Trent Hills Public Library

Policy Type: **Operational**
Policy Title: **Internet Services**
Policy Number: **OP-10**
Policy Approval Date: October 21/2019   Date of Next Review:

The Trent Hills Public Library Board endorses the use of the Internet as an essential source of information to complement traditional library collections. 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. This policy establishes and sets guidelines for:

1) the provision of public network services to access the Internet;
2) the acceptable use of these services and
3) the library's position on internet filtering and control of electronic information.

Section 1: Reliability and Appropriateness of Information on the Internet

1. Resources will be made available to inform users about the reliability and appropriateness of information available on the Internet.

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.

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: The Trent Hills Public Library's 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
   d) a calendar of events and programs

2. The board and its staff are only responsible for the content of website pages managed by the library.

Section 3: Access to the Public Network

1. The board will ensure that access to, and use of, the public network is compatible with the Trent Hills Public Library Foundation Document on Intellectual Freedom.

2. wireless access to the Internet via the public network is provided free of charge.

3. Access to the network will be available from the public computers or users' personal devices.

4. The library reserves the right to set time limits or ask users to limit their time on the public computers. The staff reserves the right to adjust computer time and scheduling as necessary.

5. Email will only be made available through free email providers, such as Hotmail or Gmail, via public web browsers, like Internet Explorer or Google Chrome.

6. The library's wireless network is not secure; the library cannot guarantee the safety of traffic across its wireless network. The library does not assume any responsibility for the configuration, security or files on personal laptops resulting from connection to the library's network. Users should be aware that information sent to or from their laptop can be captured by anyone else with a wireless device and appropriate software.

7. 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.

8. 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.

Section 4: Privacy and Confidentiality

1. Use of the library's public network falls under the provision of the library's *Confidentiality and the Protection of Privacy Policy*, OP - 03.

2. 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.

3. 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. Users are expected to use the Internet in accordance with this environment.

4. 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.

Section 5: 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. Staff do not monitor or censor internet content.

4. The board will ensure that children's and youths' access to the Internet is compatible with the policy on *Children's Services* OP - 06 and the Foundation Document on *Intellectual Freedom* FN - 04.

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

    The Library does not act in place of or in the absence of a parent. The Library is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of the internet. Parents are encouraged to supervise their child's internet sessions and to inform the child if there are resources they do not want the child to access.

    The Library does not restrict the access of children to any information, resources and facilities in the Library, unless prohibited by legislation. As with other library materials, children's access to the internet and other electronic networks is the responsibility of the parents or guardian.

    Parental signature on the internet form waives the Trent Hills Public Library of responsibility.

6. Any child under the age of 14 will require parental supervision unless an internet waiver form is signed.

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 these whenever and wherever appropriate.

2. Users who 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 must respect the laws of Canada when using the public network.
    c) 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" or tampering with other computer systems, viewing, downloading and/or printing child pornography.
    d) 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) Misuse or abuse of computers or programs is not acceptable. Offenders may be required to leave the library. In the case of the staff and volunteers, appropriate disciplinary action will be taken.
    g) 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.

Section 7: Assistance from Staff
1. Staff will provide assistance with:

a) access to the public workstations
b) helping customers begin their search for information
c) access to subscription databases and e-books

Section 8: Compliance

1. The Chief Executive Officer will ensure that all staff members and other persons working in the library are informed and familiar with this policy and the Acceptable Use 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 its staff in their fair and informed enforcement of this policy and associated rules.

4. Actions taken by library staff may be appealed to the library board.

Related Documents:
Trent Hills Public Library. ***OP 01 - Confidentiality and the Protection of Privacy Policy***
Trent Hills Public Library. ***FN 04 - Intellectual Freedom Policy***
Trent Hills Public Library. ***OP 10 - Children's Services Policy***

Procedure for staff

Users must check-in at the main circulation desk. Each time the user wants to use the Internet, you need to register at the main desk.
Misuse of the computers, including any violation of usage procedures or policy, will result in the suspension of Internet privileges.
A parent must sign an internet waiver form must be signed for children under the age of 14 to use the internet without parental supervision.
Printing is available copies are $0.20 (black & white), double sided $0.40 and $0.50 (color) double sided $1.00.
User supplied software shall not be installed on the library's computers
Whenever time and knowledge permit, staff may assist users. Self-help links are available through the Southern Ontario Library Service website and other printed guides on e-resources.