromising reasonable adult use of Internet services in public libraries. State and federal acts provide that a public library is required to

adopt and implement a policy of internet safety for minors, including the operation of a technology protection measure for each computer operated by the public library that allows for access to the Internet by a minor.

Be aware that computer filters can be unreliable and at times sites with legitimate or educational value can be blocked. If you feel a site has been unreasonably blocked or that a certain site should be blocked, please let a staff member know. The unreliability of filters occasionally allows access to sites that are illegal, obscene or sexually explicit, as defined by applicable law.

Texas Penal Code states:

§ 43.22. Obscene Display or Distribution

(a) A person commits an offense if he intentionally or knowingly displays or distributes an obscene photograph, drawing, or similar visual representation or other obscene material and is reckless about whether a person is present who will be offended or alarmed by the display or distribution.

(b) An offense under this section is a Class C misdemeanor.

Acts 1973, 63rd Leg., p. 883, ch. 399, § 1, eff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, § 1.01, eff. Sept. 1, 1994.

§ 43.24. Sale, Distribution, or Display of Harmful Material to Minor

(a) For purposes of this section:

(1) "Minor" means an individual younger than 18 years.

(2) "Harmful material" means material whose dominant theme taken as a whole:

(A) appeals to the prurient interest of a minor, in sex, nudity, or excretion;

(B) is patently offensive to prevailing standards in the adult community as a whole with respect to what is suitable for minors; and

(C) is utterly without redeeming social value for minors.

(b) A person commits an offense if, knowing that the material is harmful:

- (1) and knowing the person is a minor, he sells, distributes, exhibits, or possesses for sale, distribution, or exhibition to a minor harmful material;
 - (2) displays harmful material and is reckless about whether a minor is present who will be offended or alarmed by the display; or
 - (3) hires, employs, or uses a minor to do or accomplish or assist in doing or accomplishing any of the acts prohibited in Subsection (b)(1) or (b)(2).
- (c) It is a defense to prosecution under this section that:
- (1) the sale, distribution, or exhibition was by a person having scientific, educational, governmental, or other similar justification; or
 - (2) the sale, distribution, or exhibition was to a minor who was accompanied by a consenting parent, guardian, or spouse.
- (d) An offense under this section is a Class A misdemeanor unless it is committed under Subsection (b)(3) in which event it is a felony of the third degree.

Acts 1973, 63rd Leg., p. 883, ch. 399, § 1, eff. Jan. 1, 1974. Amended by Acts 1993, 73rd Leg., ch. 900, § 1.01, eff. Sept. 1, 1994