



Procedures and Guidelines for Brigham City Library's Internet and Online Access Policy

Purpose

The purpose of these Procedures and Guidelines is to provide clear and defensible procedures and guidelines for enforcement of the Brigham City Library Internet and Online Access Policy. The primary purpose of electronic access is to enhance the ability of patrons to access information and resources.

Patron Request to Exclude a Site from the Library's Internet Filtering

1. Patron requests for the exclusion of certain sites from the Library's internet filtering will be taken on the form: "Request to Exclude a Site from the Library's Internet Filtering" (see Appendix).
2. All requests will be sent to the Information Technology Director, or Information Technology staff designee, and the Library Director, or designee, who will make a determination on a site-by-site basis. This determination is final and is not appealable.

Supervision of the Library's Public Internet – Handling Policy Violations Generally and the Display of Information Which may be Harmful to Minors – Warnings and Suspensions

1. If staff believes that a policy violation may be taking place or if a patron brings a complaint to staff about another patron's internet use, staff will attempt to identify if there is in fact a violation of the policy.
 - a. Staff should ask the patron with the concern if they would be willing to make a formal statement about what they observed by filling out a "Patron Incident Report," in case further investigation into suspected policy violations or other actions, as outlined in this document, need to be taken.
 - b. If staff determine a policy has not been violated based on what they are able to observe of the situation, but the patron's observations led them to a different conclusion, the patron may contact the Brigham City Police Department to report what they witnessed.
2. Staff may utilize the designated Internet Policy Enforcement Computer to view a mirror image of a patron's screen or further monitor a patron's workstation when staff have a need to gather information regarding a potential policy violation.
3. Staff shall use their best judgment in determining appropriate use. If doubt exists, a second staff opinion should be sought. If there is still doubt, staff members should refrain from intervening but simply make note of the case, using the appropriate incident form, for future reference and discussion.
4. If staff determine that a policy violation has occurred, two staff members should observe the situation and be present when talking to a patron about policy violations, if the



situation permits—one as the person speaking and one as a back-up. Both staff members should document the situation.

5. Staff will use the “Staff Incident Report – Internet Policy Violation” form (see Appendix) to document any infractions with a detailed written account of the policy violation.
 - a. In documenting incidents, staff **may not** save, print, photograph, or otherwise reproduce images or make additional copies (digital or physical) of images that may be considered child pornography or “harmful to minors” as this may violate federal law if the image is determined, after an investigation by law enforcement, to be child pornography. Staff may however make note of or take a picture of the URL of the offending site.
 - b. A copy of the Staff Incident Report should be given to the librarian in charge for that shift, the Library Director, and filed in the Internet Incident Book.
6. In all policy enforcement interactions, staff should ensure that the patron is informed of the behavior necessary to achieve compliance by:
 - a. informing the patron of the policy which is being violated,
 - b. the consequences of non-compliance,
 - c. limiting privileges as a response to non-compliance (as outlined in this document),
 - d. and defining the process to appeal any suspension that may be issued.
7. For patrons on Library computers—Once staff determine that a patron’s use violated the policy, staff should:
 - a. For child pornography:
 - i. Call the police and notify them of the situation immediately;
 - ii. Attempt to keep other patrons out of the area until police arrive;
 - iii. If the patron leaves their computer, pay attention to where they go in the library to alert police upon their arrival;
 - iv. Prepare an “Internet and Online Access Policy - Letter of Suspension” (see Appendix) to be given to the patron by staff or the police. On the “Staff Incident Report – Internet Policy Violation” form (see Appendix) state that the letter was given to verify official notice of a suspension.
 - b. For other violations:
 - i. Send a message, through the library’s computer, informing the patron of the Library’s policy and how their use is in violation. The message should include instructions to take action to avoid further violations of the policy, as well as information about any suspension or potential for suspension of privileges (as outlined below).
 1. If a verbal or printed approach is needed (rather than a message directly to the patron’s screen), a staff member will approach the patron and indicate something to this effect: “I have to ask you to exit the site you are in immediately and to review this information.” The staff member will then provide the patron with a printed statement with the text appropriate to the policy violation or a



modified version of text to fit the policy violation (see examples in the appendix).

- ii. If staff believe a law may have been violated, law enforcement shall be notified.
 1. If police are called, staff shall attempt to ensure that the information in question is not visible to the public, but, when possible, that it remains accessible to law enforcement. This could be done in part by:
 - a. extending the time the message is forced to display on a patron's screen to the max time allowed by the software,
 - b. extending the length of the user session to accommodate law enforcement's arrival, and
 - c. turning off a monitor to remove the content from public display or covering the screen.
 - d. The Internet Policy Enforcement Computer may also be used to view a mirror image and minimize the image.
 2. When police arrive staff should send a message informing the patron that their session is over, but not ending the session, merely forcing the message to stay on the screen for a full minute or more to allow police time to approach the patron and investigate the policy violation if needed.
- iii. If a suspension is issued, the message sent through the computer shall ask them to come to the circulation desk to get a letter outlining the details of their suspension.
- iv. A "Letter of Suspension" shall be given to each patron or, in the case of minors, to their parent/guardian. If staff are unable to physically hand the suspension letter to the appropriate party and the library staff do not know for certain who the patron is or how to get the letter to them via USPS, the Library may ask police for assistance, or may keep the letter on hand either until the patron comes to the library again and receives the letter or until the suspension expires.
 1. A patron's refusal to accept a letter will be considered as the Library having given the letter to the patron.
 2. Status of the letter delivery shall be documented on the "Staff Incident Report – Internet Policy Violation" form (see Appendix).
 3. A Library copy shall be made and the staff member(s) involved in issuing the suspension should initial the library copy of the "Letter of Suspension" in the bottom corner before adding it to the Internet Incident Book.
8. If a patron re-enters the same site or another of a similar nature after their suspension has ended, the staff member will work through the procedures again, using the message for



the second or additional observed offence, as appropriate, with the associated suspension, if applicable.

9. For patrons on a non-library device and/or internet connection, call the police to investigate. Rules for the library space still apply.
 - a. If it is determined that a policy violation has occurred, follow the same enforcement and documentation procedures outlined in this document.
 - b. Any confirmed incidents on internet connections or devices not belonging to the Library will be discussed with the Brigham City Attorney and Brigham City Administration to determine if a trespass from the Library is appropriate.
10. If a patron's conduct or other Library policy violation leads staff to believe that it would be best to have the patron leave the building, the patron may be asked to leave the library for the day. Extended trespasses from the library facility may be issued upon administrative or legal review of the situation or according to the Library's policies.
 - a. Patrons asked to leave the library for the day due to a violation of library policies may return the next day, provided they abide by library policies and no extended trespasses have yet been issued as part of the policy violation review.
11. If a patron has received a "Letter of Suspension" and violates or appears to be violating the terms of their suspension:
 - a. Staff shall follow the procedures in this document in determining if further violations of the policy are occurring and take appropriate action.
 - b. If no additional policy violations appear to be occurring, staff should end the patron's session, if on a library device.
 - c. If the patron is on a non-library device, and it is suspected that they are violating the terms of their suspension, by being on the Library's wi-fi or other restrictions, staff may contact the police to investigate.
 - i. Staff shall note the approximate time of day the patron appeared to be on the Library's wi-fi so, if necessary, the patron's device(s) may be blocked for the period of their suspension.
 - d. Staff will notify the Library Director, or their representative, who will consult with the Brigham City Attorney to determine any further suspension.
 - e. Any unauthorized access may result in notification of or an investigation by law enforcement.
12. URLs for websites involved in policy violations should be reported to the Brigham City Information Technology Director, or Information Technology staff designee, and the Library Director, or designee, to determine if the site as a whole should be blocked from the Library's internet.



Suspension Outline for the Display of Information which May Be Harmful to Minors and Other Policy Violations

Upon policy violation, suspensions may be employed as follows:

Internet and Online Access Policy Violation	Suspension from Library Internet Privileges and Notification of Law Enforcement
1 st Observed – Obscene/Harmful to Minors or Online Gambling (Library's Internet and Online Access Policy, Section 1. b-c.	Suspension: 30-day. Suspended from all library internet privileges regardless of age. Notification of Law Enforcement: Police will be notified.
2 nd Observed – Obscene/Harmful to Minors or Online Gambling (Library's Internet and Online Access Policy, Section 1.b-c.	Suspension: 1-year. Suspended from all library internet privileges regardless of age. Notification of Law Enforcement: Police will be notified.
Additional Observed – Obscene/Harmful to Minors or Online Gambling (Library's Internet and Online Access Policy, Section 1.b-c.	Suspension: Permanent, pending reinstatement as outlined in the Appeals and Requests for Reinstatement of Privileges Policy. Suspended from all library internet privileges regardless of age. Notification of Law Enforcement: Police will be notified.
1 st Observed – Child Pornography (Library's Internet and Online Access Policy, section 1-a).	Suspension: 6-month, minimum (to be modified after any criminal investigation/legal process is complete). Suspended from all library internet privileges regardless of age. Notification of Law Enforcement: Police will be notified.
Additional Observed – Child Pornography (Library's Internet and Online Access Policy, section 1-a).	Suspension: Permanent, pending reinstatement as outlined in the Appeals and Requests for Reinstatement of Privileges Policy. Suspended from all library internet privileges regardless of age. Notification of Law Enforcement: Police will be notified.
Other	Suspension: To be determined based on the severity and nature of the violation by the Library Director or their representative, in consultation with the Brigham City Attorney, and other Brigham City Administrative staff, as needed. (Staff will use the policy and their best judgment to determine accidental use in all other events. Staff shall begin with a minimum of a warning and apply a 10-business day suspension for review of the incident, as necessary.) Notification of Law Enforcement: Based on their best judgement, staff may contact law enforcement if they feel the circumstances of the situation call for it.

Approved by the Brigham City Library Board May 17, 2022.

Rescinded and Reinstated by the Brigham City Library Board June 10, 2025



Appendix to the Procedures and Guidelines for Brigham City Library's Online and Internet Access Policy

(Approved by the Brigham City Library Board May 17, 2022

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Sample Messages for Patron Screens, Notes, or Script for a Verbal Warning

(These messages are written using the violation of “graphics that may be considered . . . obscene . . . under Utah law” as an example and the actual policy violation line and any other pertinent details may need to be changed to fit the situation.)

- **First observed violation*:**
 - **1st Warning:** The content displayed on your device is in violation of the Library's Internet and Online Access Policy, in “sending, receiving, or displaying any text or graphics that may be considered pornographic, obscene or harmful to minors under Utah Law” (see the Library's Internet and Online Access Policy, section 1.b.

Your session has been terminated and your Library internet privileges have been suspended for 30-days.

Please stop by the front desk to receive a letter indicating the official date this suspension will end and where to find the appeal process related to this suspension.

Further violations of this policy will result in a longer suspension of your Internet privileges.

If you have any questions about this policy, please ask a Library staff member or the Library Director.



- **Second observed violation*:**

- **2nd Warning & 1-year suspension:** The content displayed on your device is in violation of the Library's Internet and Online Access Policy, in "sending, receiving, or displaying any text or graphics that may be considered pornographic, obscene or harmful to minors under Utah Law" (see the Library's Internet and Online Access Policy, section 1.b).

Your session has been terminated and your Library Internet privileges have been suspended for 1-year because of repeated violations of the policy.

Please stop by the front desk to receive a letter indicating the official date this suspension will end and where to find the appeal process related to this suspension.

Further violations of this policy will result in a longer suspension of your Internet privileges. (See the Library's Internet and Online Access Policy, section 4.b.

If you have any questions about this policy, please ask a Library staff member or the Library Director.

- **Additional observed violation*:**

- **Permanent suspension:** The content displayed on your device is in violation of the Library's Internet and Online Access Policy, in "sending, receiving, or displaying any text or graphics that may be considered pornographic, obscene or harmful to minors under Utah Law" (see the Library's Internet and Online Access Policy, section 1.b).

Your session has been terminated, and your Library Internet privileges have been suspended indefinitely because of repeated violations of the policy.

Please stop by the front desk to receive a letter detailing the suspension and where to find the appeal process related to this suspension.

(See the Library's Internet and Online Access Policy.)

If you have any questions about this policy, please ask a Library staff member or the Library Director.



**PUBLIC
LIBRARY**



Request to Exclude a Website from the Library's Internet Filtering

Date of Request:

Site name/URL:

(You may include any information about the site that you feel is pertinent to your request or to help staff confirm that they are identifying the correct website.)

Contact Information*

Name:

Best way(s) to contact (e-mail/phone call/mailing address):

*Contact information is only required if you would like to be notified of the decision made based on your request.



Internet and Online Access Policy - Letter of Suspension

Patron name: _____ Date: _____

The content you have displayed or the actions you have taken on this device or in printout(s) were in violation of the Library's Internet and Online Access Policy, in that it was:

- ☐ "sending, receiving, or displaying any text or graphics that may be considered pornographic, obscene or harmful to minors under Utah Law"
- ☐ internet or online gambling
- ☐ attempting to modify or gain access to Library files, passwords, systems, hardware, or data
- ☐ other _____

Based on the Library's Internet and Online Access Policy, you are subject to a:

- ☐ 10-business day suspension (for review of the incident)
- ☐ 30-day suspension
- ☐ 6-month suspension
- ☐ 1-year suspension
- ☐ Permanent suspension
- ☐ Other _____

This suspension will restrict you from using:

- ☐ public internet computers
- ☐ the library's wi-fi (indoor/outdoor)
- ☐ Other: _____

Unless otherwise notified, you are still welcome to come in and use other library services. Attempting to use the above restricted services during your suspension in any way, including by gaining access to the services by not informing staff that you are under a suspension of the above services, may result in a longer suspension and/or an investigation by law enforcement.

This suspension will end:

- ☐ at the end of business on _____ (DATE) or when an appeal or reinstatement of privilege receives approval.
- ☐ only when you seek and receive reinstatement of privileges.

At that time, you will be welcome to start using those services again, provided your use stays within acceptable boundaries as outlined in the Internet and Online Access Policy.

To view the appeal and reinstatement processes for this suspension, please refer to the Library's *Appeals and Requests for Reinstatement of Privileges Policy* available on our website: brighamlibrary.org.

We appreciate your cooperation in bringing your use in line with Library policies.



Staff Incident Report – Internet Policy Violation

Date of report:							
Name of patron:							
Observed policy violation number:		Unconfirmed – Patron complaint / suspected need to observe			1	2	Additional
Suspension issued:	None	30-day	6-month	1-year	Other:	Permanent	
Suspension ends on:							
Letter of suspension handed/delivered to patron:			Date:			By:	
Date & Time of incident:							
Location of incident (computer number or where they were using wi-fi):							
Detailed description of the incident:							
How was the incident handled/resolved? And why?							
[include detailed information about any website(s)/URL(s) and a description of content witnessed, as applicable] (Continue on reverse side or attached typed description to the form, if needed/preferred.)							
Attach all documentation. If no documentation is available, please explain why:							
Name of reporting employee:							



Staff who received the report:
Notes (any verbal exchange upon delivery that should be noted):