



Orangeville Public Library

Public Internet Services Policy

Board motion number: 18.36

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Policy type: Public

Chair's signature: _____

Replaces: Former Internet Acceptable Use Policy and Wireless Internet Access Policy

Purpose:

The purpose of this document is to establish a policy and set forth basic principles to be considered the standard for public internet services. This policy is intended to replace two existing policies: Public Computer Use and the Wireless Internet Access Policy.

The Orangeville Public Library Board endorses the use of the Internet as an essential source of information to complement traditional library collections. The Internet is also recognized as an essential communication tool, connecting individuals and communities of interest. This policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

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Policy:

Section 1: Reliability and Appropriateness of Information on the Internet

- 1.1. Resources will be made available to inform users about the reliability and appropriateness of information available on the Internet.
- 1.2. The Library is not responsible for the accuracy of the information available on the Internet. This is the responsibility of the producer/originator or publisher.
- 1.3. The Board is not responsible for the quality, legality, appropriateness or availability of any Internet sources accessed through the library's public network.

Section 2: Access to the Public Network

The Internet functions in an unregulated, global environment and, therefore, provides access to a wide variety of resources over which the Library has no control. The Library endeavours to minimize the opportunity for unintentional exposure of content being accessed by a library user to people using surrounding library space.

- 2.1. Wired and/or wireless access to the Internet via public computers or users' personal devices is available at no charge. However, there are fees for all print jobs and it should be noted that printing is currently (2018) not available through the wireless network.
- 2.2. The Library provides workstations that are adapted for people with disabilities.
- 2.3. The Library reserves the right to set time limits or ask users to limit their time on the public computers. The staff reserve the right to adjust computer time and scheduling as necessary.
- 2.4. The Library does not use filtering software. It is the position of the Board that the technology is contrary to the principle of intellectual freedom and that it is not effective in making the Internet safer for children nor in preventing criminal activity.
- 2.5. The Library uses software to manage public access to our computers. Membership is required to access this service. Contingencies have been established to permit visitors access without full membership. The software allows automated access to patrons with minimal staff intervention. Although the automated system offers fair and equitable access to all, staff does have the ability to override the system and will exercise that right in certain situations. Usage statistics for the public access computers are collected including dates and length of sessions by membership number however, this data does not include details such as sites visited.

- 2.6. In respect for the range of sensibilities and viewpoints of its diverse clientele, staff will remind users that they are in a public space and will encourage all users to respect the sensibilities of others. The staff reserve the right to redirect users whose activities on the public computers or their personal devices diminish the enjoyment of the library space for others.
- 2.7. The Board assumes no responsibility for the configuration, security or files on personal devices resulting from connection to the Library's WiFi network. Users should be aware that information sent to or from their devices can be captured by anyone else with a wireless device and appropriate software.
- 2.8. The Board assumes no responsibility for the security and privacy of on-line transactions, as the Internet is not a secure medium and third parties may be able to obtain information about the user's activities.
- 2.9. The Board assumes no responsibility for the any damages sustained while using a personal device. It is recommended that all wireless users should have up-to-date virus protection on their personal computers or wireless devices. Laptops and other devices should never be left unattended in the library, even for brief periods of time. The Board assumes no responsibility for theft, or loss of any kind sustained while using the wireless network.
- 2.10. The Board will not be responsible for any expenses incurred by, or the potential repercussions of a third party using, personal/banking/credit card information that has been entered via the public network. The use of the wireless network may not be employed for applications using large amounts of bandwidth.

Section 3: Privacy and Confidentiality

Privacy at the workstations is not guaranteed and users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed by users may be seen by other people. Staff will take reasonable measures to ensure privacy and confidentiality. In extenuating circumstances, the Chief Executive Officer may share computer use information with Orangeville Police Services.

Section 4: Use by Children

- 4.1. Children may access all information and use all facilities provided by the library.
- 4.2. The Library has not installed filtering software on any of its computers.

4.3. The Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.

4.4. Staff will affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources.

4.5. Parents will:

- 4.5.1. assume responsibility for deciding which resources and type of network access are appropriate for their children,
- 4.5.2. be made aware that the term 'children', as used by the library, means up to, and including, the age of 13.

Section 5: Acceptable Use

5.1. To ensure equitable access to the public network and efficient use of resources, the board sets rules for public network access and reserves the right to modify these whenever and wherever appropriate.

5.2. Users who deliberately violate the rules may have their library privileges suspended.

5.3. The Acceptable Use Rules are described below.

- 5.3.1. Users should view the use of the computers for Internet access in the same way as they view the use of the general collection, that is, they are shared resources.
- 5.3.2. Users should view the use of the public computers and personal devices in the library the same way as they view the use of any library space and should restrain from activities that disturb others and use designated spaces for groups and audio (e.g. Skype).
- 5.3.3. When viewing the Internet, users should be respectful of the sensibilities of others.
- 5.3.4. Use of the public network for illegal, actionable or criminal purposes, or to seek access to unauthorized areas, is prohibited.
Examples of such illegal activities include, but are not limited to,
- Access sites or transmit materials which violate any Canadian federal or provincial laws such as defamatory, discriminatory, or obscene materials,
- Harassment or stalking, libel, illegal commerce or solicitation,
- Tampering or "hacking" with other computer systems or networks,
- Viewing, downloading or printing pornography (any overt sexual images).
Illegal use will be reported to the police.

- 5.3.5. Users of the public network may not violate or circumvent copyright and other intellectual property rights. The Board will promote fair use copyright principles and will advise users of their legal responsibilities regarding these.
 - 5.3.6. Misuse or abuse of computers or software is not acceptable. Offenders may be required to leave the library. User-created files shall not be saved on the library's public access computers. Files that are saved will be removed. Users may store files on personal removable storage media.
 - 5.3.7. User-supplied or downloaded software shall not be installed on the library's public access computers, and users may not modify or reconfigure software installed on the library's computers.
- 5.4. The staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules.

Section 6: Assistance from Staff

- 6.1. Staff will provide assistance with:

- 6.1.1. access to the public workstations and personal devices,
 - 6.1.2. helping users begin their search for information,
 - 6.1.3. access to subscription databases and e-books.

Section 7: The Orangeville Public Library's Website

- 7.1. The library will maintain a website that provides:

- 7.1.1. information about services and operations,
 - 7.1.2. access to the catalogue,
 - 7.1.3. access to subscription databases and e-books,
 - 7.1.4. a range of accessibility features through assistive technology conforming with WCAG 2.0 guidelines and staff assistance, upon request, for people with disabilities.