

Carlsbad Public Library

Public Computer Policy

June 2018 – June 2019

The Carlsbad Library provides equal access to Internet resources without content restrictions to all adult users in accordance with the American Library Association policies regarding the freedom to read and receive information.

The Library aims to:

- *protect public access to information and provide an open forum for knowledge, ideas, and cultural enrichment through free access to informational, educational, and recreational materials online.*
- *offer a variety of Internet access levels to accommodate the information needs of users of all ages.*
- *ensure courtesy and fair access, by setting computer usage guidelines and patron behavior standards.*

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A. Public Access Internet Computers

1. All adult residents and visitors (ages 18 and up) may use the unrestricted Internet computers in the main computer area.
2. Teens (ages 13-17) may use the computers in the main lobby area only with parental permission on file at the Service Desk. Computers for Teens are located in the Teen area.
3. Children (ages 0-12) may not use the computers in the main lobby area, unless seated with a parent or legal guardian. Computers for children are located in the Children's area.
4. Due to high demand, Internet access is limited to 60 minutes per person per day. Time extensions require librarian approval. The maximum 60 minutes per day may be used either on the regular Internet computer OR on the Quick Check Internet computer, in any

combination. Sequential sessions on the Quick Check computer may not be possible if others are waiting.

5. Patrons must enter their library card number for each Internet session and provide their library card or a government-issued photo ID on request. User may sign in using their library card, Digital Access library card, or a Guest Pass. Using another person's library card to sign in is not permitted.

6. Users may be asked to pay outstanding library fines and/or return overdue books before using public access computers.

7. Only the person signing up for the Internet session may use the computer. One (1) accompanying guest or child is permitted. The behavior of children and guests may not disturb other patrons; users may be asked to end their sessions early if this occurs.

8. No pornographic web pages or images may be accessed or displayed anywhere on library premises, including public Internet computers or personal computing devices, in accordance with library policy and New Mexico State Law (NM §1978, Ch. 30, Art 37; see addendum).

9. Personal documents may not be stored on the library computers. The use of personally owned digital storage media to back up and store personal documents is required. Jump drives may be available for purchase at the Service Desk; loaner jump drives may be available for in-library use at the Information Desk.

10. Personally owned headphones or earbuds must be used to access multimedia content. Volume must be set at a level inaudible to other users. Earbuds may be available for purchase at the Service Desk.

11. Technical difficulties beyond the Library's control may temporarily prevent Internet access. Every effort will be made to provide secure, stable access to Web-based information and to troubleshoot problems in a timely manner. The Library is not responsible for damaged or lost data resulting from the malfunction of software or computers.

12. Library public use computers are set NOT to retain any entered data or documents, but no guarantee of privacy is made concerning personal information that is input or accessed on library computers. Users are cautioned to protect their personal information by always closing documents, signing out of online accounts, and closing their browser prior to ending their Internet session.

13. Library staff members are available to help users navigate, identify, and access resources on the Internet, but in-depth training or extensive assistance is not offered.

B. Internet Guest Passes

1. Guest Passes are available for out-of-town visitors, persons without a local address, and residents using the library computers for the first time. Persons may receive only one Guest Pass per day, to be reused as needed for that day, for a maximum of 60 minutes per day.

2. First time visitors who are permanent or temporary residents may obtain a One-Time Guest Pass for the Internet computers. On their next visit, residents need to show proof of identity and address in order to obtain a regular or Digital Access library card.

C. Wireless Internet Access and Personal Computing Devices

1. Free wireless Internet access is available at the Library on a first-come, first-served basis. There may be limitations on the number of user connections or bandwidth available. Please see the library's Wireless Internet Access Policy for details.

D. Children's Library Computers

1. Computers in the Children's Library are preloaded with age-appropriate content designed to stimulate an interest in reading and learning, target the interests and needs of children from birth to approximately twelve years of age, enhance educational studies, and support recreational reading and learning for pleasure. Selected Internet content and sites may be accessed from these computers.
2. Children (ages 0-12) may use the computers in the Children's Library with parental permission. *Please note that children ages 0-6 may not be left unattended by a parent, guardian, or caregiver anywhere in the library (see the Library Safe Child Policy for details.)* Adults (persons 18 years and up) and Teens (ages 13-17) are not permitted to use the Children's Library computers.
3. Parents or caregivers, not library staff, are responsible for the information viewed by their children on library computers. Parents or caregivers who wish to control their child's access to information available on the children's library computers, including Internet sites, should supervise their child's computer sessions.

E. Teen Computers

1. Teens (persons ages 13-17) may use the computers in the Teen section of the library by signing in with their library card or a Guest Pass. Teens may use the computers in the main lobby area only with parental permission on file at the Service Desk.
2. Teen computers provide limited Internet access, permitting social networking sites and a wide range of educational and research websites. Websites related to porn, weapons, mature content, or illegal drugs are not permitted.

F. Word Processing Computers

1. Word processing computers are available on a first-come, first-served basis. They are not connected to the Internet.
2. Personal documents should not be stored on library computers. The use of personally owned digital storage media to back up and store personal documents is required. Jump

drives may be available for purchase at the Service desk; loaner jump drives for in-library use may be available at the Information Desk.

3. There are no time limit restrictions for using the word processor computers; however, common courtesy in allowing others equal access is expected.

G. Help Center Computers

1. Help Center computers are available on a first-come, first-serve basis for access to the Library's informational databases and digital library materials on site. These computers may also be used for online testing, resume preparation, online job applications, legal forms, distance learning, exam proctoring, or other research or personal work requiring longer than the 60 minute daily Internet maximum

2. Remote access to the library's online databases or digital materials is available using personal computing devices; a valid library card number is required for authentication purposes.

3. There are no time limit restrictions for using the Help Center computers; however, common courtesy in allowing others equal access is expected.

H. Printing

1. Fees are charged for public printing to cover library expenses. See the Service Desk for a list of current fees. Printing may be picked up at the Service Desk. Printing that is not collected will be deleted. The use of personal specialty paper is not possible.

I. User Privacy

1. Users are advised that the library's computers are located in a public space, and no guarantee of privacy is made concerning personal information imputed, accessed, or downloaded using library computers. Users are responsible for erasing personal content, signing out of online accounts, and closing personal documents, websites, and browser windows prior to ending their Internet session. Library computers will be reset on a regular schedule to eliminate user personal information or documents.

2. Patrons should respect the privacy of other library users and refrain from overtly viewing or commenting on information accessed by another user.

3. Carlsbad Public Library abides by the New Mexico State Statutes Library Privacy Act which preserves intellectual freedom guaranteed by the New Mexico State Constitution (NM §1978, Ch. 18, Art 9; see addendum.)

J. Internet Content & Filtering

1. The Internet is a global entity without content restrictions. Users may encounter information or graphics that they find controversial or offensive.

2. Carlsbad Public Library will not employ filtering software on Internet computers designated for adults, in accordance with the American Library Association's policies supporting unlimited access to information, the tendency of filters to block sites that are informative and useful, and the First Amendment forbidding governmental agencies from restricting information to the public based on viewpoint or content.

3. In order to accommodate the information needs of users of all ages, the Library offers a selection of Internet access levels:

- *Adults ages 18 and up may use the unrestricted computers in the main computer area.*
- *Teens ages 13-17 may use the computers in the Teen Area which limit mature content. With parent permission on file at the Service Desk, Teens may use the unrestricted computers in the main computer area.*
- *Children ages 0-12 may use the age-appropriate computers in the Children's Library. Children may use the computers in the main computer area only when seated with a parent or legal guardian who is responsible for monitoring their Internet session.*

4. Library staff are not responsible for the accuracy, currency, security, or completeness of information obtained from the Internet. While the Library's computers possess virus protection software, no guarantees are made concerning the virus or malware-free status of any downloaded data.

5. No pornographic or sexually orientated material, objects, images, or web content may be accessed or displayed anywhere on the library premises or in the Halagueño Art Park area (including personal computing devices), in accordance with library policy and New Mexico State Statutes (NM §1978, Ch. 30, Art 37; see addendum attached).

K. Consequences of Violation

1. Violation of any part of this policy may result in the termination of Internet sessions, suspension of library privileges including Internet access and borrowing of materials, and/or denial of access to library/museum facilities in accordance with the Library/Museum Patron Code of Conduct Policy.

2. Accessing sexually explicit or pornographic material using library computers or library Internet networks or using library-provided technology to solicit sexual behavior from a minor child will result in immediate loss of Internet access privileges and notification of law enforcement (NM §1978, Ch. 30, Art 37).

3. Deliberate physical damage to library equipment, purposeful virus infection of library software programs, or attempts to circumvent computer security settings will result in immediate suspension of library privileges and notification of law enforcement (Carlsbad Municipal Code Sec. 26-4).

L. Questions or Concerns

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours.
2. Appeals or exceptions to this or any library policy may be made to the Library Board of Trustees at any regularly scheduled meeting.

M. Computer Use Agreement

1. Users of the Library's Public Access computers must agree to the terms of the Computer User Agreement, listing the basic rules of this policy on-screen, prior to Internet access:
 1. TIME LIMIT IS 1 HOUR PER DAY PER PERSON. REQUEST USE OF HELP CENTER COMPUTERS FOR LONGER SESSIONS.
 2. USERS ARE RESPONSIBLE FOR SIGNING OUT OF ALL PERSONAL ONLINE ACCOUNTS AND DELETING ANY PERSONAL DATA OR DOCUMENTS.
 3. NO CHILDREN AGES 0-12 ON THESE COMPUTERS WITHOUT PARENT OR GUARDIAN PRESENT. TEENS AGES 13-17 MUST HAVE PARENTAL PERMISSION ON FILE.
 4. SIGN IN WITH YOUR OWN LIBRARY CARD. DO NOT USE ANYONE ELSE'S CARD.
 5. LIBRARY IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO PERSONAL DATA OR DEVICES.
 6. ONLY BOTTLED WATER WITH CAP IN THE LIBRARY. NO FOOD IS PERMITTED.
 7. NO CELL PHONE CALLS IN LIBRARY - TEXT ONLY PLEASE.
 8. ONE GUEST ONLY. USER OR GUEST MAY NOT DISTURB OTHER PATRONS.
 9. DAMAGE OR HACKING OF LIBRARY COMPUTERS WILL RESULT IN IMMEDIATE LOSS OF COMPUTER PRIVILEGES.
 10. NO VIEWING OF PORNOGRAPHY ON LIBRARY COMPUTERS OR ON PERSONAL DEVICES IN LIBRARY, MUSEUM, OR PARK BY STATE LAW.

Addendum: NM State Statutes Regarding Library Privacy, Material Harmful to Minors, and Child Solicitation by Electronic Device

NEW MEXICO STATUTES, annotated, 1978

CHAPTER 18 ARTICLE 9 - Library Privacy

18-9-4. Release of patron records prohibited.

Patron records shall not be disclosed or released to any person not a member of the library staff in the performance of his duties, except upon written consent of the person identified in the record, or except upon court order issued to the library. The library shall have the right to be represented by counsel at any hearing on disclosure or release of its patron records.

18-9-5. Exceptions.

The prohibition on the release or disclosure of patron records in Section 18-9-4 of the Library Privacy Act shall not apply to overdue notices or to the release or disclosure by school libraries to the legal guardian of the patron records of unemancipated minors or legally incapacitated persons.

CHAPTER 30 ARTICLE 37 – Sexually Oriented Material Harmful to Minors and Child Solicitation by Electronic Device

30-37-2. Offenses; books; pictures.

It is unlawful for a person to knowingly sell, deliver, distribute, display for sale or provide to a minor, or knowingly to possess with intent to sell, deliver, distribute, display for sale or provide to a minor:

A. any picture, photograph, drawing, sculpture, motion picture film or similar visual representation or image of a person or portion of the human body, or any replica, article or device having the appearance of either male or female genitals which depicts nudity, sexual conduct, sexual excitement or sado-masochistic abuse and which is harmful to minors; or

B. any book, pamphlet, magazine, printed matter however produced or sound recording which contains any matter enumerated in Subsection A of this section or explicit and detailed verbal descriptions or narrative accounts of sexual excitement, sexual conduct or sado-masochistic abuse and which, taken as a whole, is harmful to minors.

30-37-3.2. Child solicitation by electronic communication device.

A. Child solicitation by electronic communication device consists of a person knowingly and intentionally soliciting a child under sixteen years of age, by means of an electronic communication device, to engage in sexual intercourse, sexual contact or in a sexual or obscene performance, or to engage in any other sexual conduct when the perpetrator is at least four years older than the child.

Policy approved by the Carlsbad Public Library Board of Trustees on 11/17/10. Updated 10/10/12, 10/10/13, 6/11/14, 5/13/15, 6/13/2018.

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