San Mateo
Public Library

# SAN MATEO PUBLIC LIBRARY
# COMPUTER, INTERNET, AND WIRELESS ACCESS POLICY

**[Revised and Adopted by Library Board, 5/26/26]**

The San Mateo Public Library provides Windows compatible computers. These are self-service computers that have internet access, word processing, library databases and the catalog. The Library also provides wireless Internet access to users with their own laptops and wireless devices. This policy applies to both users of the Library PCs and users who access the Library's wireless network.

The Library aims to provide high quality library materials and services in an efficient, fiscally responsible and timely manner, to meet the individual, informational and educational interests of a diverse community. The Library has incorporated internet access to expand the information resources available to Library users.

All internet resources accessible through the Library are provided equally to all library users. To ensure fair access to the Library's PCs, the Library observes daily time limits. The time is automatically tracked using software shared by the Peninsula Library System. The San Mateo Public Library does not restrict access to online materials or monitor the information accessed from the internet by the public. However, viewing obscene content on personal or Library computers is not permitted [as specified in the Library Rules of Conduct].

The Library also does not have control over the information on the internet and is therefore not responsible for its content. Parents and guardians are responsible for the information selected and/or accessed by their children.

Misuse of the computer or the internet may result in the loss of computer and Library privileges. Specific examples of misuse include, but are not limited to, the following:

- Viewing obscene content on personal or Library computers
- Using the Library computer network, or any part of it, to make unauthorized entry into other computational, information or communication services or resources, or other action detrimental to the efficient operation of the library computer system or any part of it
- Distributing unsolicited advertising
- Invading the privacy of others
- Making any attempt to damage or cause harmful effect to computer equipment or software
- Engaging in any activity that is harassing or defamatory
- Using the internet for any illegal activity, including violation of copyright
- Downloading or streaming audio or video files or other action detrimental to the efficient operation of the Library computer system or any part of it.

# Guidelines for Using Computers

## Time Limits

Computer use is regulated by timing and print management software (EnvisionWare). A library card barcode number is used to log on to computers and library users are required to bring their library card at all times.

Due to high demand, time limits have been set so that everyone will have the same opportunity to use the computers. The maximum time limit for using computers is three hours per day.

Individuals must use their personal library card and may not use another individual's card. Anyone who uses a card other than their own may have their computer privileges suspended for the day (or longer for repeated infractions).

Visitors are provided temporary access to the Library's computers via a guest pass (60-minute time limit at the Main Library and branches).

No more than two individuals may be at a single PC station. If conversations are determined to be disruptive to other users, the Library reserves the right to limit a PC station to a single user.

## Printing and Saving Documents

A shared public printer is available for printing. Library cardholders receive a $0.45 cent credit per day which can be used for black and white ($0.15 per page) or color printing ($0.30 per page).

The option to save files or documents requires an external storage device. For security reasons, neither files nor programs may be saved or installed on the hard drive of a Library computer.

Computer sessions end automatically when the time limit is reached. It is the Library user's responsibility to save or print documents before the end of a session. The Library does not take responsibility for the loss of user documents.

## Staff Assistance

Library staff can help with basic computer use but are unable to provide detailed individual instruction. The Library provides other resources for computer instruction.

## Accessibility

The Library provides access to computers with software or hardware for people with disabilities, including, but not limited to, modified keyboards, mice or trackballs; screen readers and magnifiers; and voice to text applications. Users with disabilities shall have priority in accessing this adaptive equipment.

## Security

Users should be aware that public computers and wireless networks present security risks and vulnerability to unauthorized access, and that third parties may be able to obtain information regarding users' activities. Users should assume that their information may not be private.

The Library assumes no responsibility for any damages, direct or indirect, arising from its connections to the Internet or for the loss of personal electronic documents, files, or file storage devices while using the Library's computers and internet access networks.

The Library is not liable for the loss or compromise of any information, including confidential or sensitive data, or for any damage resulting from that loss or compromise.

It is solely the responsibility of wireless device users to provide antivirus protection, and to configure personal equipment with appropriate security settings.