Internet Services and Technology

The Southgate 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 Southgate Public Library has no control. 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

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

2. Wired and/or wireless access to the Internet via public computers or users' personal devices is provided <u>free</u> of charge.

3. The library provides a computer with additional accessibility features including raised keyboards, large monitors, and adjustable heights for equipment.

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.

Section 2: Children's Access

1. The library cannot and does not act in place of the parent or guardian and is not responsible for enforcing restrictions which a parent or guardian may place upon their children that use the internet. Library staff do not monitor children's internet use.

2. Library staff will ask the age of unsupervised children requesting use of library computers or Wi-Fi in accordance with the library's *Safe ChildPolicy*.

Section 4: 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 other library patrons. However, library staff cannot guarantee privacy at the library workstations or when using personal mobile devices.

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. Users who violate the rules may have their library privileges suspended or be required to leave the library. Illegal use, within the definitions of federal or provincial legislation, 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 dealing 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, online services, 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 Section 4 of this policy, the library will post an "Acceptable Use Agreement' for reviewing before using the library's Internet. Consequently, anyone not adhering to the 'Acceptable Use Agreement' will have their library privileges suspended and will be legally and financially responsible for damages.

Section 5: 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
   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. Library computers are equipped with anti-virus software. However, the library does not take 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 online 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.

Related Documents:

Patron Code of Conduct
Safe Child Policy