



Policy Type: **Operational**
Policy Title: **Internet Services Policy**
Policy Number: **OP 11**

Intent

The purpose of this policy is to provide the framework for public access to the internet at the Brock Township Public Library.

The Brock Township Public Library offers internet access to all users in accordance with our mission statement that the Library is committed to providing “barrier free access to resources and services”. The Library considers internet resources an extension of our materials collection. As such it is viewed as a core library service.

Section 1: Reliability and Appropriateness of Information on the Internet

1. The internet is an unregulated, world-wide medium, which provides access to ideas, information, and images that range in scope from excellent, reliable, and authoritative, to controversial, inappropriate, or inaccurate. Accordingly, users are advised to evaluate the validity of the information found on the internet as they would any other information resource.
2. The Library does not assume responsibility for the accuracy, currency, or appropriateness of material on the internet or for damages, direct or indirect, arising from its connections to the internet.
3. Further, the Library is not responsible for any fee incurred by use of the internet, nor can we guarantee the security and confidentiality of any transaction, particularly e-commerce transactions.

Section 2: The Brock Township Public Library Website

1. The library will maintain a website that provides:
 - a) Information about services and operations
 - b) Access to the catalogue
 - c) Access to subscription databases and e-books

2. The Library Board:
 - a) is only responsible for the content of website pages managed by the library.
 - b) May from time to time approve links to government websites, other authoritative sites, and/or sites deemed appropriate by staff.

Section 3: Access to the Public Network

1. Wired and/or wireless access to the internet via the public network is provided free of charge.
2. Access to the network will be available from the public computers or users' personal devices.
3. The library reserves the right to set time limits or ask users to limit their time on public computers.
4. Email will only be made available through free email providers, via public web browsers.
5. The library's wireless network is not secure. The library cannot guarantee the safety of information across the wireless network. The library does not assume any responsibility for the configuration, security or files on personal laptops/devices resulting from connection to the library's network. Users should be aware that information sent to or from their laptop/device can be captured by anyone else with a wireless device and appropriate software.
6. The library is not responsible for any damages sustained while using a personally owned device within the library's premises or while using the library's wireless network.
7. The library will not be responsible for any expenses incurred by, or the potential repercussions of third party use of personal/banking/credit card information that has been entered via the public network.

Section 4: Privacy and Confidentiality

1. Privacy at the workstations is not guaranteed. Staff will take reasonable measures to ensure the privacy and confidentiality of a user's use of the internet in the library.
2. Users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed may be seen by other people. Users are expected to use the internet in accordance with this environment.

3. 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 a user's activities.

Section 5: Use by Children

1. Children may access all information and use all facilities provided by the library.
2. The term "children" as used by the library , means up to, and including, the age of 16.
3. The library does not install filtering software on any of its computers.
4. The board accepts no responsibility for enforcing restrictions which a parent/guardian places on a child's use of the internet resources.
5. Staff will affirm and acknowledge the rights and responsibilities of parents/guardians to monitor and determine their children's access to materials and resources.
6. Parents will assume responsibility for deciding which resources and type of network access are appropriate for their children.

Section 6: 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 those rules whenever, and wherever, appropriate.
2. Users who deliberately violate the rules may have their computer, and/or library, privileges suspended.
3. Acceptable Use Rules
 - a. Users should view the use of the computers for internet access as shared resources.
 - b. Users should use library computers to access materials/sites in keeping with community standards, that is, materials/sites appropriate for public viewing in a public space that includes children.
 - c. Users must respect the laws of Canada when using the public network
 - 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: harassment or stalking; libel; illegal commerce or

- solicitation; “hacking”; tampering with other computer systems; viewing, downloading, and/or printing child pornography.
- e. Illegal use will be reported to the police.
 - f. Users of the public network may not violate, or circumvent, copyright or other intellectual property rights.
 - g. Misuse or abuse of computers, or programs, is not acceptable. Offenders may be required to leave the library.
 - h. User-created files shall not be saved on the library’s computers. Users may store files on personal removable storage media.
 - i. 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.

Section 7: Staff Assistance

1. Staff will provide assistance with:
 - a. Access to the public workstations
 - b. Helping users begin their search for information
 - c. Access to subscription databases and e-books
 - d. Further assistance as individual staff knowledge and time permits

Section 8: Compliance

1. The CEO will ensure that all staff members and other persons working in the library are informed and familiar with the Acceptable User Rules.
2. The staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules.
3. The board will support the staff in their fair and informed enforcement of this policy and associated rules.
4. Actions taken by library staff may be appealed to the CEO, then to the Library Board.

HISTORY

MOTION #	DATE	ACTION (Approved, Reviewed, Revised)
2013-06-08	June 11, 2013	
2016-11-08	Nov 08, 2016	Reviewed