

CUSTOMER POLICIES

COMPUTER SECURITY AND INTERNET ACCESS

Board Policy:

DATE REVIEWED: 08/28/2025

DATE APPROVED: 08/28/2025

EFFECTIVE DATE: 10/01/2025

REPLACING POLICY EFFECTIVE: 03/01/2023

Columbus Metropolitan Library (CML) provides access to computers and software for public use and establishes the guidelines by which they may be used.

CML's Information Technology (IT) department establishes system safeguards and security procedures to protect CML's hardware and network from damage or compromise. Customers are expected to use all CML provided technology, equipment and software in a lawful manner and in accordance with this policy and CML's Customer Code of Conduct.

Internet access enables CML to provide information beyond the confines of its physical collection. CML provides access to the internet through various mediums including but not limited to wired connections, wireless connections and mobile hotspots.

The internet consists of millions of websites that contain a wide variety of information and opinions from varied points of view. CML is not responsible for the content of linked websites nor internet content as a whole.

A. Content Filtering

Content filtering software is used on all internet capable CML managed devices. The filtering software is designed to prevent access to content that is obscene, constitutes child pornography, is a security risk, or is harmful to minors. Customers should be aware that the filtering software may not be effective in blocking all objectionable content and may block some content that is unobjectionable and suitable for access in the library.

Pursuant to federal law, customers age 17 or older may bypass CML's internet filter upon request. No reason for the request is required. The internet filter cannot be disabled for customers younger than 17 years of age under any circumstances. CML will not disable the filters on public computers in the Children's, Tween, Teen or School Help Center areas of the library.

Customers of any age who feel that a site is inappropriately blocked by the filter may ask a library staff member to submit a request to review the site to determine if it should be removed from the list of blocked websites.

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B. Reservation Software Access

Customers with library cards should use their own card number and PIN to access CML's public internet computers. Single day guest passes may also be obtained by customers.

C. Access by Minors

Parents, guardians and caregivers of children are responsible for overseeing their children's use of the internet, including their children's online interactions and sharing of information.

D. Prohibited Activities

Users may not:

1. Use the internet for unauthorized copying of copyright protected material or in any manner that violates the intellectual property or privacy rights of others.
2. Attempt in any way to gain unauthorized access to CML or third-party systems or applications, or to alter, damage, abuse or sabotage computer equipment, networks or software.
3. Access or view sexually explicit content that is inappropriate in a public setting and may be offensive, harmful to minors or create a hostile or intimidating environment.
4. Use the internet for unlawful purposes as defined by federal, state and local laws.

E. Users Security

Internet users should be aware that third parties may be able to obtain information regarding users' online activities. Users are solely responsible for the sites they elect to access and any information that is collected from or provided by them while on such sites. CML assumes no liability for claimed damages of any kind or the loss of customer data. CML does not guarantee that its computing devices or networks are completely secure or error-free or that they will operate without interruption.

Administrative Procedure:

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- A. Customers are prohibited from circumventing, bypassing, disabling or otherwise evading any access controls or security measures associated with CML's technology systems or networks. Any attempt to gain unauthorized access to or otherwise interfere with or

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disrupt the proper operation of CML's technology systems or networks is a violation of this policy.

CML may refer to law enforcement authorities for prosecution, to the fullest extent of the law, anyone who uses CML technology for unlawful purposes or attempts to gain unauthorized access or disrupt the proper operation of, CML's computer systems.

B. Disabling Filters and Issuing Privacy Screens

1. When a customer requests to bypass the content filter, staff will:
 - a. Ensure the requestor is age 17 or older. If unsure of the requestor's age, staff must be provided a photo ID with the customer's birth date verifying eligibility before disabling the filter.
 - b. Provide the customer with a privacy screen that must remain on the device's monitor while the filter is disabled.
 - c. If all available privacy screens are in use at once, customers must wait until a screen is available before the filter is disabled.
2. Customers age 17 or older who have the internet filter disabled must use the privacy screen provided to them for the duration of their unfiltered internet use.
3. Staff will address customer complaints regarding the viewing of potentially objectionable content by others according to this policy and the Customer Code of Conduct.
4. Customers may be asked to move locations, leave a particular website or end their PC or internet use if the content they are accessing is disturbing others or violates this policy and/or the Customer Code of Conduct.

C. Other Rules Governing Use

1. Customers may use a computer for up to one hour at a time. If other customers are not waiting for a computer, sessions may be extended beyond the initial hour. There is no limit to the number of sessions for which a customer can sign up in one day.
2. To foster equitable access and manage bandwidth, CML may set limits on the use and/or downloading of files on a case by case basis.

Failure to adhere to the Computer Security and Internet Access policy and procedure may result in loss of privileges and/or suspension from the library.

Related Policies/Forms:

- Access to Library Materials and Services
- Confidentiality of Customer Library Records
- Customer Code of Conduct
- Suspensions