

## ACCESS TO LIBRARY SERVICES

### 03.01.02 Internet Access and Wireless Use

PCCLD provides free access to the Internet. There is a daily time limit on customers using PCCLD computers. Customers using their own computers or mobile devices may access PCCLD's electronic resources from PCCLD's ~~website~~~~web-site~~ remotely or via wireless access points within a PCCLD library without any time limitations.

All customers using PCCLD provided databases and computer software are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD's *Internet Access Agreement*.

To the extent possible, PCCLD upholds and affirms the right of adults to have access to constitutionally-protected materials. Customers accessing the Internet are responsible for complying with all applicable federal, state, and local laws and regulations. Prohibited content is defined by the Children's Internet Protection Act (CIPA) and the Colorado Revised Statutes, Article 90, Part 6, 24-90-601 through 24-90-606.

PCCLD uses filtering software on customers' access to the Internet in order to comply with the Children's Internet Protection Act (CIPA) and other applicable federal, state and local laws, statutes, and ordinances. ~~PCCLD offers enhanced filtering for minors under the age of 18 and basic filtering for adults.~~ Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers. ¶

¶  
~~The blocking and unblocking of Internet sites for basic and enhanced filtering shall be described further in PCCLD's *Internet Access Agreement*. Customers may request that a site be blocked or unblocked by completing a *Citizen's Request for Change in Internet Access* form. Library staff will evaluate the site and notify the customer of the decision as promptly as possible.~~ ¶

Customers using PCCLD public use computers must agree to maintain the integrity of the computers. Unacceptable use includes, but is not limited to, using the Internet for any illegal purpose, transmitting obscene or threatening materials, and using the system in a manner that precludes or hampers its use by others.

**See Also:** [03.01.02.F1](#) *Internet Access Agreement*  
~~[03.01.02.F2](#) *Citizen's Request for Change to Internet Access*~~  
[03.01.02.F23](#) *Internet Consent Form - Permission for Minors to Request an Unfiltered Internet Session at the Library*  
[03.02.08](#) *Copyright and Licensing Agreements*  
[03.06.01](#) *Acceptable Library Use and Safety*  
[03.08.01.R1](#) *Resource Documents: Children's Internet Protection Act (CIPA)*

## ACCESS TO LIBRARY SERVICES

### 03.01.02. F1 Internet Access Agreement

Customers logging onto PCCLD provided public library computers or the Internet are required to consent to the Internet Access and Wireless Use policy and the Internet Access Agreement before using the library's Internet services.

#### **Policy**

¶

~~PCCLD provides free access to the Internet. There is a daily time limit on customers using PCCLD computers. Customers using their own computers or mobile devices may access PCCLD's electronic resources from PCCLD's web site remotely or via wireless access points within a PCCLD library without any time limitations. ¶~~

¶

~~All customers using PCCLD provided databases and computer software are responsible for adhering to applicable database and software licensing agreements including copying, downloading and viewing restrictions. Customers agree to abide by PCCLD's Internet Access Agreement. ¶~~

¶

~~To the extent possible, PCCLD upholds and affirms the right of adults to have access to constitutionally protected materials. Customers accessing the Internet are responsible for complying with all applicable federal, state, and local laws and regulations. Prohibited content is defined by the Children's Internet Protection Act (CIPA) and the Colorado Revised Statutes, Article 06, Part 6, 24-06-604 through 24-06-606. ¶~~

¶

~~PCCLD uses filtering software on customers' access to the Internet in order to comply with the Children's Internet Protection Act (CIPA) and other applicable federal, state and local laws, statutes, and ordinances. PCCLD offers enhanced filtering for minors under the age of 18 and basic filtering for adults. Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers. ¶~~

¶

~~The blocking and unblocking of Internet sites for basic and enhanced filtering shall be described further in PCCLD's Internet Access Agreement. Customers may request that a site be blocked or unblocked by completing a Citizen's Request for Change in Internet Access form. Library staff will evaluate the site and notify the customer of the decision as promptly as possible. ¶~~

¶

~~Customers using PCCLD public use computers must agree to maintain the integrity of the computers. Unacceptable use includes, but is not limited to, using the Internet for any illegal purpose, transmitting obscene or threatening materials, and using the system in a manner that precludes or hampers its use by others. ¶~~

## INTERNET ACCESS AGREEMENT

This global electronic network may contain materials which are out-of-date, illegal, controversial or offensive to individuals. Although PCCLD cannot assure the accuracy or currency of the information, easy links to selected sites are provided which are believed to be authoritative and reliable.

Customers must have a valid PCCLD library card to use Library Internet computers. There is a daily time limit for each customer using the computers.

The Library uses filtering software on Internet computers ~~and on the wireless network~~. It is used to assist in preventing access to sites which violate the Children's Internet Protection Act. The current ~~basic~~ filter blocks sites featuring (1) pornography, ~~sex, and nudity~~; (2) ~~obscene content, and (3) images harmful to minors~~. ~~The software also allows the Library staff may to override a block to provide unfiltered internet access for research or other lawful purposes upon request, or to place a block. ¶~~

It is strongly recommended that parents supervise their child's Internet sessions and let them know if there are materials which they should not access. Parents should also advise their children of safety and security issues when using the Internet, and warn them against the disclosure of personal information when using electronic mail, chat rooms and other forms of direct electronic communications. ~~Library customers under the age of 18 have more restricted access to the Internet. For minors, the library's enhanced filter is set to block sites featuring pornography, sex, nudity, lingerie and swimsuits, illegal or unethical activities, web chat, racism/hate, illicit or unethical use of computer technologies, personal dating, and violence. ¶~~

Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD provided public computers that are not located in the Children's area of a library. Access to an unfiltered internet session from said computers is available upon request to customers aged 17 and older with a valid PCCLD library card or photo identification ~~aged 17 or older~~. For minors aged 16 and under to obtain unfiltered access, a parent or legal guardian must be present at the Library to complete an 03.01.02.F3 Internet Consent Form that grants permission for their children to request and receive an unfiltered session on PCCLD's filtered computers. This form can be completed at library service desks.

~~Customers may also request changes in access to specific sites. Customers wishing reconsideration of sites should complete a 03.01.02.F2 Citizen's Request for Change in Internet Access form. This form is available online and at library service desks. Library staff will evaluate the site in light of the customer's request and notify the customer of the decision. If individuals are not satisfied with the action taken, they may appeal to PCCLD's Executive Director.~~

It is the responsibility of the user to respect copyright laws and licensing agreements, and to assume responsibility for payment for any fee-based service.

Acceptable use includes respect for the privacy of other users and to maintain the integrity of the computer system.

Unacceptable use includes using the Internet for any illegal purpose, transmitting obscene or threatening material and using the system in a manner that precludes or hampers its use by others.

Failure to abide by PCCLD's policy on Internet Access and Wireless Use and this *Internet Access Agreement* may result in the loss of Internet privileges.

**Policy Reference:** 03.01.02 *Internet Access and Wireless Use*  
**See Also:** ~~03.01.02.F2 *Citizen's Request for Change to Internet Access*~~  
03.01.02.F29 *Internet Consent Form – Permission for Minors to Request an Unfiltered Internet Session at the Library*

**CUSTOMER SERVICE – Access to Library Services**  
*Internet Access Agreement*  
03.01.02.F1

**Effective: 01-21-2010**  
APPENDIX#



**~~CITIZEN'S REQUEST FOR CHANGE TO INTERNET ACCESS~~**

~~400 E. Abriendo Ave.  
Pueblo, CO 81004-4200~~

~~ff  
ff~~

~~Your name (optional):~~

~~ff~~

~~Address:~~

~~ff~~

~~City: \_\_\_\_\_ Zip: \_\_\_\_\_ Phone: \_\_\_\_\_~~

~~ff~~

~~ff~~

~~The following site(s) should be accessible on library computers, as access to the site does not violate library policy.~~

~~ff~~

~~Web site address(es):~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~The following site(s) should be blocked from access on library computers, as access to the site violates library policy.~~

~~ff~~

~~Web site address(es):~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~Send completed form to: IT Manager~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~ff~~

~~CUSTOMER SERVICE Access to Library Services~~

~~Effective: 01-19-2010~~

~~Citizen's Request for Change to Internet Access~~

~~Appendix# 03.01.02.F~~

03.01.02 F2

**Internet Consent Form**

**Permission for Minors to Request an Unfiltered Internet Session at the Library**

I understand that the library uses filtering software on Internet computers available to the public, and this software may block materials that my child may find useful.

I have reviewed the information provided to me by the library concerning access to the Internet offered by the Pueblo City-County Library District and the policies of **the** library. I understand the issues surrounding use of the Internet, and I hereby give permission to my child listed below to use the library's facilities and equipment to gain access to the Internet and to be able to request and receive an unfiltered Internet session on PCCLD provided public computers that are not located in the children's area of a library.

I accept full responsibility for any material found through the library's Internet connection which I or my child may find objectionable. I agree to hold the library, the library staff, and the members of the Board of Trustees harmless for such material accessed by my child.

I, \_\_\_\_\_ affirm that I am the parent or legal guardian of  
(Please Print)

the minor child listed below.

Name: \_\_\_\_\_  
(Please Print)

Library Card #: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Parent or Legal Guardian

Witnessed by: \_\_\_\_\_ Date: \_\_\_\_\_  
Library Service Desk Staff

**Completed, signed form is to be kept on file by the library. The minor's library account will be notated with this permission. Permission for unfiltered access will remain active unless revoked by the parent or guardian. ~~by the minor child and presented to library staff with the child's library card each time the child requests an unfiltered internet session.~~**

## ACCESS TO LIBRARY SERVICES

### 03.01.02.P1 Requests for Unfiltered Internet Access

PCCLD uses filtering software on Internet computers to assist in preventing access to sites which violate the Children's Internet Protection Act (CIPA). All PCCLD Internet computers have ~~basic~~ filtering which blocks sites featuring (1) pornography, sex, and nudity. (2) obscene content and (3) images harmful to minors. ~~The software also allows the library staff to override a block or to place a block.~~

~~Library customers under the age of 18 have more restricted access to the Internet. For minors, the library's enhanced filter is set to block sites featuring pornography, sex, nudity, lingerie and swimwear, illegal or unethical activities, web chat, and racism/hate, illicit or unethical use of computer technologies, personal dating, and violence.~~

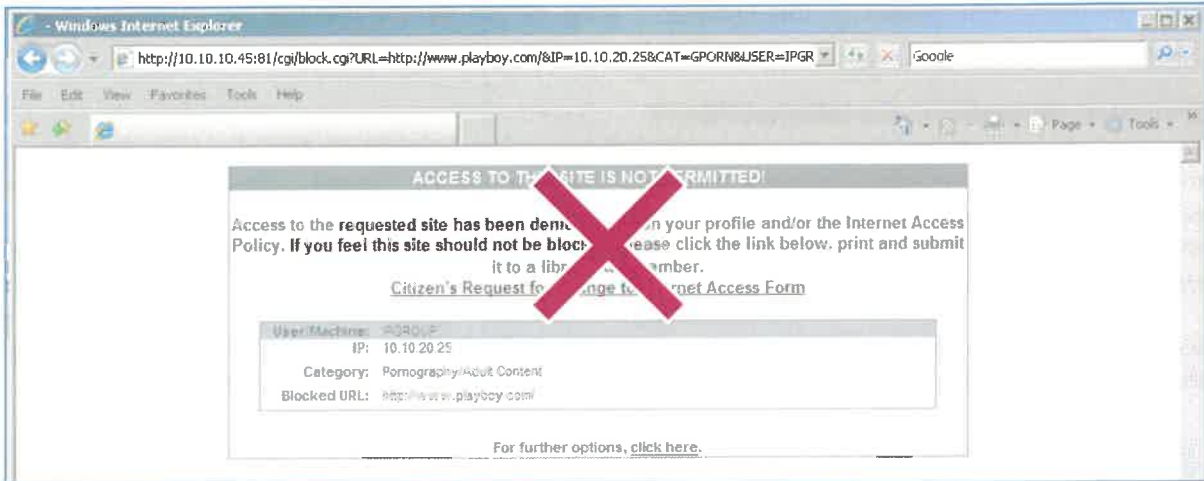
Customers may request library staff to disable filtering temporarily to conduct research or for other lawful purposes on PCCLD-provided public computers that are not located in the children's area of the library. Staff cannot disable the filter for customers using their own computers or mobile devices to access PCCLD's Internet.

- Access to an unfiltered Internet session is available upon request to customers aged 17 and older with a valid PCCLD library card or photo identification showing proof of age.
- For minors aged 16 and under to obtain unfiltered access, a parent or legal guardian must complete an ~~03.01.02.F2~~ *Internet Consent Form* that grants permission for their child to request and receive an unfiltered Internet session. This form can be completed at library service desks. After the *Internet Consent Form* has been signed by the parent or legal guardian, library staff will disable the Internet filter for the child for that Internet session. ~~The minor's library account will be notated with this permission so the child may request unfiltered internet access during subsequent visits. Permission for unfiltered access will remain active unless revoked by the parent or guardian. Each time a child requests a subsequent unfiltered Internet session, it is the responsibility of the child to present the completed form with the child's library card to authorize library staff to disable the filter.~~ ¶

~~Customers may also request changes in access to specific sites. Customers wishing reconsideration of sites should complete a ~~03.01.02.F2~~ *Citizen's Request for Change of Internet Access* form. This form is available online and at library service desks. Library staff will evaluate the site and notify the customer of the decision.~~

#### Temporarily Disabling the Internet Filter

Before library staff can disable the filtering software, the customer's age should be verified using the customer's library card profile. Visiting customers without a PCCLD library card must present photo identification showing a date of birth to verify age. For minors (age 16 and under) to request and receive an unfiltered Internet session, the parent or legal guardian must have completed an *Internet Consent Form*.

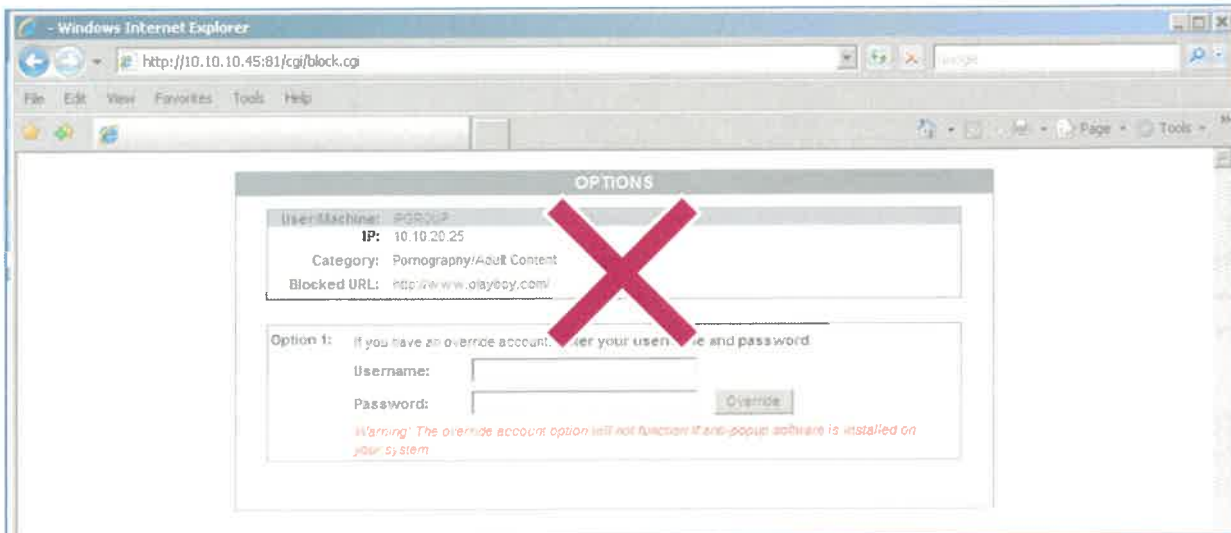


**Requests for Unfiltered Internet Access  
03.01.02.P1**

**APPENDIX#**

The customer requesting library staff to disable an Internet Filter will have encountered the screen shown here:

The customer may have already searched for further options as shown above and reached the following screen requesting a Username and Password. Each public service desk has been issued a secure Username and Password to enable library staff to temporarily disable the filtering software blocking the requested Internet site. PCCLD's



Information Technology staff also has access to the Username and Password for each service desk.

After the library staff member disables the filter, the customer will have unfiltered Internet access for the remainder of that Internet session only. Subsequent requests for unfiltered access will

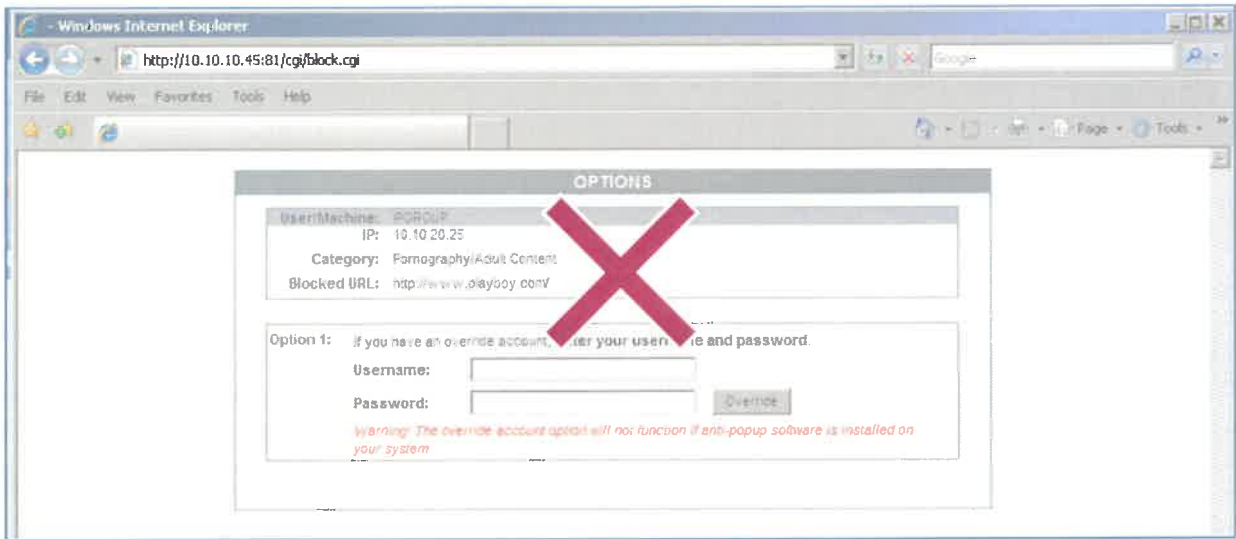
require the customer to request library staff to repeat the process during each visit. ~~or request a permanent change to Internet access as described below.~~

Filters on public computers in the children's area of the library will not be disabled for any reason.

~~**Permanent Changes to the Internet Filter**~~

~~Customers (adults and minors) may request that a specific web site on library computers be permanently blocked or made accessible using the [03.01.02.F2](#) Citizen's Request for Change to Internet Access. The form is available online or at public service desks. The completed form should be sent to Information Technology Manager who will make a determination whether the adjustment requested will be made.~~

~~The site will be evaluated, and the customer will be notified of the decision. If individuals are not satisfied with the action taken, they may appeal to PCGLD's Executive Director.~~



~~**Policy Reference:** [03.01.02](#) *Internet Access and Wireless Use*~~

~~**See Also:** [03.01.02.F1](#) *Internet Access Agreement*~~

~~[03.01.02.F2](#) *Citizen's Request for Change to Internet Access*~~  
~~[03.01.02.F3](#) *Internet Consent Form - Permission for Minors to Request an Unfiltered Internet Session at the Library*~~

**CUSTOMER SERVICE – Access to Library Services**  
*Requests for Unfiltered Internet Access*  
03.01.02.P1

**Effective: 01-21-2010**  
APPENDIX#