

## Reference Services/Computer Usage Policy

### I. **Computer usage**

Everyone is welcome to use our online computers to help enhance/enrich their everyday lives.

### II. **Time Limit**

- 30 minutes if there are patrons waiting
- Unlimited if no one is waiting for computer

### III. **Responsibilities**

- Use only for lawful purposes
- Viewing of pornographic visuals or content (as designated by modern societal standards) is not permitted
- Be mindful of IT security
- No downloading or installing unapproved software
- When using a personal laptop/phone/tablet make sure your virus protection is up to date

### IV. **Confidentiality**

Hadley-Luzerne Library follows New York State Civil Practice Law & Rules (CPLR) 4509 <http://codes.findlaw.com/ny/civil-practice-law-and-rules/cvp-sect-4509.html> regarding privacy of library users. In accordance, we erase all customer use records exclusive of records pertaining to business/statistical practices. We will release internet usage records as required by law.

### V. **Internet usage for children**

Hadley-Luzerne believes that viewing what children access online is the responsibility of the parent. We will not intrude on this unless required by law. We strongly encourage parents to learn about internet safety for children and set guidelines to prevent children from becoming vulnerable to online predators.

### VI. **IT Literacy**

- We understand that there are patrons who may need assistance with using our computers. We respect all levels of IT literacy and encourage patrons of all ages to learn these necessary skills.
- There are times when a patron might require a more detailed level of assistance in computer usage. The staff of the Hadley-Luzerne Public Library will take time at their discretion. Fifteen minutes is a general rule of thumb for reference/usage questions. However, our staff may help a patron for a longer amount of time, if necessary.