

Cambridge Public Library Computer Policy

COMPUTERS ARE PROVIDED FOR RESEARCH, REFERENCE, STUDY, READING AND BROWSING

Using library computers for illegal activity is strictly prohibited and will result in the loss of library privileges and possible criminal prosecution.

MINUTEMAN LIBRARY CARD

Patrons wishing to use a Cambridge Public Library computer must present their own valid Minuteman library card. If you are a resident of Massachusetts, you must obtain one. Using another patron's library card is not allowed and can lead to the loss of internet privileges. Out-of-state guests may request a guest pass; this accommodation can be made for a period of one week.

PATRON COMPUTER SIGN-UP

Internet computers at the Main Library are available on a walk-up basis. Patrons must sign-up using the SAMS queuing computer; it will assign a computer randomly. If there is a wait, it will show you your place in the queue. Patrons are responsible for watching the queuing screen to see when a computer is assigned to them.

LOG ON WITHIN THE ALLOTTED TIME

Once a computer has been designated for you, reservations in the queue are automatically removed after an allotted amount of time if the patron fails to use the assigned terminal.

Main Library: 10 minutes CSQ: 5 minutes
O'Connell: 5 minutes O'Neill: 5 minutes
Valente: 5 minutes

COMPUTER SESSION TIME

Computer users are allowed one 60-minute sessions per day in total throughout the Cambridge Public Library system. Your session may be cut short if you log on during a closing hour. At the end of your first session, at the Main Library only, you may remain for a second 60-minute session if there is not a queue.

Patrons must leave promptly when their session time has run out. Also note that your session time cannot be transferred to another individual regardless of the circumstance.

PATRONS CAN USE ONLY THE COMPUTER ASSIGNED TO THEM

Patrons must use the computer to which they are assigned. SAMS is a randomized system; you may not choose your own computer. If you do not have a computer assigned to you, you are not permitted to be in the computer area.

ONE PERSON PER COMPUTER

Except in youth areas of the Main Library, only one person may use a computer during any given time. Exceptions may be made when the computer is being used for teaching or demonstration purposes with permission from staff.

PRINTING

The library allows free printing up to 10 pages per day. Additional pages are \$.15 each. Patrons are allowed to add a cash credit to their library card. We do not provide color printing. We cannot provide refunds.

CDs & USB DRIVES

Library patrons may burn or download to CDs or USB Drives.

PROBLEMS WITH COMPUTERS OR ANOTHER PATRON SHOULD BE HANDLED BY STAFF ONLY

Computer users must not attempt to repair equipment or troubleshoot problems. If there is a problem with another patron we ask that you seek assistance from library staff.

PATRONS CANNOT INSTALL SOFTWARE ON CAMBRIDGE PUBLIC LIBRARY COMPUTERS

Library patrons may not alter the setup of the equipment (Computers, Desks, Etc.), and are prohibited from installing additional software or hardware on the computers. Privacy screens must be left on. Tampering with the hardware or software or the removal or privacy screens is considered vandalism.

TECHNICAL SUPPORT

Because of the many different computer applications available to users, the library cannot provide technical support.

PLEASE DO NOT TURN OFF COMPUTERS

All applications must be completely closed before your session has ended. Please **do not** turn the computer off.

NO FOOD OR BEVERAGE

Food (**food, chewing gum, etc.**) and drink (**water, soda, coffee, etc...**) are not allowed near any computer equipment, nor are they allowed on the floors near them. Patrons may be held responsible for any mess or damages resulting from eating/drinking while near /sitting at a computer.

Violation of CPL Computer Usage Policy may result in the loss of computer privileges.
February 2013

Youth Computer Access – Addendum to Computer Policy Revised July 2013

We have implemented a new queuing system in the teen room and the children's room that provides unlimited hour-long sessions. If patrons need more time in those spaces after an hour, they can sign up in the queue for an additional hour. In some instances, they may have to wait for a computer to become available. At other times, they will be able to hop back onto a computer station.

This new queuing system interacts with SAMS in the Information Commons and branches. So for example, if a teen uses two hours in the teen room, they will not have time left to use in the Info Commons afterward. If they use two hours in the info commons and then come into the teen room, they will be able to log on and use more time (provided there is no one else using the computers).

It is a basic tenet of our customer service policy to make reasonable exceptions to our standard procedures for individuals on a case by case basis. Despite careful thought to design policies and procedures that promote the best possible experiences for our patrons, there are occasions when excellent service requires something different. All staff is empowered to not only make these accommodations, but to suggest them.