

## **INTERNET/COMPUTER USE QUESTIONS**

### **Policy Questions to Address**

1. Does the library offer unfiltered access to the Internet? Why?
2. Does the library offer filtered access to the Internet? Why?
3. What Internet resources may be accessed using library-provided personal computers (PCs)?
4. How does providing access to the Internet support the library's goals and objectives?

### **Definitions**

1. What does the library mean by the terms Internet and computer use?
2. If the library provides unfiltered access to the Internet, what does the term unfiltered mean?
3. If the library provides filtered access to the Internet, what does the term filtered mean?

### **Additional Policy and Procedure Questions to Address**

1. May any library user use library-provided PCs to access the Internet? If not, who is eligible to use library-provided PCs for this purpose?
2. How does the library protect the confidentiality of library users who use a library-provided PC to access the Internet?
3. Is there a time limit on how long a library customer can use a PC to access the Internet?
4. May library customers use a library-provided PC to access e-mail, participate in discussion groups or chat rooms, play games, access news groups and so forth?
5. Has the library established guidelines for Internet use that all library users are expected to observe?
6. How are library users made aware of the guidelines, if any?
7. If a customer wishes to request a change in the library's Computer Use policy, 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. If the library allows printing from library-provided 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?
9. What should a staff member do if he or she notices a library user not observing the Computer Use policy?
10. What should a staff member do if a library user reports that another library customer is not observing the Computer Use policy?
11. What should a staff member do if a library user reports that he or she is offended or bothered by the Internet use of another library customer?
12. What assistance should staff provide for users who are unfamiliar with how to access Internet resources?