



BERKSHIRE ATHENAEUM

1 WENDELL AVENUE • PITTSFIELD, MA 01201-6385

Pittsfield's Public Library Since 1872

COMPUTER SERVICES POLICY AND PROCEDURES

INTRODUCTION:

The Berkshire Athenaeum exists to initiate, nurture and feed a passion for knowledge and learning, and as one of its primary goals, "People of all ages will be provided with the sophisticated information services needed to address their inquiries and the means to pursue lifelong learning." To fulfill this goal, the Athenaeum provides and promotes access to materials and services that support the community's need for self-education, information, culture and recreation through access to computers.

1. **ON-LINE COMPUTER CATALOG:** The Athenaeum is part of the C/W MARS¹ network. The Athenaeum's holdings may be found by means of on-line public access computer (OPAC) workstations which are available in the Children's and Adult Service Areas to any patron without a sign-up requirement on a first come, first served basis. Staff will assure that all patrons have an opportunity to search on the catalog. The C/W MARS on-line catalog provides patrons the ability to search the collections of all member libraries and to request that circulating items be delivered to their home library. Further, the C/W MARS library card serves as the patron's one-stop card for accessing library services at member libraries.
2. **COMPUTER USE ONLY CARDS:** Some patrons only visit the library to use ~~the Internet a~~ *computer*. As an accommodation to visitors with no permanent address who might otherwise not qualify for a full service card, they may register for a "Computer Use Only" card. "Computer Use Only" cards will be issued to Massachusetts residents only.
 - 2.1. A Computer Use Only card will enable the cardholder to:
 - 2.1.1. Reserve a computer and access the Internet.
 - 2.1.2. Visit our website and use our database holdings.
 - 2.1.3. Use word processing or spreadsheet programs on library computers.
 - 2.1.4. Make printouts from their computer sessions.
 - 2.2. A Computer Use Only card will not allow patrons to:
 - 2.2.1. Check out any library items.
 - 2.2.2. Place holds on items.
 - 2.2.3. Reserve or borrow museum passes.
 - 2.2.4. Check out audio equipment for in house use.
 - 2.2.5. Check out Technology Lending Program (TLP) items.

¹ Central/Western Massachusetts Automated Resource Sharing is a consortium of approximately 150 member libraries dedicated to efficient resource sharing and rapid access to information that offers a shared online computer system and combined collections of more than six million items.

- 2.3. To apply for the Computer Use Only card, the patron must present some form of identification with their name. A photo ID is preferred. See "Accommodations" in section A.5 in the "Borrowing Policy & Procedures."
- 2.4. Out of state visitors wanting computer access will be signed on as guests after presenting some form of identification.
3. PUBLIC ACCESS COMPUTING – GENERAL CONSIDERATIONS:
 - 3.1. Availability: Personal computers are available in the Reference Department and the Children's Library [See also the Athenaeum's "Internet Access and Services" policy statement.]
 - 3.2. Unattended Children: In conformance with the library's policy on unattended children, any child under the age of nine using the computer must be accompanied by a responsible childcare provider able and willing to supervise the child while on the computer.
 - 3.3. User Limitations: Unless special arrangements have been made in advance with the librarian in charge, only two persons may use a workstation at any given time. Those persons not using a workstation are requested to respect the privacy of others by waiting away from the equipment area.
 - 3.4. Saved Data: Patrons are welcome to open and work with content saved to their personal storage media (flash drives, CDs, SD cards). Library security software may prevent access to personal storage media with preloaded software or other content that the security software interprets as a threat to system integrity. Although Reference staff will make reasonable efforts to assist patrons with accessing their content, under no circumstances will staff introduce a patron's storage media to a staff computer.
 - 3.5. Acceptable Use: Access to and use of the library computers and Internet is a privilege and should be treated as such by all users of the system. The Athenaeum's technology resources are to be used in a responsible manner consistent with the educational and informational purposes for which they are provided. The following purposeful, illegal and/or criminal activities constitute unacceptable use:
 - 3.5.1. Using library workstations for any illegal or criminal purpose that violates local, state or federal laws, including (but not limited to) committing fraud, or violating copyright law or software licenses;
 - 3.5.2. Disrupting the intended use of the library computers;
 - 3.5.3. Damaging the integrity of computer-based information on the library computers by attempting to install, delete or modify library software, or attempting unauthorized installation or running of any programs that have not been installed by the library. A number of TLP tablet devices are offered with the intent that patrons will experiment with downloading apps. This is an authorized activity on TLP devices lent with a borrowers' slip that expressly states the opportunity. (See Technology Lending Program Section 6: Device Content)
 - 3.5.4. Moving or changing the arrangement of library computers and attached equipment;
 - 3.5.5. Unauthorized downloading of software onto library computers;
 - 3.5.6. Attempting to gain unauthorized access to the resources of the library's network including so-called "jail-breaking," or to cause degradation of system performance; attempting to gain unauthorized access, including so-called "hacking," to the resources

- of other networks; and/or developing computer programs which infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computer system;
- 3.5.7. Deliberately displaying and/or viewing obscene images (see Section 3.6: OBSCENE MATERIALS from the “Internet Access & Services” policy statement);
 - 3.5.8. Engaging in communications which are libelous or slanderous;
 - 3.5.9. Unauthorized disclosure, use, and dissemination of personal information regarding minors, or otherwise compromising the privacy of any users (see Section 3.8: PRIVACY from the “Internet Access & Services” policy statement);
 - 3.5.10. Wasting resources (staff time, equipment capacity, supplies) through such actions.
- 3.6. Consequences of Misuse: Violators of library policy, including these Computer Services Policies, may lose library privileges. Anyone discovered attempting to damage the library’s equipment or software, attempting to change files or reset configurations, or otherwise violating this policy (see section 3.5 “Acceptable Use” above) will immediately lose the right to use those resources. Violations of the policies for legal and ethical use of computing resources will be dealt with in a serious and appropriate manner. Illegal acts involving library computing resources may also be subject to prosecution by local, state or federal authorities. Users are responsible for any damage to hardware, software, data, furniture or equipment. A librarian may check the workstations after each use.
- 3.7. Staff Assistance: Although library staff is happy to try, we cannot guarantee either sufficient time or knowledge to solve the computer related questions of our users. Library staff cannot and will not provide extended periods of individual tutoring to patrons using library computers. Patrons will be referred to help screen functions, library-owned guides to software programs, and/or Reserve A Librarian Service, as appropriate. (See Reserve A Librarian Policy.)
- 3.8. All questions regarding operation of library equipment should be directed to the staff member on duty in the applicable department. Under no circumstances should patrons attempt to diagnose perceived problems themselves.
- 3.9. Headphones: Some of the programs available at the long-term computers include audio (sound) effects and/or narration. Patrons wishing to use these programs are directed to the Circulation Department where headphones are available with a valid full-service library card in good standing. Patrons using their own or library headphones must set the volume of any audio content at a level that is not audible to those working nearby. (See Library’s Behavior Policy & Procedures E. General Behavior Guidelines: AUDIO EQUIPMENT)
- 3.10. Training: Training sessions on library-related technology are scheduled periodically in the Computer Lab. Interested patrons should ask at the Reference Desk.
4. PUBLIC ACCESS COMPUTING – CHILDREN’S LIBRARY
- 4.1. Children’s Library Internet:
 - 4.1.1. The public Internet computer in the Children’s Library is intended for the use of children through grade 5 or 10 years old.

- 4.1.2. Adults may use the Children's Library Internet workstation when in the company of children who need their assistance researching information ~~for the child~~. Adult research should be conducted on the Internet workstations in the Reference Department.
 - 4.1.3. The Children's Library Internet workstation is available on a first come, first served basis without prior reservations.
 - 4.1.4. Children's Library Internet users are required to log in to an available computer using their library card identification number. Out of state visitors (or those without a library card) may obtain access to a public Internet computer by requesting at the Children's Desk that a reservation be made for them. Guests are permitted one use per day.
 - 4.1.5. Users are allowed two (2) thirty minute sessions per day on Children's Library Internet computers. Extra time will be offered on a given session if the schedule of reservations permits.
5. PUBLIC ACCESS COMPUTING – REFERENCE SERVICE:
 - 5.1. The computer equipment is available for public use by persons who register at a workstation or reserve time in advance using their library card or computer use only card. Patrons with library cards may additionally phone the Reference Department and request a reservation be made for them. Out of state visitors may obtain access to a public Internet computer by requesting at the Reference Desk that a reservation be made for them. They will be required to show a form of ID, preferably photo ID. Staff will make referrals to the Circulation Desk to obtain a Computer Use only card, as appropriate (see Section 2 above).
 - 5.2. Users are required to log in to an available computer at the workstation or make a reservation at the public reservation station using their library card.
 - 5.3. Users are allowed two (2) sessions per day on library public Internet computers. Extra time will be offered on a given session if the schedule of reservations permits.
 - 5.4. Use of the computers in the Reference Department is by reservation for half-hour and one-hour sessions and may be arranged by phone or in person up to 48 hours in advance. Users arriving more than 10 minutes late for their reserved time will find the automated reservation system has cancelled their reservation.
 - 5.5. Computer users may supply their own data disks or flash drives, or may purchase storage media from the library.
 6. RESEARCH COMPUTING – LOCAL HISTORY DEPARTMENT: The Local History Department has a number of computer workstations available for specialized research in family history, local history, and newspaper back files.
 - 6.1. Six ScanPro 3000 workstations are designed to provide access to materials stored on microfilm or microfiche utilizing state-of-the-art digital technology. This equipment allows patrons to scan from these sources to a flash drive or disk, or to print to a networked printer. Computer users may supply their own flash drives or purchase storage media from the library.
 - 6.2. Four public use computer workstations, networked to a dedicated Local History Department server, provide access to collection finding aids, indexes, maps,

- photographs and other materials housed in the Local History Department. Patrons may print from these workstations.
- 6.3. The workstations described in sections 6.1 and 6.2 do not provide access to the Internet.
 - 6.4. A computer workstation with internet access in the Local History Department is reserved for use by volunteers who, at specific times, offer individual training for those patrons who are unfamiliar with the databases referred to in section 6.6 below and/or provide assistance in identifying research materials that require retrieval from remote storage locations.
 - 6.5. One computer provides access within the Local History Department to the Athenaeum's online catalog. Sessions on this computer are limited to 10 minutes.
 - 6.6. Access to the numerous online databases offered by the library and useful to patrons pursuing historical and genealogical research is delivered via the online computers in the Reference Department or over the wireless network using a personal laptop (see Sections 2, 3 and 5 of this document).
 - 6.7. Software for use on this equipment has been preloaded onto the hard drives. Persons using this equipment should not attempt to download or otherwise load software onto these computers. (See also Section 3.5 "Acceptable Use" above).
 - 6.8. Use of the computers in the Local History Department is on a first come first served basis. However, if demand for computer time exceeds the available workstations, researchers will be asked to limit their sessions to two hours when others are waiting.
 - 6.9. The Local History Department collections include a number of video sources ~~on DVD~~ that do not circulate. Patrons will be allowed to view these materials on library equipment by special arrangement.
7. PRINTING:
- 7.1. General Considerations:
 - 7.1.1. Black and white printouts are available for \$.10 per page.
 - 7.1.2. Patrons are encouraged to make use of the "Print Preview" function whenever possible. Those planning to generate printouts are advised to submit and release their print jobs while time remains on their computer session, affording them the time to review, edit and resubmit printouts, if they deem necessary.
 - 7.1.3. The library will not entertain requests from patrons who wish to feed their own stock into the photocopier/printer or wish to re-feed a printed page for double-sided printouts.
 - 7.1.4. Image heavy and print jobs of over ten pages are discouraged, as they are time consuming and monopolize the printer for one patron's work, while causing other patron jobs to back up.
 - 7.1.5. Those with routine photocopy jobs of more than five pages will be asked to use the photocopier in the Circulation Department.
 - 7.2. Reference and Local History Departments:
 - 7.2.1. Networked printer/copiers are available in both the Reference and Local History departments. Printouts from Children's Library workstations are released to the Reference Department copier.
 - 7.2.2. Black and white copies from all machines are available in either 8½" X 11" or 11" X 17" standard paper that the library provides.

- 7.2.3. An Express Print Station (EPS) is available in the Reference Department solely for those who require print service for a brief document such as might be saved on a flash drive, in an email or other online account or website. EPS sessions are scheduled for ten minutes. EPS sessions do not count against a patron's daily limit of two sessions. Access to the EPS requires signing in with a C/WMARS library card in good standing; standard print charges apply. The EPS is available on the same schedule as other library public computer/printing services.
- 7.2.4. In the Local History Department, requests for printouts on special paper or in color cannot be accommodated on the library's networked printer but are available as a special service. Consult a Local History staff member for an outline of these special services.
8. COMPUTER LAB: The Athenaeum offers a computer lab consisting of tables and chairs to accommodate fourteen participants, a set of PC laptop computers configured for public use, a wall-mounted screen for projection of a session leader's presentation, power connections for the laptop computers, and a wireless Internet signal, shared with whatever patrons may be using the Athenaeum WiFi signal onsite at the time. See "Computer Lab Policy" section of this policy statement.
9. COMPUTER PROJECTION: The Athenaeum offers a computer projector for public use through the Technology Lending Program.