
Callander Public Library



Internet Services and Technology Use in the Library

Policy Type:	Operational	Initial Policy Approval Date:	October 19th, 2022
Policy Title:	Internet Services and Technology Use in the Library	Last Review/Revision Motion:	N/A
Policy Number:	OP-14	Last Review/Revision Date:	N/A
Initial Motion:	2022-10-46	Year of Next Review:	2024

Purpose:

The Callander Public Library Board endorses the use of the Internet as a source of information to complement traditional library collections and as a communication tool, connecting individuals and communities. At the same time, the Internet functions in an unregulated environment, and therefore provides access to a wide variety of resources over which the Callander Public Library has no control. The Callander Public Library Board also provides access to computers, tablets and printers for public use in the library to facilitate access to the internet and technology. This policy establishes the provision of public network services to access the Internet, acceptable use of these services and library technology by users, staff responsibilities and consequences of inappropriate behavior or illegal activity by users.

Scope:

This policy applies to members of the public (all ages) who use the Callander Public Library internet or technology services, including but not limited to public internet access, public use computers, children’s technologies available in the library, library tablets, printers and other library technologies.

Access to the Public Network

1. The library provides public Internet access through the library’s public use desktop computers, laptops and tablets, as well as through the library’s public wireless network which can be accessed with personal devices.
2. Access to the Internet via public computers in library or users’ personal devices is free of charge.

3. The library provides computers with accessibility features including accessible keyboards and large monitors and public use laptops that may be used by the public in the library.
4. To ensure equitable access to the public network and efficient use of resources, the Library reserves the right to set time limits or ask users to limit their time on the library's public computers.

Internet Filtering

1. The library **does not** use filtering software. It is the position of the Board that filtering technology is not effective in making the internet safer for children nor in preventing criminal activity. This access to, and use of, the public computer network is compatible with the *Callander Public Library position on Intellectual Freedom (FN-04)*.

Use by Children

1. Children may access all information and use all facilities provided by the library. Children's access to the Internet is compatible with the policy on *Children in the Library (OP-10)* and the *Callander Public Library position on Intellectual Freedom (FN-04)*.
2. Parents and guardians are reminded that the restriction of a child's use of a library computer, including Internet and wireless access, is their responsibility. The library board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.

Acceptable Use of Technology in the Library

1. Users must be aware that computers and other devices, regardless of whether on the library's Internet service or not, are being used in public areas which is shared by people of all ages, backgrounds, and sensibilities. Some content is age-inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other library patrons and/or staff. 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 by others.
2. Users should respect the privacy of another library patron. However, library staff cannot guarantee privacy at library workstations.
3. Users must respect the laws of Canada when using the public network. Use of the public network for illegal, actionable or criminal purposes is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or

solicitation, "hacking" or tampering with other computer systems, viewing, downloading and/or printing child pornography. Illegal use will be reported to the police.

4. Users of the public network may not violate or circumvent copyright and other intellectual property rights and liability for infringement rests with the user. The library board shall follow fair use copyright principles and shall advise users of their legal responsibilities.
5. Users should use caution before providing personal information over the Internet. As the Internet is not a secure medium, third parties may be able to obtain information about users' activities. The library assumes no responsibility for Internet content or damages, directly or indirectly, arising from its website or from its connections through to other Internet services.
6. Users may not modify, or otherwise willfully damage, the library's computer equipment, software or network.
7. To summarize the items contained in this section, the library will post an "Acceptable Use Agreement" (see **Appendix A**) throughout the library. Consequently, anyone not adhering to the 'Acceptable Use Agreement' will have their library privileges suspended and will be legally and financially responsible for damages.

Library Responsibilities

1. The library proactively helps and promotes public access to quality information for all users. Library staff are available to assist with:
 - a) finding and evaluating the quality of an Internet site.
 - b) accessing the public workstations and personal devices
 - c) accessing the library's subscription e-resources and e-books
2. The library respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted.
3. The library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the library's network. 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. The library is not responsible for any damages sustained while using a personal device.
4. To support access to information and improve digital literacy in the community, library staff are available to offer technology support and digital literacy training, this does not include repair of patron devices.

Related Documents:

- Callander Public Library Foundational Document. ***FN 04 - Intellectual Freedom Policy***
- Callander Public Library Policy. ***OP-01 – Privacy, Access to Information and Electronic Messages under CASL***
- Callander Public Library Policy. ***OP-10 - Children in the Library***

Appendix A: Acceptable Use Agreement

Acceptable Use Agreement

By using the Library's computers and public Internet network, you agree to the following:

1. The library does not filter the internet.
2. It is the responsibility of parents/guardians to monitor the use of the Internet and technology services by children in the library. Library Staff are not responsible for monitoring children's use of internet or technology services available in the library.
3. Users should view the use of the library's public Internet network, whether on the library's public computers or a personal device the same way as they view the use of any library space and should restrain from activities that disturb others in the library space.
4. Users may not use the library Internet network to access, display, download, upload, print, forward, or e-mail materials considered as defamatory, discriminatory, obscene, or criminal in nature.
5. Users may not violate or circumvent copyright and other intellectual property rights.
6. Users may not misuse or abuse library computers or software.
7. Any user-created files saved on the library's computers will be removed. Users are responsible for safely storing their files.
8. The library reserves the right to set time limits or ask users to limit their time on the library's public computers.
9. Users are responsible for paying for all prints. Please ask staff for assistance.

Users who deliberately violate the rules may have their library privileges suspended or required to leave the library. Illegal use, within the definitions of federal or provincial legislation, will be reported to the police.