

## Technology & Internet Use Frequently Asked Questions

### **What technology does the library provide?**

The library offers public computers, wireless (Wi-Fi) internet access, printing and scanning services, and technology used in library programs. Patrons may also use personal devices on the library's network.

### **Does the library monitor what I do online?**

No. The library does not routinely monitor individual internet use. Limited technical logging may occur only for security, troubleshooting, or legal compliance.

### **Is my personal information protected?**

The library uses reasonable safeguards to protect systems and patron information. However, no network is completely secure, so users should use caution when sharing sensitive information online.

### **Is internet content filtered?**

Yes. Internet access is filtered as required by federal law to block certain types of visual content.

### **Can adults request that a site be unblocked?**

Yes. Adult users may request adjustments for lawful sites. Requests are reviewed and addressed within a reasonable timeframe.

### **How does the library handle use by minors?**

Minors may use internet-enabled computers. Parents or legal guardians may request available account-level restrictions where supported by library systems. Staff do not supervise individual minors' internet use.

### **What activities are not allowed on library computers?**

Disruptive behavior, unlawful activity, harassment, tampering with equipment, bypassing security controls, fraud, and copyright violations are prohibited.

### **What if someone views content that others find disturbing?**

The library does not restrict lawful content, but staff may ask users to adjust their display or move to a more private area to maintain a shared public space.

### **Can staff help me with my device or account?**

Staff can provide brief, basic guidance but may not be able to offer extended instruction, device repair, or account recovery.

### **What happens if someone violates the policy?**

Violations are handled under the Library Use Restrictions Policy and may result in warnings, restrictions, or removal from the library. Appeals are handled by the Library Director.