Rio Rancho Libraries' Computer Use Policy & Rules

Computer Use Policy

The Rio Rancho Public Library is committed to serving the needs of the community by offering access to educational, recreational and cultural resources. In addition to print and audiovisual materials, customers may access the Internet and numerous software programs at Library branches. While the Internet offers many positive, rewarding and informative experiences, it also poses some risks. The Library supports the right and responsibility of parents to determine and monitor their own children's use of Library materials and levels of Internet access. Adults accompanying children are encouraged to read "Child Safety on the Information Highway".

1. The Library provides filtered access to the Internet on public Library computers in order to adhere to the requirements set forth in the Children's Internet Protection Act (CIPA, Pub.L. 106-554);
2. All use of Library owned public Library computers require a valid Library card in good standing or Library guest pass;
3. The libraries provide public computers based on age group and location;
4. Customers using the Library's Internet connection are solely responsible for what they access on the Internet. The City of Rio Rancho does not warrant or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of documents or information found on the Internet;
5. The Library protects the confidentiality of borrowing and Library-use records. However, privacy of personal information and electronic mail are not guaranteed to customers using the Library's computers;
6. The Library does not offer email accounts. Customers may access their own web-based Internet email accounts via the Library's Internet connection;
7. Accessing pornographic or obscene materials through the Library's Internet and wireless connections is prohibited;
8. Customers must comply with applicable copyright laws and licensing agreements;
9. All existing laws, Library rules and policies, and City policies apply to conduct when accessing the Internet on City owned connections. Unauthorized access to the Library's computers, databases, network, hardware or software settings is prohibited; and
10. The Library and the City of Rio Rancho shall not be liable for any damages or costs of any type arising out of or in any way connected with use of the Library's Internet and wireless connections. Customers shall agree to hold the City harmless for any damages arising out of the customer's use of Library equipment.

Failure to comply with this Computer Use Policy may result in loss of computer and/or Library privileges, in addition to any appropriate legal action, including but not limited to criminal prosecution.

Computer Use Rules

Computer Access:
Library cards must be in good standing to use public Library computers. Good standing is defined as a current card that does not have any billed items or other blocks;

All computer users must use their own Library cards. A user is in violation of the Library's computer use rules if he or she permits another to use his or her card;

Customers are limited to most current time limits posted in the Library based on availability;

Once a computer is reserved, customers have 10 minutes to sign in. Waiting time cannot be estimated. Customers are responsible for monitoring their reservations

Public Library computers will shutdown prior to the Library closing;

If space is available, a maximum of two persons may sit or work together at any one computer.

All computer users are expected to conduct themselves appropriately within a public environment. Verbal or physical abuse of staff, other Library or computer users or computer equipment will not be tolerated; and

Computer use may not interfere with others using the Library. Computer customers are subject to the Library's underline behavior rules.

Saving Files:
Files may not be saved to the desktop or the C Drive.

USB storage devices may be connected to the computer.

The Library does not provide hardwired connections for customer owned equipment in Library buildings.

The Library is not responsible for damage or lost data resulting from the malfunctioning of Library hardware or software.

Printing:
Black, white, and color printing is available for a fee.

Only paper provided by the Library can be used in the printers.

The Library recommends using "print preview" before printing.

Assistance:
If customers need assistance using the Library's computers and time allows, Library staff will help to the best of their ability. Extended explanations, in-depth training, and specific software assistance are available by appointment.

Wireless Access:
All Library branches provide free wireless service with the following parameters:

1. The Library's wireless network is not secure. The Library is not responsible for damage or lost data resulting from connection to the Library's network;
2. Individual users are responsible for their own equipment. Library staff is not able to provide technical assistance;
3. Users of the Library's wireless connection must comply with the Library's Computer Use Policy; and.
4. Printing options may be available.