

Carlsbad Public Library

Wireless Internet Access Policy

October 2018 – October 2020

The Carlsbad Public Library provides FREE wireless Internet access throughout the library and Halagueño Arts Park for visitor use with mobile phones, personal notebooks, laptops, ereaders, and other mobile devices.

A. Wireless Availability

1. Wireless Internet access is provided to the public as a free service on a first-come, first-served basis. The library cannot guarantee the service will be available at all times nor can the library accept reservations for wireless access. There may be a limited amount of users on the service at one time. Connectivity strength may vary within the library premises and access speed may depend upon the number of concurrent users. Wireless network hours: 6:00am – 8:00pm daily.

B. Assistance and Access

1. Library staff can provide general assistance regarding connecting personal devices to the wireless network; please see the Information Desk for assistance. However, staff cannot troubleshoot complex problems related to patron devices, make changes to network settings or hardware configuration, nor install wireless cards. The library cannot guarantee that all devices will work with the library's wireless access service.
2. Access to library electrical outlets, both indoors and outside, is permitted. Common courtesy in allowing others equal access to outlets is expected. Power cords may not constitute a safety hazard nor block access to library materials, walkways, or desks.

C. Data Security

3. The library's wireless connection is not secure and any information being transmitted could potentially be intercepted by another wireless user. It is recommended that users employ personal encryption software when transmitting personal information (credit card numbers, passwords, etc.) while using wireless access. Personal data security and device antivirus protection is the user's responsibility.

D. Parental Responsibility

4. Parents are responsible for the Internet information accessed by their children. Unlike the computers in the Children's area, the library's wireless Internet is unfiltered in accordance with the American Library Association's policies supporting free access to information, and may contain controversial, offensive, or untrue material. Parents should monitor their children's Internet access.

E. Printing and Multimedia

1. Printing is available via the wireless connection for laptops, tablets, ereaders, smartphones, and other devices capable of downloading apps. Please see the Service Desk for the mobile printing instructions and current fees.
2. Headphones or earbuds are required for multimedia viewing in the library, and may be purchased at the Service Desk.

F. Computer Use Policy and Wireless Use Agreement

1. Wireless users accessing the Internet through the library's portal are expected to comply with the applicable provisions of the Carlsbad Public Library Computer Use Policy, Please view the policy at <http://www.cityofcarlsbadnm.com/policies.cfm>.
2. Visitors using the Library wireless network will be asked to agree to the terms and conditions of the Wireless Use Agreement by means of a splash page prior to connecting to the internet.
(See Attachment A.)

G. Damages and Denial of Access

1. The Carlsbad Public Library and the City of Carlsbad are not responsible for damages to personal electronic equipment that may occur due to electrical problems, downloaded software, or other complications resulting from use of the library's wireless service. The library assumes no responsibility for the security of personal devices; users should keep their equipment with them at all times.
2. The library may deny the use of wireless access to any user violating U.S. or New Mexico laws against Internet harassment, viewing of pornography on library grounds, illegal activities, or terrorism. Any such activities will be reported to the appropriate authorities.

H. Questions or Exceptions

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

Carlsbad Public Library Wireless Use Agreement

Users of the Carlsbad Public Library's wireless Internet must agree to these terms, listing the basic provisions of the Wireless Internet Access policy, prior to connecting to the Library's wireless network.

1. Wireless Internet access is provided free to the public. Connectivity strength may vary and access speed may depend upon the number of concurrent users. Wireless network hours: 6:00am – 8:00pm every day.
2. For assistance with library wireless network connectivity issues, please see the Information Desk.
3. It is recommended that users employ encryption software when transmitting personal information such as passwords and payment information over wireless networks. Virus and security protection is the responsibility of the wireless user.
4. Wireless users are expected to comply with the applicable provisions of the Carlsbad Public Library Computer Use policy found here:
<http://www.cityofcarlsbadnm.com/policies.cfm>.
5. Access to library electrical outlets both indoors and out is permitted. Power cords should not be a tripping hazard or block access to library materials.
6. The library may deny the use of wireless access to users violating laws against Internet harassment, viewing of pornography on library grounds, or other illegal activities.
7. The library's wireless Internet is unfiltered in support of our commitment to free public access to information. Parents should monitor their minor child's use of the wireless Internet.
8. Printing is available from mobile devices. Please see the Service Desk for further information and current fees.
9. Headphones or earbuds are required for multimedia viewing in the library.
10. The Library and the City of Carlsbad are not responsible for damages to or the security of personal equipment or data files resulting from connection to the library's wireless network or power outlets.
11. Users should keep their equipment and devices with them at all times to prevent theft.
12. Users having questions or concerns about this agreement may speak to the Library Director.