

Computer Use and the Internet at the Mattoon Public Library

The Internet contains a wide variety of material and opinions from various points of view. Not all sources provide information that is accurate, complete or current, and some information may be considered offensive or inappropriate for certain age groups. While the Mattoon Public Library is sensitive to the concerns of patrons about Internet content, no one, including the library, can control the information available.

The Mattoon Public Library's Role

The Mattoon Public Library makes the computers and access to the Internet available to Mattoon library patrons and others. Any person with a valid library card from Mattoon Public Library, or any member of SHARE may use their library card to access the laptop vend station. Those without a valid library card may use a debit or credit card to access the computers. As long as the computer is returned in the two free hours allotted no charge will be made to the debit/credit card. The card acts as a placeholder for the computer. Failure to return a computer will be an automatic \$2,000 fee, as well as user information being turned over to local authorities.

The staff can only provide limited help when using the computers; we cannot help you type a resume or explain much about a program you do not know how to use. The library periodically offers access to digital classes on basic Microsoft Office programs and navigating the Internet. Information on the availability of these digital classes is available from the main desk.

The Library's goal is to make the public computers available to as many patrons as possible. To accomplish this, the Mattoon Public Library limits the time that any one patron can use the public computers on a given day. The computers may be used for two (2) hours per day for free. After that, each additional hour of usage is an additional \$5 per hour fee. This fee may be waived for reasons such as, but not limited to, online exams. All other computer uses are considered to be equal – we will not bump users for “more important” work.

People who wish to use the computers need to have a Mattoon Library Card, a library card issued by another library in the SHARE consortium or a Mattoon Public Library issued computer-use only card.

The computer vend station REQUIRES a physical card for use. Computer privileges will be revoked if a patron is found to be using a card other than his or her own to borrow a computer.

Computer usage is automatically blocked for patrons who have library fines in excess of \$5.00. Fines may be paid by cash, check, or credit/debit card to either floor's circulation counter.

Print-outs are **15 cents** a page for black and white, and **50 cents** for color copies. Refunds will only be issued in the case of a printer or computer malfunction.

Confidentiality and Privacy

The Mattoon Public Library follows State and Federal Law regarding privacy of library users' records and information.

It is the Mattoon Public Library's policy to erase all patron use records, except those that are essential for library operations. When a computer session is ended, all information about that session is deleted, including a history of sites visited.

Patrons' Responsibility

Patrons shall not use the computers for:

- Engaging in illegal activities
- Sending or receiving materials that are considered obscene or illegal.
- Viewing materials considered to be obscene.

Violation of these rules will result in loss of computing privileges for at least one week. Before a patron can regain their privileges, he or she will have to speak to the Library Director about appropriate usage. If the patron is under 18, a parent or guardian will have to be present at the meeting.

A further infraction will result in permanent loss of computer privileges.

The computers are Library property. Programs and files may be downloaded, created, and/or used, but they must be saved to an external memory or hard drive device (e.g., USB drive). Once the computer is returned to its kiosk, it will be erased of any and all materials not present at check out.

Patrons accessing the Internet on personal devices through the Library's Wi-Fi are expected to follow the same rules and regulations for online behavior as patrons using other library equipment. Failure to do so will result in the patron being asked to leave the library and possibly having their other library privileges revoked.

Questions, comments, or concerns can be made to the library's director or by filling out a Compliments or Complaints form.