SHREWSBURY PUBLIC LIBRARY INTERNET ACCESS, WI-FI SERVICE & SAFETY POLICY

As part of its mission to serve the information needs of the community, the Shrewsbury Public Library provides free access to the internet through a number of hard-wired public computer stations and Wi-Fi service for users with portable computers or devices capable of receiving wireless signals.

The following guidelines govern use of both hardwired and Wi-Fi access:

LIBRARY SPECIFIC GUIDELINES:

- A user must have a current CW MARS library card to use a Library computer. The library does provide guest access to temporary visitors. Patrons may access the Wi-Fi without showing a library card or identification.
- To ensure equitable use of library computers, no advance or phone bookings will be accepted, and all bookings will be made for the next available time slot via the library's electronic booking system. The library's computer may be booked for 120-minute sessions, with two bookings allowed per day. There are no time limits on use of the Wi-Fi access. All public access stations shut down 15 minutes before closing each day.
- When accessing the library's Wi-Fi with personal equipment, the library cannot guarantee that personal equipment will be compatible with the library's network. Users are responsible for making sure their computer has the correct settings and necessary hardware, and should refer to their manufacturer's documentation or support services. If a user has problems accessing the Wi-Fi, the staff will verify that the library's service is up and running. Staff cannot assist in making changes to the user's computer. The Library is not responsible for any personal information that is compromised, or for any damage caused to user's hardware or software due to security issues or consequences caused by viruses or hacking. All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices.
- The library does not produce, monitor or control content on the internet, and so the user must be a good information consumer. Patrons are the ultimate judge of validity, appropriateness and value of the information they find on the Internet. In the case of a minor, this responsibility rests with the child's parent or legal guardian. Parents or legal guardians must assume responsibility for deciding which library resources are appropriate for their children, and should guide their children in use of the internet, and inform them of the type of websites they may or may not use.
- Library staff will provide answers to basic questions. More in-depth support or training can be gained through self-study. The library has books, online instructional tools, and scheduled classes available to help patrons.
- The library offers limited download capabilities at its internet stations, and all downloads must be made to a flash drive or cloud computing service, not to the hard drive of the computer. The Library utilizes software that purges all newly downloaded or saved data upon restart.

Shrewsbury Public Library
Policy Manual

- Library internet access can never be considered completely secure and confidential. Although the library strives to secure the library computers on the network, it cannot offer any guarantee of privacy or confidentiality. Wi-Fi access has additional vulnerabilities. The Internet is a public communications network, and as is true with all public wireless hotspots, the library's wireless connection cannot ever be considered secure. Any information being sent or received could potentially be intercepted by another wireless user. Cautious and informed wireless users should not transmit credit card information, passwords, or any other sensitive personal information while using any wireless hotspot. All wireless access users should have up-to-date virus protection on their laptop computers or wireless devices. The Library is not responsible for any personal information that is compromised, or for any damage caused to user's hardware or software due to security issues or consequences caused by viruses or hacking.
- Printing charges from library computers are 15 cents per page for black and white printouts or 30 cents per page for color printouts, payable at the "release station".
- Patrons may not use library internet access for unacceptable, unethical, or illegal purposes. The following actions are defined as unacceptable, unethical and illegal uses:
  - To access, transmit, or receive threatening, obscene, offensive or harassing materials
  - To alter or damage computer settings, programs, options, equipment, software or data
  - To disrupt or monitor electronic communications through the library network
  - To duplicate copyright protected material
  - To distribute unsolicited advertising
  - To violate computer security systems, to avoid filtering systems, or to in any way secure unauthorized access or perform unlawful activities
  - To make unauthorized use of computer accounts, access codes or network identification code/numbers assigned to others
  - To make unauthorized use, disclosure, or dissemination of personal identification information regarding minors
  - To impede the computing activities of others
  - To violate another's privacy
  - To act in violation of software license agreements

- The following general safety guidelines for all internet use:
  - Remember that people online may not be who they say they are.
  - Be wary of giving out personal information to others online.
  - Be cautious about opening emails from people you don't know, and never do so if there is no subject line explaining what the email is.
  - Never respond to emails claiming to be from your bank or an online vendor requesting you reply with your password, bank account information, credit card number, or other sensitive information.
  - Be wary about accessing sensitive information when using public computers or Wi-Fi.

The Shrewsbury Public Library reserves the right to take appropriate action to ensure compliance with this policy, including suspension of library privileges and/or police contact.

Neither the Board of Library Trustees, Library staff, nor the Town of Shrewsbury is liable for any negative consequences that may occur as a result of using the library's computers for internet access.

Approved by the SPL Board of Trustees: 2/28/2012
Revised: 5/24/2016; 1/24/2017; 9/25/2018; 12/20/2022; 6/24/2025