

Carlsbad Public Library

Wireless Internet Policy

The Carlsbad Public Library provides wireless internet access throughout the library and Halagueño Arts Park for visitor use with their devices.

A. Wireless Availability

1. Wireless internet access is provided to the public as a free service. The library cannot guarantee the service will be available at all times. There may be a limited amount of users on the service at one time. Connectivity strength may vary within the library premises and access speed may depend upon the number of concurrent users.

B. Assistance and Access

1. Library staff can provide general assistance regarding connecting personal devices to the wireless network. Staff cannot troubleshoot complex problems related to patron devices, make changes to network settings or hardware configuration, nor install wireless cards. The library cannot guarantee that all devices will work with the library's wireless internet.

C. Data Security

1. The library's wireless connection is not secure and any information being transmitted could potentially be intercepted by another wireless user. It is recommended that users employ personal encryption software when transmitting personal information (credit card numbers, passwords, etc.) while using wireless access. Personal data security and device antivirus protection is the user's responsibility.

D. Parental Responsibility

1. Parents are responsible for the Internet information accessed by their minor children. Unlike the computers in the Children's area, the library's wireless Internet is unfiltered in accordance with the American Library Association's policies supporting free access to information, and may contain controversial, offensive, or untrue material. Parents should monitor their children's Internet access.

E. Damages and Denial of Access

1. The Carlsbad Public Library and the City of Carlsbad are not responsible for damages-to personal electronic equipment that may occur due to electrical problems, downloaded software, or other complications resulting from use of the library's wireless internet. The library assumes no liability for the security of personal devices. Users should keep their equipment with them at all times.
2. The library may deny the use of the library's wireless internet to any user violating U.S. or New Mexico laws against Internet harassment, viewing of pornography on library grounds, illegal activities, or terrorism. Any such activities will be reported to the appropriate authorities.

F. Questions or Exceptions Requests

1. Questions about this or any library policy may be addressed to the Library Director during regular business hours. Exception requests to library policies may be made to the Library Board of Trustees at any regular scheduled meeting.