



Cleveland Heights-University Heights

Friday, April 29th 2005
 14780 Superior Road, Cleveland Heights, Ohio 44118 [map](#)
 (216) 932-3600

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- Find a Good Book
- Local Resources
- Programs & Events
- Kids
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- No Events Currently Scheduled**


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The time now is 4:53PM3:38PM

- [Main Library](#) (until 9:00 pm)
- [Coventry Village Library](#) (until 5:30 pm)
- [Noble Neighborhood Library](#) (until 5:30 pm)
- [University Heights Library](#) (until 5:30 pm)
- [Main Library Computer Center](#) (until 9:00 pm)

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Did you know?

 You can pay your fines at our Main Library using your MasterCard or Visa.



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Internet Access Policy & Guidelines for Use of Library Workstations

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BACKGROUND/PHILOSOPHY

"The Cleveland Heights-University Heights Public Library-A vital and dynamic community resource that promotes lifelong learning."¹

The library provides open access to the Internet as an integral part of this mission.

The Internet is a worldwide computer network that provides easy access to an enormous and growing body of information. The resources available on the Internet expand the library's information services well beyond traditional collections and electronic resources. In providing community access to the Internet, the Cleveland Heights-University Heights Public Library enhances its existing collection in size and depth, and provides the opportunity for any citizen to utilize the exciting resources on the Internet.

Not everyone currently has or can afford access to the Internet in their homes or businesses. The library can "level the playing field" by providing everyone with open access to this valuable information resource. Even those who can afford access may need it only intermittently and may not wish to pay for it on a regular basis. Others know that information can be found there, but prefer to rely on experienced, trained library staff to assist them with their searches.

INTELLECTUAL FREEDOM/RIGHT TO PRIVACY

The same standards of intellectual freedom, privacy and confidentiality endorsed by the Cleveland Heights-University Heights Public Library for traditional resources and services also apply to electronic media, including usage of the Internet.

The library has a policy of open access to all parts of its

collections, including access to the Internet, and usage is not restricted by age (supervision is the responsibility of parents, guardians or caregivers). Also, use is not prioritized by information need (everyone's information need is important to him or her), and it is not restricted by residency. However access to some electronic databases is restricted by residency because of cost or vendor requirements.

The library seeks to protect the First Amendment rights of its customers and their individual right to privacy. However, Internet users must be sensitive to the fact that workstations are in public areas and, therefore, images on the screen and at public printers are subject to view by a wide audience.

The workstations owned and operated by the Cleveland Heights-University Heights Public Library will be used for educational, informational and recreational purposes only; they may not be used for unauthorized, illegal or unethical purposes. Customers may not send, receive or display text or graphics that may be construed as obscene under Section 2907.07, or harmful to juveniles under Section 2901.31, of the *Ohio Revised Code*.

The library has created a privacy statement as a part of its web site. It is recommended that customers refer to this for further clarification of their rights to privacy while using our web site.

INFORMATION DISCLAIMER

The Internet offers open access to information, ideas and commentary from around the world and a vast array of tools and resources for different age levels and points of view. However, not all sources on the Internet provide information that is accurate, complete, current or legal. The Cleveland Heights-University Heights Public Library does not endorse the viewpoints or vouch for the accuracy of information obtained through the Internet. The library does not monitor and has no control over the information accessed through the Internet and cannot be held responsible for its content. Most definitely, some resources and destinations contain material that some customers will find personally offensive or inappropriate for children.

The library, through its participation in Cleveland Public Library's automation system (CLEVNET) and the Ohio Public Library Information Network (OPLIN), can and does recommend interesting and useful destinations and resources for our customers to explore. These sites, indexed by subject area or source of information, can be found through the "Do Research" section of the library's home page as well as through the "Homework" section of the library's site for children, *PotamusPlace.net*.

Care should always be taken to protect personal information, such as names, telephone numbers and credit card information, when using the Internet.

USE OF THE INTERNET BY CHILDREN AND TEENS

Potamus Place, and our teen site, *Yazine*, are designed by library staff to bring together those sites believed to be useful to young children and teens. But as with all library materials, parents, guardians and caregivers are responsible for their children's use of the Internet. Library staff do not control the Web sites that children and teens may select on the Internet. Parents/guardians are strongly encouraged to work with their children to develop acceptable family rules of Internet use. Parents/guardians and children are also encouraged to read *Child Safety On the Information Highway*, jointly produced by the National Center for Missing and Exploited Children and the Interactive Services Association, and *Teen Safety on the Internet*. These publications are available as pamphlets in the library and as links with this Policy. Use of the Internet by juveniles is governed by *Ohio Revised Code* Sections 2907.31 and 2907.01 (E) available at information desks in all our buildings and on the Web. The Board of Library Trustees has approved installation of software designed to filter sexually explicit content on selected Internet workstations in the children's areas of our buildings. The Board recognizes that such filtering software is far from perfect; it does allow some inappropriate content to pass through and can block appropriate sites from view. The Board also believes that having filtered workstations available presents parents with a choice for their children not possible with either all workstations filtered or with no filters at all.

It is the parent or guardian who sets family standards and values and, therefore, the library cannot usurp that right nor assume that responsibility. The Internet, since it should be no different than TV and movies, books and magazines, is a marvelous opportunity for parents/guardians to hold discussions with their children about their family's standards. We strongly recommend that parents/guardians work with their children when they are using the Internet.

Workstations in adult areas also may have filtering software installed. We recognize that some adults desire this for their personal use. These workstations are clearly marked.

PRINTING

The library provides 10 pages of black and white printing free, followed by \$.10 per page thereafter. Color prints are provided with two free pages and \$.50 per page thereafter. Until such time as this charge may be collected electronically, the payment for printing will be collected voluntarily.

DOWNLOADING

Customers may download information from the Internet to their own diskettes, personal portable USB storage devices or to their own e-mail accounts. Diskettes may be purchased at the Circulation Desks of all our buildings. Users should not expect library staff to do this for them nor to know the specifics of how particular e-mail accounts work. Under no circumstances may a user download or save anything to the hard drive of any library workstation or to a network drive unless specifically designated. The library assumes no responsibility for damage to diskettes, personal portable USB storage devices or non-library computers that may result from downloading files from the Internet.

USE OF THE WORKSTATIONS

The library does not limit the number of individuals using a single workstation because we recognize that group work can be a valuable learning experience. However, if a group creates a disturbance to the effective use of the library by others, they will be asked to correct their behaviors, disband, and/or leave the building, as appropriate.

Although some Internet workstations in our buildings may be scheduled in advance for two-hour periods, many workstations are available on a first-come basis. The number of these workstations accessing the Internet is limited so we expect customers to be considerate of others. Time on the Internet is limited to 30 minutes when others are waiting.

A few workstations in each building are configured only for access to the library's online catalog and electronic databases. They are clearly marked.

Customers should notify library staff immediately if they experience any problems with the equipment or software.

Under no circumstances may customers use their personal software on the library's workstations or network. Other than personal portable USB storage devices, diskettes or headphones, customers may not use their own equipment on the library's workstations. All of our Internet workstations are equipped with sound cards. Customers may use their own headphones or use a set provided by the library. Please keep the headphone volume low so as not to disturb the use of the library by others.

For library network security reasons, personally owned laptop computers, PDA's, or other Internet-ready devices shall not be connected to the Internet utilizing any of the connections provided by the Cleveland Heights-University Heights Public Library. Customer-provided Internet connections such as Internet-accessible cell phones are acceptable, and we welcome anyone bringing in their own laptops for personal word processing, spreadsheet work, etc.

It is our intention to develop areas of wireless access to the Internet in all of our buildings. These areas will be clearly marked.

INSTRUCTION

Providing instruction in how to use and evaluate informational resources is part of the library's role. This is certainly true with the Internet. For many of our customers traveling the Internet is a new and exciting experience.

Staff will devote a *reasonable* amount of time assisting individual library users with the Internet where needed. They cannot devote large amounts of time to each customer because staff scheduled for floor duty are handling many information requests from many individuals.

Regular programs, demonstrations and hands-on sessions on the use of the Internet are provided by the library staff. One-on-one sessions may be scheduled at any of our branches. Please ask us for more information.

COPYRIGHT

Materials obtained on or copied from the Internet may be subject to laws that govern making reproductions of copyrighted works. A work protected by copyright may not be copied without permission of the copyright owner unless the proposed use falls within the definition of "Fair Use." Customers are responsible for compliance with all international, national and state laws governing copyrighted materials.

INDEMNIFICATION

Through the library's Web site, we provide links to specific sites selected by staff because of their useful content. These follow the same selection policies in place for other informational and/or recreational resources provided by the library. However, all Internet resources may contain material of a controversial nature. Our customers choose which electronic materials and sites they access on the Internet. The library cannot protect them from information that might be considered offensive or inaccurate. It remains the responsibility of the user-or the user's parent, guardian, or caregiver in the case of minors-to determine what is appropriate. Because the customer is the selector in using the Internet by making individual choices and decisions, customers shall comply with all age restrictions governing access to specific sites, as limited by the content provider, to usage by persons 18 or 21 years of age or older. Some commercial databases on the Internet require a fee. These fees are the responsibility of the customer; they are not the responsibility of the library. In no event shall the Cleveland Heights-University Heights Public Library have any liability for lost profits or for any direct or indirect special, punitive, or consequential damages, or any liability to any third party, even if the library is advised of the possibility of such damages, arising from use of its connection to the Internet. Misuse of the electronic resources of the library or of Internet access shall result in the loss of computer privileges for the customer. This *Internet Access Policy* will be reviewed by the Board of Library Trustees at least yearly at its regular meeting in March. The purpose of this *Internet Access Policy* is to insure the best use of and access to the Internet for the greatest number of our customers. This policy is subject to change as necessity dictates.

WEB SITE PRIVACY STATEMENT

Our Commitment to Privacy Protecting your privacy is very important to the Cleveland Heights-University Our Heights Public Library. This notice explains the steps we have taken and what your choices are in this effort. We make this notice easy to find on our homepage and everywhere we request information from you.

Confidentiality of Library Records We support the laws of Ohio, which tell us that most library records are confidential and are protected. We will not make any information about you or your use of library services or materials available to anyone or any group except:

If there's a subpoena, search warrant or a court order...

We will provide information to law enforcement personnel if presented with a court order, search warrant or subpoena. If a court order, search warrant or subpoena is issued, before complying, the library will consult legal counsel to assure the document is in proper form.

If it's an emergency situation...

Special circumstances, such as emergencies involving public health/safety, may require an immediate decision. In such cases, the Director, Deputy Director or other designated staff member will be contacted, and legal counsel will be consulted when possible.

If a parent/guardian wants information...

The laws of Ohio require a library to provide information about a minor child to her/his parent, guardian or custodian.

Does the "Patriot Act" Change Things?

Yes, somewhat. The 2001 USA Patriot Act expands federal law enforcement's surveillance, seizure and investigative powers. Within a library, this could mean that a search warrant might be used to obtain information. A search warrant can be executed immediately whereas a subpoena allows us a period of time to respond to and possibly contest the court's request.

Should library records be requested under the USA Patriot Act, the law states that in certain circumstances, library staff **cannot** inform the person about whom the information is requested, **cannot** speak to co-workers, the media or other government officials about the inquiry. Such requests, should they occur, may only be reported to the appropriate higher authority within the library.

To What Information Do These Rules Apply?

All information you supply to the library, whether in person in one of our buildings or online, would be covered by these guidelines. This might include items such as:

- Name, address, city, state, zip code and e-mail address;
- Home and/or work phone number;
- Library card number;
- Date of birth, gender;
- Special notes and/or comments, including choice of username and password for account access;
- Preferences to receive or not receive special event notifications;
- Name of school and grade and permission to contact school;
- Records of your library account, including materials you have borrowed or requested and are still outstanding;
- Other communications between you and the library.

We Never Sell Your Information

We do not sell information collected on our Web site to outside parties. We use return e-mail addresses to answer the e-mail we receive and to confirm online program registrations. Mailing addresses are used to send program registration confirmation letters and to send literature advertising future library programs. Such addresses are not used for any other purpose and are not sold to outside parties.

Our Commitment to Your Security

We have put in place appropriate physical, electronic, and managerial procedures in an effort to safeguard and secure

the information we collect to prevent unauthorized access, to maintain data security and to ensure the correct use of information. We cannot, however, guarantee that information we collect would never be accessed by unauthorized users. This statement of privacy does not apply to e-mail and other electronic communications that you send and receive outside of this library via the Internet. On the Internet, there is no reasonable expectation of privacy.

Outside Web Sites

The library's Web site includes links to outside sites. Those sites, and any other you may choose to go to, may have different privacy statements and the library's Privacy Statement does not apply. The Cleveland Heights-University Heights Public Library is not responsible for protecting personal information gathered by outside Web sites.

Our Commitment to Children's Privacy

Protecting the privacy of the very young is especially important to us. We urge that parents supervise their children's use of the Internet, especially when a child wishes to give out personal information online. Parents may wish to refer to *Child Safety on the Information Highway*, which is produced by the National Center for Missing and Exploited Children, as a further guide.

Let Us Answer Your Questions

Should you have other questions or concerns about these privacy policies, please contact the Director at (216) 932-3600, ext. 240 or send an e-mail to swood@heightslibrary.org.

APPROVED BY THE BOARD OF TRUSTEES,
CLEVELAND HEIGHTS-UNIVERSITY HEIGHTS
PUBLIC LIBRARY
MARCH 21, 2005

¹ Mission Statement of the Cleveland Heights-University Heights Public Library, approved by the Board of Library Trustees, December 17, 2001.

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