

NEUSE REGIONAL LIBRARIES

INFORMATION SERVICES POLICIES #2018-05

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NEUSE REGIONAL LIBRARIES
INFORMATION SERVICES POLICY #2018-05

INFORMATION SERVICES POLICY #2018-05.01

I. Information Services Defined

The Neuse Regional Library Board has adopted the following Information Services Policy to reinforce their belief that good reference service involves identifying a person's information need and proceeding to fulfill it accurately, efficiently and pleasantly, using the resources available in the library system, and including referral to resources in other libraries or agencies, if necessary. It also includes providing instruction in library use.

II. Information Services Department Mission Statement and Goals

Neuse Regional Libraries are committed to providing excellent reference service to all patrons, regardless of age, race, sex, disability, social, or economic status. The primary goals of the Information Services Department will be:

- To provide current information by continuously updating the Library's collections and electronic resources within budgetary limits
 - To assist patrons in the use of reference resources, library materials and in the development of research strategies
 - To provide current, accurate information in a timely manner in response to requests from patrons
 - To provide readers advisory services
 - To treat all reference questions with impartiality and confidentiality
 - To keep the community well-informed about the reference services and resources available from the Library
 - To provide access and assistance with emerging informational technologies and digital media formats.
- A. Reference services will be provided at all times that the Library is open.
- B. The service desk will be staffed by trained Information Services staff in order to provide quality service.
- C. Neuse Regional Libraries regard as valid every reference question. All questions will be given equal consideration, and each will be answered as accurately and completely as possible within a reasonable time limit.

- D. Every effort will be made to complete each reference transaction successfully. Patrons with questions too specific for the library's collection and informational resources may be referred to another library or agency.

III. Information Services Department Standards

Answering reference questions will have a higher priority than other staff assignments for Information Services staff, especially during times these staff members are assigned to the public service areas.

- A. Service to the public takes precedence over other duties and service to the present patron takes precedence over telephone inquiries.
- B. All information requests are to be handled. If information is available, it is provided to patrons without making a judgment on its moral or aesthetic worth unless the nature of the request is criminal or invasive of another individual's privacy.
- C. The needs of every library patron will always be taken seriously and treated with respect and confidentiality.
- D. Information Services staff will rely upon information obtained from reputable sources in order to give the most accurate and authoritative answers to questions. Information Services staff will always cite the source of the answer.
- E. Neither the patron's nor the Information Services staff member's personal opinions or beliefs should influence the quality of service provided.
- F. Staff shall not offer their personal opinions on social issues, politics, religion, etc., to patrons.
- G. Telephone reference service should be used for providing short, factual information. In the case of phone questions that require more time, staff should ask patrons for a call-back number and let them know they will provide the information when they are able to completely answer the reference question.
- H. Generative artificial intelligence and large language model tools should never be used as the sole source in answering a reference question, and should only be used to help locate reputable sources. Staff should never put information specific to a patron in these tools.

IV. Information Services Department Service Guidelines

- A. If the librarian cannot answer a request immediately, he or she will obtain contact information from the patron and see that the patron receives a response within 24 hours.
- B. For those people seeking recommendations for books or other library materials to suit their particular tastes or interests, staff suggest a selection of specific titles as time allows. In addition to relying on their professional knowledge and experience, Information Services staff consult print, online, and other sources such as NoveList.
- C. Information Services staff cannot provide legal, medical, financial, business, tax, appraisal advice, or language translations. Staff may refer patrons to other organizations that are qualified to provide these services.

- D. Information Services staff will provide assistance with minor formatting issues with computer documents when asked by patrons. However, the Information Services staff cannot create new computer documents and may be limited in helping with comprehensive document reformatting or complex desktop publishing. Information Services staff also cannot provide typing services to patrons.
- E. Information Services staff will provide assistance with logging into computers and Internet browsing, but they cannot complete online forms for patrons. Information Services staff will not, under any circumstances, log into patrons' secure account information, including but not limited to email, bank, or distance learning accounts. Staff should not receive any personal financial information from patrons and cannot assist with making online purchases outside of answering specific questions about forms and interfaces.
- F. Patrons seeking more intensive assistance with tasks such as creating documents, online forms (including job applications), or computer instruction may be requested to return during designated times when additional staff are available at the Information Services Desk. If the patron cannot come to the Library during these scheduled times a one-on-one appointment with Information Services Staff may be set.

NEUSE REGIONAL LIBRARIES

INFORMATION SERVICES POLICY #2018-05

INTERNET USE POLICY #2018-05.03

I. Introduction

The Neuse Regional Library Board has adopted the following Internet Use Policy to provide access to global sources of information and ideas that may not otherwise be available to library patrons. All Internet resources accessible through the Library are provided equally to all users, with the understanding that it is the individual's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Neuse Regional Libraries' resources and facilities.

In accordance with the Children's Internet Protection Act the Library uses a filter that blocks access to some Internet sites. The filter may be disabled by a library staff member, as necessary, for bona fide research or other lawful purposes by patrons who are 18 or older. Federal law prohibits disabling the filter for patrons who are 17 or younger, even if the minor shares a computer with an adult.

Internet users should be aware that filtering software has inherent limitations that prohibit the total and complete blocking of sites that may contain objectionable materials. In addition, the Internet is constantly changing; not all sources provide current, accurate, unbiased, or complete information, and some material may be offensive, disturbing, and/or illegal. The Neuse Regional Libraries have no control over the information accessed through the Internet and cannot be held responsible for its content. By accessing the library computer network by any means, library patrons agree to the terms of this policy. This policy applies to devices owned by library patrons as well as library-owned devices. The Library assumes no responsibility for damage to or loss of data on patrons' equipment or storage devices or for the disclosure of personal, private, or otherwise sensitive information through the use of public computers.

II. Rules Governing Use

A. To use the Internet, a patron must hold a current and valid library card or obtain a guest pass. Sharing cards is not permitted. Patrons may use the Internet after reading and agreeing to the Internet Policy. In accordance with the Library's Circulation Policy, patrons who have forgotten to bring their library cards may use the Internet if staff are able to verify their identity through alternate means.

B. Internet users must abide by the following age requirements:

1. While using the Internet, a patron who is 11 years old or younger must have a parent, legal guardian, or caregiver who has read and agreed to the Internet Use Policy with him/her at all times. **Library filtering software cannot guarantee complete protection from**

harmful materials, and the safety of minors ultimately is the responsibility of the parent or other responsible adult.

2. Patrons who are 12 years old or older may use the Internet after reading and agreeing to the Internet Use Policy. At Libraries with a designated Teen Area, patrons between the ages of 13 and 17 must use computers in this area.
- C. Patrons shall not access material that is graphically violent, pornographic, or harmful to minors. As stated in North Carolina G.S. 143-805, the viewing of pornography on government devices and networks is prohibited.
- D. Patrons are limited to a daily ninety-minute time block; time may be extended depending on computer availability. Patrons who provide a legitimate educational or informational reason for time extensions will receive precedence.
- E. Users are strongly urged to use cloud-based apps or save files to a personal storage device frequently to prevent loss of data. The Library cannot recover data lost due to power outages.
- F. A maximum of two persons may sit or work together at one computer with staff approval.
- G. Headphone and earbud use is required to play audio on library computers and is allowed only if sound is not transmitted to others.
- H. Due to the public nature of the Library's computers and associated privacy and security issues, the Library is unable to guarantee confidentiality of Internet use or transactions.
- I. Patrons will pay a set fee for printing as determined by the Board. Patrons are responsible for payment for all materials they print.
- J. Patrons should immediately notify staff of any problems with equipment. Patrons are responsible for damage resulting from misuse.
- K. Misuse includes, but is not limited to:
 1. Using the computer for illegal activities
 2. Hacking into the Library computer system or any other computer system
 3. Damaging or attempting to damage computer equipment or software
 4. Unplugging or removing equipment
 5. Interfering with the integrity or security of systems operations
 6. Gaining unauthorized access to another person's files
 7. Sending harassing messages to other computer users
 8. Altering or attempting to alter the Library's computer settings
 9. Violating copyright laws and software licensing agreements
 10. Transmission, reception, or display of child pornography, trade secret information or copyrighted materials (NC G.S. 14-190.1)
 11. Uploading a worm, virus, or other harmful programming
 12. Impersonating another patron by access code, password, or signature

L. Because they are using public computers in a public setting, patrons agree that they are aware that their computer usage may be monitored at any time by any means necessary.

Failure to comply with the Internet Use Policy will result in temporary or permanent loss of computer privileges, potential loss of library privileges and possible prosecution. Loss of privileges at any of the Neuse Regional Libraries will be effective at all facilities throughout the system.

NEUSE REGIONAL LIBRARIES

INFORMATION SERVICES POLICY #2018-05

WIRELESS POLICY #2018-05.05

I. Introduction

The Neuse Regional Library Board has adopted the following Wireless Policy to provide Wi-Fi (high-speed wireless Internet access) to the public at no charge to the individual.

Library patrons are cautioned that the Library is a public area that must be shared by library users of all ages, backgrounds, and sensibilities. Individuals are asked to consider this and to respect others when accessing information and images.

The nature of public Internet access requires that patrons connect to a network that any other user can connect to, and while the Library's firewall affords some protection from outside attacks, wi-fi users may be vulnerable to attacks from other users on the same network. Any information being sent or received could potentially be intercepted. Wireless users should use caution in transmitting their credit card information, passwords, or any other sensitive personal information while using any public wi-fi. The Library assumes no responsibility for the safety of equipment or for laptop configurations, security, or data files resulting from connection to the library's wireless network.

II. Rules Governing Use

- A. Patrons may bring their own wireless-enabled laptops, notebooks or other mobile devices to the Library and have free access to the Internet. Wireless access is available during hours the service-providing branch is open.
- B. Patrons using wireless access must act in accordance with the Neuse Regional Libraries Internet Use Policy.
- C. Patrons may email files to the Library to be printed.
- D. Library staff will attempt to troubleshoot problems related to wireless devices but may not be able to diagnose more significant issues. Devices and software that are no longer supported by the manufacturer or that have not received operating system updates in some time may have problems connecting to the network. Patrons who experience these difficulties should refer to their owner's manual or other support services offered by the device manufacturer.
- E. Earbuds or headphones must be used if a device's speakers are turned on. Earbuds are available for purchase at the Circulation Desk and over-ear headphones are available for checkout at the Information Services Desk.
- F. Patrons will be prompted to agree to the Library's Internet Use Policy and Wireless Policy when first connecting to the Library's wireless Internet. Violation of the library's Wireless Policy, or any other library policy, including the transmission or receipt of pornography or harmful material, fraud, downloading copyrighted material, or abuse of networking

equipment will result in the denial of access to the wireless network in all Neuse Regional Libraries facilities.

NEUSE REGIONAL LIBRARIES

INFORMATION SERVICES POLICY #2018-05

DIGITAL DEVICE CHECKOUT AND USAGE POLICY #2018-05.06

I. Introduction

The Neuse Regional Library Board has adopted the following Digital Device Checkout and Usage Policy to provide additional options for usage of laptops, tablets, and other electronic devices within Neuse Regional Libraries:-

II. Rules Governing Use

- A. Digital devices may only be used within the facilities of the Neuse Regional Libraries. Removing a digital device from any facility will lead to the Library alerting the local authorities and denial of future borrowing privileges.
- B. Digital devices may be borrowed at any time between the opening of the library and one half-hour prior to the Library closing.
- C. Digital device borrowers must have both a Neuse Regional Libraries card with no fines or overdue materials, as well as a current government-issued picture ID. The names on the library card and the ID must match. The Library will retain the picture ID until the laptop is returned to the desk.
- D. Digital device borrowers must sign a Digital Device Liability Agreement Form in which they acknowledge full responsibility and liability for the laptop until it is returned.
- E. Patrons must return digital devices no later than five minutes before the Library closes.
- F. Digital devices must be returned directly to the designated Library staff member. Improperly returning a digital device will lead to the denial of future digital device borrowing privileges.
- G. Digital device borrowers may have the option to borrow accessories during each borrowing session. Failure to return any of these items will result in the borrower being charged with the replacement cost of that item and the denial of future digital device borrowing privileges.
- H. Digital device borrowers are not to, under any circumstance, leave a digital device unattended or with another library patron. Doing so will lead to the denial of future digital device borrowing privileges.

- I. Digital device borrowers are not to tamper with the hardware or software. Doing so will lead to the denial of future digital device borrowing privileges. Digital device borrowers must save all data to their own portable media or cloud storage. Any files saved to the hard drive will be deleted upon return of the digital device.
- J. Digital device borrowers agree to fully comply with the Library's Internet Use and Wireless Policies. All digital device borrowers must be at least 18 years of age.
- K. Digital device borrowers are to immediately report any technical difficulties to Library staff. Any costs due to damage to hardware or software incurred by borrowers attempting to solve technical difficulties themselves will be charged to the borrower and will lead to the denial of future digital device borrowing privileges.
- L. Earbuds or headphones must be used if the computer's speakers are turned on. Earbuds are available for purchase at the Circulation Desk and over-ear headphones are available for checkout at the Information Services Desk or public service desk at branches.

NEUSE REGIONAL LIBRARIES

INFORMATION SERVICES POLICY #2018-05

3D PRINTER POLICY #2018-05.08

I. Introduction

The Library will offer community access to new and emerging technologies such as 3D printers to inspire a new interest in design and help the community to bring their creations to life. This policy establishes how and under what circumstances the public may use the Library's 3D printers.

II. Rules Governing Use

- A. The Library's 3D printers may be used only for lawful purposes. The public will not be permitted to use the Library's 3D printers to create material that is:
 - 1. Prohibited by local, state or federal law.
 - 2. Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others. (Such use may violate the terms of use of the manufacturer.)
 - 3. Obscene or otherwise inappropriate for the Library environment.
 - 4. In violation of another's intellectual property rights. (For example, the printers will not be used to reproduce material that is subject to copyright, patent, or trademark protection.)
- B. The Library reserves the right to refuse any 3D print request.
- C. The Library will charge a fee for 3D printing services that will be determined by the Library Board.
- D. Library patrons will submit files to be printed via email to Library staff or through the 3D Printing page of the Library's website (<http://www.neuselibrary.org>). Files may be designed by patrons or acquired from a free database such as Thingiverse. Files will be reviewed by staff to ensure that they meet the above guidelines and the patron will be informed when he or she may pick the item up. Staff members reserve the right to limit patrons to one item printed per day based on printer availability.
- E. Items printed from Library 3D printers that are not picked up within 7 days of notification will become property of the Library. Items must be picked up by the individual who printed them.
- F. Only designated Library staff and volunteers will have hands-on access to the 3D printer.

NEUSE REGIONAL LIBRARIES

INFORMATION SERVICES POLICY #2018-05

DIGITAL MEDIA LAB USE POLICY #2018-05.09

I. Introduction

The Neuse Regional Library Board has adopted the following Digital Media Lab Use Policy to provide access to powerful tools for digital content creation that may not otherwise be available to library patrons. Access to the Digital Media Lab (DML) is provided equally to all users, with the understanding that it is the individual's responsibility to demonstrate judgment, respect for others, and appropriate conduct while using Neuse Regional Libraries resources and facilities.

Products created in the DML are solely owned by the creator, and the use of the Digital Media Lab does not constitute an endorsement or an approval by Neuse Regional Libraries of any products, services, or opinions of the individual, and Neuse Regional Libraries bear no responsibility for the accuracy, legality, or content of media produced in the DML.

II. Rules Governing Use

- A. To use the DML, a patron must hold a current and valid library card with no fines or overdue materials, or, if the prospective user is unable to obtain a Neuse Regional Libraries card, the patron must provide a government-issued picture ID. Patrons will not be able to use the DML until they have reviewed the DML user agreement, given their signature to indicate full agreement with its terms, and library staff have ensured that the DML user agreement has been properly signed.
- B. Patrons must be at least 13 years of age to use the DML. Patrons under 18 years old must obtain written permission from a parent or guardian before using the DML. The DML user agreement includes a designated area for parents or guardians to give their written permission for their child's use of the DML.
- C. Patrons shall not use the DML to produce media that violates its Internet Use Policy, including but not limited to material that is graphically violent, pornographic, harmful to minors, abusive, or in violation of copyright.
- D. Suspension or restriction of use of the DML due to violation of these rules is solely at the discretion of library staff.

- E. Food and drink are not permitted in the DML.
- F. To ensure the safety of patrons, staff, and equipment, all DML sessions will be monitored by surveillance cameras. Patrons will be made aware of this before starting a DML session through the DML user agreement.
- G. All DML users will be accompanied by Library staff trained to provide assistance with using the equipment.
- H. The Library may, with the permission of the user, share finished DML products through the Library's social media for marketing purposes. Just as any other piece of media created in the lab, the sharing of content created in the DML does not constitute an endorsement or an approval by Neuse Regional Libraries of any products, services, or opinions of the individual.

Revised and Adopted by the Neuse Regional Library Board
December 9, 2014

Revised and Adopted by the Neuse Regional Library Board
June 15, 2016

Revised and Adopted by the Neuse Regional Library Board
July 24, 2018

Revised and Adopted by the Neuse Regional Library Board
November 16, 2021

Revised and Adopted by the Neuse Regional Library Board
June 13, 2023

Revised and Adopted by the Neuse Regional Library Board
November 18, 2025



Appendix A

DATE _____

LIBRARY CARD NUMBER _____

NEUSE REGIONAL LIBRARIES
DIGITAL DEVICE LIABILITY AGREEMENT

By checking out a digital device (including but not limited to laptops, tablets, and other handheld devices) and any accompanying accessories, the patron is assuming responsibility for any damage, loss or theft of the digital device during the check-out period. The patron will be responsible for the entire replacement cost of the digital device, to be determined by the Library.

Digital devices may only be used within the facilities of the Neuse Regional Libraries. Removing a digital device from any facility will lead to the Library alerting the local authorities and denial of future borrowing privileges. Patrons who leave a digital device unattended or with another library patron during the check-out period will lose their digital device check-out privileges.

Digital device borrowers are not to tamper with the hardware or software. Digital device borrowers must save all data to their own portable media. Digital device borrowers are to immediately report any technical difficulties to Library staff. Digital device borrowers must be at least **18 years old** in order to borrow the device, with a library account in good standing (no fines, overdue materials, or lost items).

The patron must meet the following conditions:

- Present a Neuse Regional Library card with no fines or overdue materials, as well as a government-issued picture ID. The names on the library card and the ID must match. The Library will retain the picture ID until the laptop is returned to the desk.
- All laptops must be returned no later than five minutes prior to the closing of the Library.
- Return the digital device directly to the designated Library staff member.
- Comply fully with the Library's Internet Use and Wireless Policy.

By signing this agreement, I hereby acknowledge that I agree to and understand the preceding rules and procedures and that I am liable for any digital devices and accompanying accessories borrowed on this card

Print Name

Phone

Signature

Date

DATE _____

LIBRARY CARD OR ID NUMBER _____

NEUSE REGIONAL LIBRARIES **DIGITAL MEDIA LAB USER AGREEMENT**

Library staff will perform a check of all equipment before and after any use of the Digital Media Lab (DML). Equipment must not be removed from the DML. By using the equipment in the DML, the patron is assuming responsibility for any damage due to improper or careless use, loss or theft of DML equipment. In these events the user will be responsible for any replacement costs determined by Library staff. **Any malfunction of or problem with the use of any piece of equipment in the DML must be reported immediately to library staff to ensure a proper response and documentation.** Food and drink are not allowed in the DML.

All DML sessions will be monitored by surveillance cameras. Please be aware that you may be observed or recorded at any time while using the DML.

All DML users will be accompanied by Library staff trained to provide assistance with using the equipment.

The user must be at least **18 years old** in order to use the DML, with a library account in good standing (no fines, overdue materials, or lost items) or no account and a current, government-issued ID. Users over **13 years old** but under 18 years old may use the DML with the written permission of their parent, indicated below.

Users who agree below may have their finished DML products shared by Library staff online or in the Library. This is completely optional, and whether the Library shares DML products is at the discretion of Library staff. Sharing of content as well as creation of content in the DML does not constitute an endorsement or an approval by Neuse Regional Libraries of any products, services or opinions of the individual, and Neuse Regional Libraries bear no responsibility for the accuracy, legality or content of media produced in the DML.

Neuse Regional Libraries prohibit use of the DML to produce media that violates its Internet Use Policy, including but not limited to material that is graphically violent, pornographic, harmful to minors, abusive, or in violation of copyright. Suspension or restriction of use of the DML is at the discretion of Library Staff.

By signing this agreement, I hereby acknowledge that I agree to and understand the preceding rules and procedures; that I am liable for any damage due to improper or careless use, loss, or theft of DML equipment; and that I will not create content that violates the Library's Internet Use Policy as described above.

Print Name

Phone

Signature

Date

<input type="checkbox"/>	CHECK HERE IF YOU CONSENT TO NEUSE REGIONAL LIBRARIES POTENTIALLY SHARING THE MEDIA CONTENT YOU PRODUCE IN THE LAB.
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<input type="checkbox"/>	CHECK HERE IF YOU ARE 18 YEARS OR OLDER. IF NOT, PLEASE HAVE A PARENT OR GUARDIAN COMPLETE THE BOX TO THE RIGHT.
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<input type="checkbox"/>	PARENTS OF USERS UNDER 18 CHECK HERE I HAVE READ AND AGREE TO THE ABOVE TERMS AND GIVE MY CHILD PERMISSION TO USE THE DIGITAL MEDIA LAB
Parent Name	_____
Signature	_____