6 Internet and Technology

6.1 Computer Use and Internet Policies

All computer users must check with library personnel before using the computers to assist in tracking usage and to verify that computer privileges have not been revoked.

Parental (or guardian's) permission is required for those under 18 years of age to use unfiltered Internet stations. PARENTS OR GUARDIANS are responsible for Internet information accessed by their children. Library staff does not oversee computer usage and are not responsible for information accessed.

Patron time on computers is limited in order that the maximum number of citizens be allowed access. Specific time limits are determined on a branch-by-branch basis.

No food or drink is allowed at the computer stations.

Fees are charged for all printing and photocopies. Fees will be posted and are charged for each "side" of the page that is printed, not for each page.

Whitman County Library's public computers are minimally filtered in order to meet the criteria for federal e-rate funds. Contact library staff if a site is being blocked that does not violate rules 9-10.

Any behavior deemed by library staff to be suspicious, offensive, obscene, or threatening will result in loss of computer privileges.

Patrons are financially responsible for any damage caused to computers as a result of violating the library's computer use policy.

Computers may not be used to view, print, or download illicit or pornographic material.

The following are prohibited on library computers:
Violation of copyright law or software licenses.
Misrepresenting one's self.
Harassing others.
Violation of computer system security of WCL or other systems.
Destruction of or damage to equipment, data or software (including creation of viruses), or changing the system settings.
Unauthorized use of accounts or network identification assigned to others.
Violation of federal, state or local laws and regulations.
Other illegal uses of library work stations not spelled out in this document.

Whitman County Library is not responsible for the data security of our patrons, as we have no control over the sites they are using or the security of those locations. This also applies to links within the library's website that take patron's to outside sites.

Failure to abide by these rules may result in a variety of penalties, including (but not limited to): warnings; suspension of computer privileges; financial responsibility for damage to equipment and software; legal proceedings brought by the library, copyright holders or law enforcement personnel; and suspension of all Library privileges.

6.2 Microsoft Office Specialist Testing Policy

The Colfax branch of Whitman County Rural Library (WCL) is proud to be a Certiport Authorized Test Center (CATC) for the Microsoft Office Specialist (MOS) test, as part of the Washington State Library (WSL) Microsoft IT Academy program.

Article 1: Exam Fees
For Whitman County Library District residents with a library card, the first exam and one re-test is free with a certificate of completion of an advanced Office 2010 or 2013 course from WSL Microsoft IT Academy. Subsequent exams, and for any non-resident candidates, will be $50. Test vouchers must be obtained through WCL. No proctoring fees will be charged. Payments accepted in cash or check only.

Article 2: Candidate Policies
Test Candidates, Proctors, and Administrators must adhere and/or enforce all of the following policies when taking or administering an exam at a Certiport Authorized Testing Center:

Tests must be scheduled and confirmed at least ten (10) days before the proposed test date. Scheduling can be made by phone (509-397-4366) Monday – Friday 10 am to 4 pm. Test must be started and completed by: Monday – Wednesday 10 am to 5 pm and Friday 10 am to 4 pm.

Upon arrival at the testing center, Test Candidates must present their personal identification bearing a photograph and signature.

Test Candidates may not take recording devices such as paper/pencil, cameras, PDAs, computers, or communication devices such as cell phones, or pagers into the testing area.

Test Candidates must not communicate with other Test Candidates either in the testing room, or in any other area of the testing facility during authorized testing breaks.

Test Candidates must read and accept the terms of the *Non-Disclosure Agreement* presented prior to the start of the exam.

Test Candidates must not remove exam content from the testing area, and must not reproduce exam content outside of the testing area.

Test Candidates must abide by the terms of the *Retake Policy*.

Test Candidates found to have violated testing center rules may lose any existing certifications and may be made permanently ineligible for additional certifications.

Please Note: In certain circumstances, the computer on which a Test Candidate is taking the exam may stop responding, or produce an error condition in which continuation of the exam would not be possible. If a Test Candidate experiences this or any other computer interruption, they must notify the Certiport Authorized Testing Center (CATC) Administrator and/or Proctor immediately to restart the exam. When the computer is restarted and/or the error condition resolved, the Proctor will launch the software again and the Test Candidate will choose the "In-Progress" exam, which will return them to the point at which the interruption occurred. The software will retain the exam progress and time remaining up to the point of termination, as long as the exam is resumed on the same computer in which it was started.

Article 3: Physical Testing Environment:

Ensure the testing area is a professional environment where Test Candidates may take the exam without interruptions.

Ensure that each test is actively proctored with an unobstructed view of each Test Candidate in the testing area. The proctor is to be located in the same room with the Test Candidate.

If partitions are not available for the testing stations, ensure that Test Candidates are seated far enough apart to minimize distractions and prevent cheating. The recommended distance is four feet.

While testing is in progress, use of equipment such as printers, fax machines, copiers, telephones, or other electronic devices is not permitted in the testing environment.

Article 4: Candidate Check-In and Exam Procedures

The CATC is required to maintain a log showing when the Test Candidate signs in and out.

The CATC is responsible for verifying the Test Candidate's identity with at least one form of valid identification (containing both a photograph and the Test Candidate's signature).

The CATC/Proctor must not allow recording or electronic devices in the testing area. Such devices include: paper, pens, pencils, cameras, computers, or cell phones. Additional Test Candidate property, such as books or bags, should be stored outside the testing environment or inaccessible during the exam.

The CATC/Proctor may permit a Test Candidate to take a break during testing if requested, but must inform the Test Candidate that the testing clock cannot be stopped during the break. Test Candidates must not be permitted to conduct activities during a break that may compromise exam security - including use of a telephone and/or communicating with other Test Candidates. Candidates must sign out and back in for each break.

The Proctor must confirm that the Test Candidate's ID matches the Certiport account information on the Proctor Validation Screen prior to launching the exam.

Proctors may answer questions regarding the functionality of the exam software, but may not answer questions or provide instructions related to exam content.

Article 5: Public Testing Centers
Accurate scheduling information must be included on the CATC locator, and should be updated as needed.

Personnel responding to exam scheduling requests must be thoroughly trained on Certiport product offerings and procedures. **Please Note:** If you choose to offer online exams the CATC locator will display your center as offering ALL online exams.

The CATC Logo must me posted in a location that is visible to Test Candidates prior to entering the facility.

The CATC should greet the Test Candidates in a professional manner and provide testing policies and procedures prior to the beginning of the exam.

Article 6: Accommodation of Disabilities:
As a worldwide provider of certification exams, Certiport is committed to ensuring that those persons with the desire to certify their proficiency in the use of computers should have the opportunity to do so. Certiport, accordingly, embraces the Americans with Disabilities Act (ADA) as well as other global accommodations for disabilities designed to advance those goals.

Proposed: September 23, 2014
Effective:

6.3 Social Media Policy

This policy will be included in the WCL policies and procedures, available on www.whitco.lib.wa.us or in print if requested.

Purpose:
Whitman County Rural Library District endorses the use of carefully chosen social media tools as an important enhancement to communication, collaboration and information exchange between District administration, staff, friends, library users, and the general public. Social media use by libraries can provide streamlined, cost-effective marketing and outreach, as well as foster a sense of community between the library and its members.

Definition:
Social media is defined as any web applications, site or account that facilitates the sharing of ideas, opinions and information about library related subjects and issues.

Social media tools employed by the District will be selected to enhance or provide more cost-effective means to deliver such library services and functions as:
    Community outreach, marketing, and publicity
    Education of the community in the use of library resources
    Readers' advisory services
    Information and reference services
    Book discussion groups
    Reading readiness activities for pre-school children
    Reading incentive programs for all ages
    Cultural and educational programming
    Advertisement of volunteer or job opportunities available at the District
    Additional library-related uses that may be explored or expanded upon as deemed reasonable by library administration
    Create a welcoming and inviting online space where library users will find useful and entertaining information

Rights of the Library:
The WCL library director or designated social media manager reserve the right to monitor content on all of its Social Media web applications, web sites and web accounts, and to modify or remove any messages, tags or postings that it deems, in its sole discretion, to be abusive, defamatory, in violation of copyright, trademark right or other intellectual property right of any third party, or otherwise inappropriate for the service.

Disclaimer:
WCL will make a good faith effort to implement this policy in a fair and consistent manner. Any views expressed on social media are those of the

individual post author only. The library accepts no liability for the content of this site.

Public Terms of Use:
WCL has no affiliation with any advertisements or other material posted by third party sites or software. WCL social media sites are for individuals to discuss things related to WCL and our community.

By choosing to comment on WCL social media sites, individuals agree to these terms:

Comments are moderated by WCL staff, and WCL reserves the right to not post or to remove comments that are unlawful or off-topic as determined in its sole discretion, including, but not limited to:
Plagiarized material
Off-topic comments
Commercial material/spam or solicitations
Duplicate posts from the same individual
Impersonation of another person or posting of someone's private information
Profanity, hate, political statements
Any efforts to intimidate, harass, personally attack, or defraud another
Any disruptive or overly excessive postings
Posting meant to further illegal activity
Sexual content or links to sexual content
Statements that ridicule, malign, disparage, or otherwise express bias against any race, religion, or any group or individual
Content that reveals private, personal information without permission
Copyright violations
Information that may tend to compromise the safety or security of the public
Images, executable programs, or any non-textual content

Persons who repeatedly violate these terms may be barred from further postings

All comments are public records, and as such, are subject to public records laws and records retention schedule. Commenters are urged to protect their privacy. Comments should not post personally identifying information, including but not limited to: school, age, phone number, address, library card number.

The District's Executive Director is responsible for establishing administrative procedures necessary to carry out this policy, which shall include the right of appeal for suspensions longer than thirty (30) days.

Staff Terms of Use:

WCL regards online Social Media in the same way as its other information resources and communications. This policy is not intended to replace other Library policies but, rather, to supplement those policies.

Responsibility of Staff:

Social Media sites are on-going web products. They have a clear start date but no end date and staff who are considering proposing a Social Media website must be aware of the ongoing time commitment required to maintain audience interest at a satisfactory level.

All new Social Media sites must be cleared by a manager. The manager will assume responsibility for ensuring this policy is strictly enforced and have primary administrative access to the site. The director of the library has ultimate authority in terms of the Library's Social Media presence.

All Social Media applications will be tied a multiuser email account, or have some other provision to ensure that access to the site can be maintained if the creator terminates employment with WCL.

Appropriate Content:

Notices of upcoming Library or community meetings or events
Content of all press releases
Information about library services, trends, or technologies
Communication between library staff and the library community regarding WCL work and/or projects
Training and continuing education opportunities
Promotion of WCL, other library systems, or other approved community activities

Inappropriate Content:

Obscene or racist content
Personal attacks, insults, or threatening language
Potentially libelous statements
Copyrighted or plagiarized material
Private, personal information published without consent
Comments totally unrelated to the content of the forum
Hyperlinks to material that is not directly related to the discussion or Library
Commercial promotions or spam

Photos and Other Audio/Visual Material:

Photos and other audio/visual material are an important element of Social Media content. Staff is encouraged to share relevant photos. Staff wishing to share these types of material via Social Media that include person's faces must first give those persons the opportunity to opt out if people do not want

their photos shared. Tagging of people in pictures should be limited to those who have given specific permission.

Attribution:

In accordance to provision IV of the ALA Code of Ethics, and various international, federal, state and local laws, staff will make every attempt to protect copyrighted or other intellectual property rights.

When quoting another blog or publication, be sure to link to the original (if possible) and use quotation marks or block quotes

When using images or other media found elsewhere on the web, attribute credit to the author or creator via hyperlink.

6.4 3D Printer and Printing Policy

Purpose:

    Whitman County Library provides community access to new and emerging technologies such as 3D printing to inspire interest in design and help the community bring their creations to life. This policy establishes how and under what circumstances residents of Whitman County Library District may use the library's 3D printer and printing capabilities.

Policy:

    3D printing allows patrons to make a 3D object out of plastic. The object design may be uploaded from a digital computer file.

    The library's 3D printer may be used only for lawful purposes. The public will not be permitted to use the library's 3D printer to create material that is:
        Prohibited by local, state or federal law.
        Unsafe, harmful, dangerous, or poses an immediate threat to the well-being of others.
        Obscene or otherwise inappropriate for the library environment.
        In violation of another's intellectual property rights. For example, the printer will not be used to reproduce material that is subject to copyright, patent or trademark protection.
        WCL does not provide access to 3D printer for the production or sale of goods.

    3D print requests will only be accepted from residents of Whitman County Library District and paying non-resident cardholders. Reciprocal cardholders are invited to pay the non-resident fee to participate.

    The library reserves the right to refuse any 3D print request including those owing $10 or more on their library account or those residing outside of the library district.

    Cost: 3D printing will cost the user $1.00 per object plus ten cents ($0.10) per one gram to offset the cost of the filament and maintenance of the 3D printer. Before a print is released to the user, they must have any and all print invoices paid in full.

    Items printed from the library's 3D printer must be picked up within 7 days from the Colfax Branch or they become the property of the library. Items must be picked up by the individual who printed them, a parent, guardian, or designee.

    The library will schedule only one print job per day per person.

Only designated library staff or volunteers will have hands-on access to the 3D printer.

Supervision of the use of the 3D printer by library staff does not constitute knowledge, or acknowledgement, of any final use of the 3D product, and the library specifically disclaims any knowledge thereof.

Once in possession by the patron, WCL expressly disclaims any and all personal injury or property damage caused by use or misuse of 3D printed object.

Adopted October 16, 2018 Resolution 18-16