Leeds and the Thousand Islands Public Library Board

Policy

SECTION: OPERATIONAL	NO: OP-13
TITLE: Public Use of Internet and Computers	Date: September 2022
	Next Review Date: September 2025

1.0 Policy Statement

1.1 The Leeds and the Thousand Islands Public Library is committed to providing the community with access to technology as a core service, including access to the internet and public computer workstations. This policy outlines our commitment to these services, and guidelines for their use by patrons and members of the public.

2.0 Provision of Computer Services

2.1 The Leeds and the Thousand Islands Public Library provides access to public computers in all branches. These public computers will have access to the internet through our open public network, and will be equipped with office software that allows users to create, edit and save personal documents.

2.2 The Library will maintain up-to-date software, as we are able and as our budget allows.

2.3 Patrons are expected to respect the privacy of others; however, the Library cannot guarantee patron privacy while using public computers. Library computer workstations are in public areas and may be seen by others.

2.4 The Library sets a time limit of 45 minutes per user per day for computer use. Staff may add additional time at their discretion, however patrons waiting for a workstation will be given priority.

2.5 Patrons who require an extended period of time on a computer workstation (ie: to complete an online assessment or course) should contact the Library in advance to schedule a time.

2.6 Patrons are expected to maintain a reasonable volume that does not disrupt others; patrons are asked to wear headphones when watching or listening to content on library computers.

3.0 Provision of Internet Services

3.1 The library provides members of the public with Internet access through the library's networked desktop computers, as well as through the library's wireless network which can be used with personal mobile devices.

3.2 Access to the Library's internet services is provided free of charge.

3.3 Patrons and/or guardians must read and agree to the Library's Guidelines for Use before they can access the network.

3.4 The Library does not filter access to the internet or restrict access to information, in line with our *Statement of Intellectual Freedom (FO-03)*

3.5 The Library may impose time or bandwidth limits on internet use.

3.6 The Library is not responsible for:

    3.6.1 Damages or expenses incurred during the use of a person device on the library's public network,

    3.6.2 Any loss or leak of personal information incurred during the use of the library's public network,

    3.6.3 The content of third-party websites visited over the library's public network; or

    3.6.4 The security and privacy of online transactions made over the library's public network.

4.0 Privacy and Retention of Personal Information

4.1 The Library does not monitor computer or internet use of individual users, and does not retain browser history.

4.2 The Library makes use of a system restore software that clears all user data at the end of each day. Saved documents, browser history, and any other changes made to library computers are not retained after this software is run. Patrons who are concerned about privacy or login information should restart their workstation after use.

4.3 Patrons should be aware that information sent using Wi-Fi on a public network is vulnerable, and could be accessed by someone with a wireless device using malicious software

5.0 Children's Use of Technology

5.1 Children are permitted to use technology within the Library.

5.2 The Board will ensure that children and youth have the same level of access to the internet as other users, in keeping with *Children's Services Policy (OP-07)* and the *Young Adult Services Policy (OP-08).*

5.3 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.

6.0 Staff Assistance

6.1 Library staff will help users as they are able, however due to staffing constraints one-on-one help may not be available at all times.

6.2 The Library may offer one-on-one technology assistance or training as a recurring program, staffing and budget permitting.

7.0 Guidelines for Acceptable Use

    7.1 The rules for using the public internet are as follows:

        7.1.1 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. If illegal use is detected it will be reported to the police

        7.1.2 Users must follow copyright and intellectual property laws. The library board shall follow fair dealing copyright principles and shall advise users of their legal responsibilities.

        7.1.3 Users must be respectful of the Library environment; users should be sensitive to the fact that public computers and personal devices used within the Library are being used in shared public spaces and that content consumed in the Library could be viewed by children, staff, and/or members of the public. Library 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.

        7.1.4 Users may not modify, or otherwise willfully tamper with the library's network.

    7.2 The rules for using public computers are as follows:

        7.2.1 Users must treat library computers with respect and care.

        7.2.2 Users must follow all staff rules for time limits. Public computer use is currently limited to 45 minutes per day.

        7.2.3 Users cannot alter, tamper with, or damage our computer equipment or software.

        7.2.4 Users should not save files on the public computers. Users must provide their own storage device.

        7.2.5 Users may not install any software or change any software installed on public computers.

    7.3 All patrons are expected to follow the Patron Code of Conduct (OP-06) while using the Library's computers.

8.0 Consequences of Misuse

    8.1 Misuse of the Library's computers, software, or network may result in consequences up to and including being barred from the Library for a period of time.

    8.2 Illegal activity conducted over the Library's network or on a Library computer will be reported to the police.

    8.3 Theft or malicious damage to Library hardware could result in cost-recovery charges and/or a report to the police.

Related Documents:

Canada's Anti-Spam Legislation S.C. 2010, c. 23

Canada's Anti-Spam Legislation Update. Southern Ontario Library Service. 2014

OP-03 Privacy and Access to Information Policy. Leeds and the Thousand Islands Public Library Policy Manual.

History			
Approval Date:	September 21, 2022	**Approved by:**	B. Lolley
Amendment Date:		**Approved by:**	
Amendment Date:		**Approved by:**	
Amendment Date:		**Approved by:**	