INTERNET USE

POLICY QUESTIONS TO ADDRESS

1. What does the library mean by the term Internet use?
2. Does the library offer filtered and/or unfiltered access to the Internet?
3. What Internet resources may be accessed using library PCs?
4. How does providing access to the Internet support the library's goals and objectives?

REGULATIONS QUESTIONS TO ADDRESS

1. May any library customer use library provided PCs to access the Internet? If not, who is eligible to use them for this purpose?
2. How does the library protect the confidentiality of library customers who use a library PC to access the Internet?
3. Is there a time limit on how long one can use a PC to access the Internet?
4. May library customers use a library PC to access email, participate in discussion groups or chat rooms, play games, access news groups etc?
5. Has the library established guidelines for use of the Internet that it expects all library customers to observe? If so, attach a copy of the guidelines to this policy.
6. How are library customers made aware of the guidelines?
7. If a customer wishes to request a change in the library's Internet Use Guidelines, to whom should he or she make that request? What process will the library follow to evaluate the requested change? How will the customer be informed of the library's decision concerning the requested change?
8. What steps has the library taken to protect the confidentiality of library customers who are using the Internet?
9. If the library allows printing from library PCs, is there a per page charge for printing information from an Internet resource? If so, what is the charge? How and when is it collected?
10. What should a staff member do if he or she notices a library customer not observing the Internet Use Guidelines?
11. What should a staff member do if a library customer reports that another library customer is not observing the Internet Use Guidelines?
12. What should a staff member do if a library customer reports that he or she is offended or bothered by the Internet use of another library customer?
13. What assistance should staff provide for customers who are unfamiliar with how to access Internet resources?

PROCEDURES: (QUESTIONS TO ADDRESS)

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