

Long Beach Public Library takes patron privacy seriously. Therefore, we ask computer users to please understand that there are things that our staff **CAN** and **CANNOT** do when assisting our patrons at the computers.

- Staff **CAN** help patrons with basic logging in and logging out of the computers, choosing a browser or search engine or explaining how to use the print management software.
- Staff **CANNOT** provide patrons with in-depth training in computer or software skills, or type information for patrons. Patrons may bring someone with them who can help them on the computer.
- Staff **CAN** help patrons with personal laptops and other devices by giving the patron the Wi-Fi password if requested.
- Staff **CANNOT** troubleshoot, do any type of maintenance or repair, or guarantee a Wi-Fi connection on a patron's personal laptop or device.
- Staff **CAN** help to guide you to a website if you are having trouble finding it.
- Staff **CANNOT** help you do research online or fill out forms or assist with ANY requests involving private personal information.

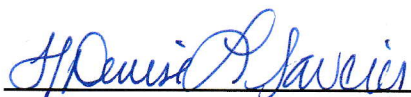
Again, be sure to properly LOG OUT of ANY personal accounts you may have accessed on the public computers (ex. E-mail, Facebook, Gmail, etc.). REMEMBER, the next user on the computer could access your information if you do not do so.

We know you are just as happy as we are that we have public access computers and wireless service. But rules are rules, right? So, here's a quick rundown of "do nots" to help keep everyone safe and happy and our system in good working order:

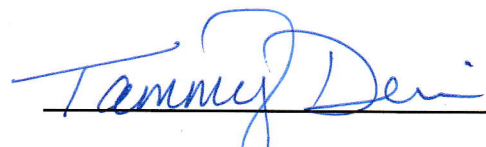
Patrons cannot:

- Obstruct another patron's work or be disruptive to other patrons while using the computers.
- Damage computer equipment or software or alter the library's software configuration.
- Gain access to the library's networks or computer systems and/or use computers to deliberately destroy or damage any other library computer system application.
- Violate software licensing agreements or the U.S. Copyright Law.
- Engage in any activity that is deliberately and maliciously offensive, libelous or slanderous, (ex. online bullying).
- Visit sites that show "visual depictions of material deemed obscene or child pornography or any material deemed harmful to minors" or sites that are noncompliant to CIPA regulations.
- Let another person (including members of your household) use your library card.
- Power down the computers for ANY reason.
- Have food or drinks of any kind around the library owned computers.
- Plug ANY type of devices (smart phones, external drives, etc.) into the library's computers with the exception flash drives.
- Use foul language towards staff, other patrons, computers, or in the library at any time for any reason. **THEY WILL BE ASKED TO LEAVE IMMEDIATELY.**

Breaking any of these rules will result in one warning. A repeat offense will result in the patron's computer privileges being revoked.



Director, Long Beach Public Library



Long Beach Public Library Board Chair