



## Carleton Place Public Library

Policy Type: **Operational**

Policy Number: **OP - 19**

Policy Title: **Internet Service**

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The Carleton Place Public Library Board endorses the use of technology and the Internet as an essential source of information to complement traditional library collections. This policy establishes the provision of public network services to access the Internet, acceptable use of these services by users, staff responsibilities and consequences of inappropriate behavior or illegal activity by users.

### **Section 1: Access to the Public Network**

The board will ensure that access to, and use of, the public network is compatible with the Carleton Place Public Library policy on Intellectual Freedom FN – 01.

1. Wired and/or wireless access to the Internet via public computers or users' personal devices is free of charge.
2. The Library provides one workstation with additional accessibility features including an adjustable height desk.
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.
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.
5. In respect of 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 by others.
6. The library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the library's 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.
7. The board assumes no responsibility for the security and privacy of online transactions, as the Internet is not a secure medium and third parties may be able to obtain information about the user's activities.
8. The library is not responsible for any damages sustained while using a personal device.



9. The library 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.
10. Use of the Library's Internet service is conditional on acceptance of this policy established by the Carleton Place Public Library Board.

### **Section 2: Privacy and Confidentiality**

1. Use of the library's public network falls under the provision of the library's ***Protection of Privacy and Access to Information***, OP - 01.
2. 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.

### **Section 3: Use by Children**

1. Children may access all information and use all facilities provided by the library.
2. The library has not installed filtering software on any of its computers.
3. The board will ensure that children's and youths' access to the Internet is compatible with the policy on ***Children in the Library*** OP - 14 and the policy on ***Intellectual Freedom*** FN - 01.
4. The board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.
5. Staff will:
  - a) affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources
6. Parents will:
  - a) assume responsibility for deciding which resources and type of network access are appropriate for their children
  - b) be aware that the term 'children', as used by the library, means up to and including the age of 13.

### **Section 4: Acceptable Use**

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.
2. Users who deliberately violate the rules may have their library privileges suspended.
3. The Acceptable Use Rules are:



- a) 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.
  - b) 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. Users are required to respect the rights of others when accessing Internet site in library space. Users must be aware that computers and other devices are being used in public areas shared by people of all ages 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.
  - c) Users are responsible for respecting the privacy of other library patrons.
  - d) 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: accessing confidential or protected data without the express authorization of the owner, logging onto a computer system to which you are not authorized, use of packet sniffers, network probing tools, cracking tools or port scanners, forging any part of the TCP/IP packet header or any part of the header information, and distributing SPAM. Illegal use will be reported to the police.
  - e) 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.
  - f) Viewing of pornography is prohibited at the library.
  - g) 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 computers. Files that are saved will be removed. Users may store files on personal removable storage media.
  - h) User-supplied software shall not be installed on the library's computers, and users may not modify or reconfigure software installed on the library's computers.
4. The staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules.
  5. If a staff member witnesses that public computers or library Wi-Fi being used to download, view, or distribute child pornography, staff are instructed to contact the police.

### **Section 5: Assistance from Staff**

1. Staff will provide support, within reasonable limits, with the following:
  - a) access to the public workstations and personal devices
  - b) helping users begin their search for information
  - c) responsible use of the Library internet service.
  - d) accessing programs and the Internet on library equipment, and using library provided online resources. General knowledge level help and research into using well known features will be provided.
  - e) Staff will provide basic instructions on how to connect to the wireless network but cannot provide technical assistance. No guarantee can be made that users will be able to make a connection.
  - f) Staff will not alter settings, install software or attempt technical troubleshooting or repairs on a user's own equipment outside of technology assistance specific programming. Staff may refer users to library services offering learning assistance by appointment, or provide a list of local tech support businesses.

### **Section 6: Accessibility**



1. The library website will ensure the library website content meets or exceed World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2.

**Related Documents:**

Carleton Place Public Library. ***OP - 01 – Protection of Privacy and Access to Information***

Carleton Place Public Library. ***FN - 01 - Intellectual Freedom***

Carleton Place Public Library. ***OP - 14 - Children in the Library***

World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2