

Technology/Internet Policy

The Burnet County Library System provides digital services and internet access free of charge as part of our ongoing commitment to serve our communities and visitors. Use of the internet by account holders and guests must be in accordance with library policy, and all local, state, and federal laws. Use of the internet must be in a courteous and responsible manner.

There is no guarantee that there will be uninterrupted service at any given time. The library has no control over the content of the internet and users access it at their own risk. We encourage our internet users, both with public computers and WiFi, to use common sense and caution when accessing the internet.

Public Computers

Usage Requirements:

Public computers are available on a first-come-first-serve basis. Computers are available to account holders in good standing and visitors.

- Computer users under the age of 17 years must use the filtered computers in the Juvenile section of the libraries.
- Computer users may bring their own headphones, or purchase headphones at some branches. Volume must be kept low so as to not disturb others.
- No more than two people at a computer at one time.
- All computer sessions end 15 minutes before the libraries close.
- Computer users must respect the privacy of other computer users and conduct their business in a courteous manner. Disruption of other users may result in being asked to leave the computer area.

Prohibited Uses

Computers are provided for bona fide research and lawful purposes. Violation may result in the loss or suspension of computer privileges and possible prosecution and repair expenses. Staff members have the authority to end a session if a violation has occurred. Prohibited uses are:

- Unauthorized use of copyrighted materials.
- Unauthorized use of the library or other networks, or “hacking”.
- Any attempts to evade security measures.

- Damage to, or misuse of, the computer and its components
- Viewing, downloading, distributing, or exhibiting materials that are harmful to minors. Library computers may not be used to access illegal or obscene materials or to display materials that violate the Texas Penal Code, Sections 43.24 and 43.25. <https://statutes.capitol.texas.gov/Docs/PE/htm/PE.43.htm>
- Install any software programs not provided by the library.
- Use the library computers or WiFi for unauthorized, illegal, or unethical activities.
- Use the computers in such a way that is disruptive to other library users.
- Turn off, unplug, or alter the computers or software in any way. Any computer issues must be reported to staff immediately.

Violations to this policy may result in the loss of computer privileges.

Session/Time Limits:

Computer sessions are limited to two sessions a day, with each session being 90 minutes for adult computers and 60 minutes for children's computers. Session times and limits may be adjusted at individual locations at the discretion of the director without prior notice.

Downloading/Saving Information:

Information may be temporarily saved to the provided public storage space on each computer, emailed to a personal email account, or saved to a personal USB. **All public computers are wiped of any downloads, saved information, web searches, and passwords upon resetting. Staff members are unable to retrieve information once a computer has reset.**

Printing:

Printing is available from public computers and with Mobile Printing. Print charges are posted at the print release stations and on the libraries' websites. Print refunds will only be issued if the printer produces a damaged or unreadable print. Blank pages and other non-machine caused print errors are not eligible for a refund. Print users are encouraged to use print preview and make any needed adjustment prior to submitting print jobs.

Staff Limitations:

Staff members may assist in helping computer users navigate the basic functions of websites and the provided computer programs, and give guidance on how to achieve desired search results. Staff members may not assist users with personal tasks, such as filling out applications, nor give advice on personal matters.



Minors, CIPA, and Filters:

Library account holders between the ages of 8 – 16 years may use the filtered computers in the Juvenile section of the library. Parents and/or legal guardians, not library staff, are responsible for a minor's use of library computers. If a parent or guardian does not wish their child to use this library resource, it is their responsibility, not library staff, to see that the child complies with their wishes.

In compliance with the Children's Internet Protection Act (CIPA), BCLS computers are filtered for images that are:

- Obscene
- Child pornography
- Harmful to minors

No filtering is fool-proof and our filters may be updated at any time without prior notice.

Certain websites are blocked; if a computer user feels a website is blocked unnecessarily, they may request it be unblocked. The request will be reviewed by the library director and the director's decision is final.

Staff computers and computers for adult access (users 17 years and older) have disabled filters for bona fide research and lawful purposes.

Liability Disclaimer:

Using the library computers is done at the user's own risk. The library and its staff members are not liable for any damages, direct or indirect, arising from the use of the libraries' computers.

WiFi

Public wireless internet is available 24/7 at most branch locations. Availability and access procedures are subject to change without prior notice.

Usage Rules:

The same rules for usage apply as for Public Computers.

Mobile Printing:



Mobile printing is available at the Bertram, Burnet, and Marble Falls locations. Technical issues can occur and there is no guarantee that this service will work perfectly at all times.

Filters:

Library WiFi is used by adults and minors; certain types of websites are blocked. If a WiFi user feels a site is being blocked unnecessarily, a WiFi user may submit a request for it to be unblocked. The request will be reviewed by the library director and the director's decision will be final.

Staff Limitations:

Library staff may assist WiFi users in connecting to the WiFi, but may not assist with the operation or troubleshooting of personal devices.

Disclaimer:

Using the WiFi is done at the user's own risk. WiFi users are expected to be responsible for the security of their personal devices and any information they may transmit. The library and its staff members are not liable for any loss or damage that may occur when using public WiFi.

Mobile Hotspots

Some branches of the BCLS offer mobile hotspots for check out. Hotspot checkout times, requirements, and restrictions will be set by the director of each branch location.

Please check with the lending branch to see their requirements.

Usage Requirement:

Hotspots are available to adult account holders in good standing.

Rules for Usage:

- Hotspots must be returned on time and in the same condition they were checked out in. Failure to do so will result in damage/replacement fees. The library reserved the right to deny the use of hotspots to any account holder who returns the device late, in a damaged condition, or in violation of the usage policy and/or branch borrowing policy.
- The account the hotspot is checked out to assumes all responsibility and liability for loss or damage to the device.



Limitations:

Hotspots may not work in all areas. The library cannot guarantee that the hotspot will be usable at any given location.

Genealogy Computers

Computers for genealogy research are available at the Elizabeth Van Gorkom Genealogical Research Center, located at the Herman Brown Free Library in Burnet. These computers are for the express purpose of genealogical research. All other use of these computers is prohibited. Violation of this policy can result in the loss of access to these computers. Charges apply for any printing or copying done from these computers.

Usage Requirements:

Research computers may be accessed by library account holders in good standing and guests. Specific requirements apply and researchers should call the library or check its website to learn what these requirements are.

Public Access Catalog Computers

Public Access Catalog (PAC) computers are available to search the BCLS catalog and may not be used for any other purpose.

eServices

Apps/Services:

The library provides a variety of online and digital services. Access to these services is available to library account holders in good standing.

Limitations:

Like all technology, our eServices occasionally have problems. Our library staff is able to do limited troubleshooting with these services, but cannot do in-depth troubleshooting or make any changes to a service user's personal device.