11.0 Policies & Procedures—Computer Lab   rev. 5.24.2013; rev. 12.11.2014

11.1 Printing and Faxing
Printouts are ten cents for black and white; fifty cents for color.

Self-service fax kiosks are available at all McAllen Public Library locations. The self-service kiosk processes outgoing faxes only. Incoming faxes cannot be processed. Payments for faxes may only be made through the self-service kiosk, using a credit or debit card.

The pricing for faxes is:
1. Local and within the United States: $1.75 first page --- $1.00 each additional page
2. Outside of the United States: $3.95 first page --- $3.45 each additional page

11.2 Telephone
Computer Lab staff cannot allow users to use the Lab telephone. However, a courtesy phone is provided at the Welcome Desk.

11.3 Food and Drink
Food and drinks are prohibited in the Computer Lab. Users are asked to deposit their chewing gum in a trash receptacle before entering the Lab.

11.4 Personal Belongings
Users must keep their belongings with them at all times. Library staff cannot hold personal belongings, whether backpacks, duffle bags, purses, or food items, at the service desk.

11.5 Headphones and USB Drives
The Computer Lab neither loans nor sells adult headphones or USB drives.

11.6 Other Activities
To minimize distraction, Computer Lab users are asked to limit their activity to computer or laptop use only. Use of markers or paint in the lab is forbidden.

11.7 Children and Teens
Children in fifth grade and younger may use the Computer Lab only when accompanied by an adult. Young children should be encouraged to visit the computer lab in the Children's area. Parents may use children's computers only during slower operation hours of the Children's Department. No unaccompanied children are allowed in the lab. If a child is unaccompanied in the lab, the child will be brought to the Children's Supervisor, or if unavailable, to another Children's staff member. Parents who do not mind their children's behavior will be asked to leave the computer lab.

Teens in sixth grade and above should be encouraged to use the computers in the teen computer lab, but may also use the Computer Lab.

11.8 General Use and Behavior – revised 12.11.2014
Users may sign in for a three-hour session with their own borrower card and PIN on the EnvisionWare system. The library encourages all patrons to register for a library card. Users who do

not have the documents required to register for a full-access library card may register for an e-access only library card with a valid government-issued photo identification (U.S., Canada, Mexico).

Users must save their work to a USB, or send it to their email account. Work saved to the desktop of C-Drive will not be saved when a user session is ended. Computer memories are cleaned after each user session. Computers will cycle down fifteen minutes before the library closes. The library appreciates user cooperation during closing procedures.

Any Computer Lab user, regardless of age, who is disruptive or misuses a computer will be warned to improve their behavior. Library staff reserves the right to ask a disruptive user to leave the Computer Lab, call Library Security, a Library Supervisor or Administrator, or McAllen Police, depending on the severity of the incident. Incidents involving McAllen Police will be documented in writing.

The Library's **Internet Acceptable Use Policy** is available on the website here: http://www.mcallenlibrary.net/docs/pdf/MPL_Internet_Use_Policy.pdf