

Internet and Wireless Access and Safety Policy

I. Purpose

- a. In accordance with its mission to serve as an information resource, the New Haven Free Public Library (Library) provides access to the Internet, which expands the Library's information services beyond traditional and in-house collections. The Internet is a global computer network that provides access to a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.
- b. The Library offers free access to the Internet via computer workstations.
- c. The Library offers free wireless access (Wi-Fi) at all locations for Library customers to access the Internet with their own personal laptops, phones and other mobile devices. Wi-Fi access is unsecured. This means that the movement of data across the Internet via Wi-Fi is without any form of encryption or security protection.

II. Policy

- a. The Library's policies, including but not limited to the Code of Conduct Policy, are applicable to customers using Library computers or who access the Library's Wi-Fi network. Internet privileges may be suspended if usage of these electronic resources is not consistent with this policy.
- b. Although the Library provides free access to all and values customers' right to privacy, because computer workstations are located in a public space, absolute privacy cannot be guaranteed.
- c. Customers entering personal information (passwords, credit card numbers, social security numbers, etc.) do so at their own risk. The Library strongly advises that customers log off after signing in to sites visited on the Internet.
- d. The Library cannot be held responsible for the accuracy or quality of information accessed by customers.
- e. Public Internet stations and the Library's Wi-Fi network must be used in accordance with local, [state](#) and federal laws.
- f. The Library reserves the right to monitor computer usage to maintain the quality of service and security for all Library customers.
- g. The Library complies with the [Children's Internet Protection Act \(CIPA\)](#) and the [Neighborhood Children's Internet Protection Act \(NCIPA\)](#).
 - i. Both CIPA and NCIPA require libraries to adopt an Internet safety policy that addresses the following issues relating to minors (defined by the NCIPA as any person younger than 17 years-of-age). The Library:
 1. Does not allow access to inappropriate matter (defined in the CIPA as: a) obscene; (b) child pornography; or (c) harmful to minors);
 2. Strives to protect the safety and security of minors when using e-mail, chat rooms and other forms of direct electronic communication;
 3. Does not allow unauthorized access including hacking and other unlawful activities;
 4. Does not allow unauthorized disclosure of personal identification information; and
 5. Takes measures designed to restrict access to harmful materials.

- h. While the Library attempts, through filtering software, to prevent access to materials harmful to minors and other illegal content, it is impossible to prevent access to all objectionable material. In addition, filtering software can sometimes block legitimate sites; therefore, Library staff will, upon request, disable filtering software for customers 17 or over for any lawful purpose.
 - i. Parents and guardians are ultimately responsible for their children's use of the Internet.
- i. Use of the Library's computer systems is considered a privilege. Customers may not be able to use the Library's computers if they have fees for lost materials above the threshold established by current Library use procedures. Managers have discretion to review individual circumstances to provide access to Library computer systems
- j. Use of another customer's card in order to access the Internet is not allowed.
- k. Library customers may also be able to access other Wi-Fi networks within the Library other than the Library's Wi-Fi network. Use of these non-Library Wi-Fi networks within the Library's facilities, including when the Library is closed to the public, is also governed by the Library's policies.

The Library makes no guarantees, neither expressed nor implied, for the Internet access it is providing. Comments and complaints regarding the use of the Internet through the Library computers or its Wi-Fi access network should be stated in writing and must be signed. All written complaints will be reviewed by the City Librarian and, if necessary, by the Library Board of Directors.

Approved by NHFPL Board of Directors, October 22, 2019

Amendment approved by NHFPL Board of Directors, October 25, 2022