POLICY 3.3.9 (RÉVISION)
BIBLIOTHÈQUE PUBLIQUE DU CANTON DE RUSSELL
TOWNSHIP OF RUSSELL PUBLIC LIBRARY

Type of policy :   Operational policy
Title of policy :   Internet Services Policy
Policy number :   **3.3.9**
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                        March 19, 2014 (Motion 14.03.6.2)
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STATEMENT OF PURPOSE

Public network access at the Library is consistent with the Library's mission statement, endorses intellectual freedom and protection of privacy and provides a valuable information resource to complement 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 the provision of public network services to access the Internet and the acceptable use of these services.

REGULATIONS AND GUIDELINES

Section 1: Reliability and Appropriateness of Information on the Internet

- The Library has no control over the information that can be accessed through the Internet. The accuracy, reliability and availability of information are the responsibility of the producer/originator or publisher.
- The Board is not responsible for the quality, legality, appropriateness or availability of any Internet sources accessed through the library's public Internet network.
- Resources are available in the Library and on the Library's web site to inform users about the reliability and appropriateness of information available on the Internet (i.e. Media Awareness Network material, etc.)

Section 2: Library's Website

- The Library maintains a website that provides :
  a) information about collections, services, programs and events, and operations;
  b) access to the catalogue and to user accounts (reserves, renewals, financial history and loan history if applicable) , ~~online forms for reserves and suggestions of new acquisitions~~;
  c) access to eResources (eBooks, eMagazines, online databases) ~~online databases and e-books;~~
  d) a selection of tools available on the Internet to facilitate searching;
  e) online forms to suggest new acquisitions, ask for information, make a comment or a suggestion and register for library events; ~~registration for library events;~~
  f) ~~an online reference service;~~
  g) a link to a database of ~~list of~~ local groups and organizations, links to the community calendar and to the calendar of Library events, and a list of regional links; ~~and access to a community calendar;~~
  h) employment and volunteer opportunities.

- External links provided are for information and navigation purposes only. In no way does this constitute an endorsement by the Library. While an attempt is made to provide links to reliable resources, there is no guarantee as to the accuracy or quality of the information provided. The Library regularly checks proposed links but their accessibility and availability are completely out of its control.

- The Board is only responsible for the content of website pages managed by the Library.

Accessibility

* The Library will install and maintain on its website an application that allows users to have website content read to them (i.e. *BrowseAloud*).

* All new website content will conform with World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level A.

* All website content will conform with WCAG 2.0 Level AA by January 1st, 2021.

Section 3: Public Internet Access

- The Board endorses the *Canadian Library Association Statement on Intellectual Freedom* and *Ontario Library Association Statement on the Intellectual Rights of the Individual* and will ensure that access to, and use of, its public Internet network is compatible with this statement.
- Wired and wireless access to the Internet on **library equipment** is provided to the public for a nominal fee approved by the Board. Access to the Internet on the workstations located in the children's section is free for children 8 years old and under.
- **Wireless access** to the Internet for users using their personal devices is provided free of charge. The Library's wireless network is not secure; the Library cannot guarantee the safety of traffic across its wireless network. It does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the public network. Users should be aware that information sent to or from their personal devices can be captured by anyone else with a wireless device and appropriate software.
- Access to the Library's public computers and tablets is accessible on a first come first serve basis. The Library reserves the right to set time limits or ask users to limit their time.
- The Library does not provide e-mail accounts. Users will need to use their own web-based mail service.
- In order to protect system integrity and to offer users a trouble-free library computing experience, the Library installs software such as *Deep Freeze* on all public computers and configures restrictions on public tablets.
- The Library is not responsible for any damages sustained while using a personal device within the library's premises or while using the library's wireless network.
- The Library is not 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 its public Internet network.

Section 4: Privacy and Confidentiality

- Privacy at the public workstations is not guaranteed. However, staff will take reasonable measures to ensure the privacy and confidentiality of a user's use of the Internet in the library.
- Users must respect the privacy of others. Internet workstations are located 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.

- The Board assumes no responsibility for the security and privacy of online transactions done in the library, 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

- The term "children", as used by the Library, means up to, and including the age of 16.
- Children may access all information and use all facilities and equipment provided by the Library. However, children under the age of ~~six~~ ten must be accompanied by an adult to use the Library's public computers.
- No filtering software is installed on public computers.
- The Board endorses the *Canadian Library Association Statement on Intellectual Freedom* and the *Ontario Library Association Statement on the Intellectual Rights of the Individual* and will ensure that children's access to the Internet is compatible with these statements.
- The Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet.
- 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 ;
    b) assist parents by providing guidelines for 'Safe Surfing'.
- Parents and guardians will:
    a) assume responsibility for deciding which resources and type of network access are appropriate for their children;
    b) monitor and supervise their children's use of the Internet.

Section 6: Acceptable Use

- 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. These rules apply to all users accessing the Library's public network.
- The Acceptable Use Rules are:

    - ~~The Library's public Internet access is intended primarily as an information resource. Chat and games (other than educational) are not permitted.~~
    - Users of the Library's public Internet access must follow the directives of library staff at all times.
    - Food and drink are not permitted while using the public workstations.
    - Users must respect the laws of Canada (federal, provincial and municipal statutes and regulations) when accessing the public network. 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. Users are reminded that ignorance of the law is not an excuse. Illegal use will be reported to the police.

- Users of the public network may not violate or circumvent copyright and other intellectual property rights. The Board promotes fair use copyright principles and staff will advise users of their legal responsibilities regarding these.
- Users are expected to treat Library equipment with respect; misuse or abuse of computers or programs is not acceptable. Users may be asked to pay for any damage caused by wrongful usage.
- Files created or downloaded by the user should not be saved on public computers. Saved files will be automatically removed when the computer restarts. Users should store their files on personal removable storage media. The Library is not responsible for any loss of data incurred by the user.
- Use of the Library workstations and Internet services provided by the Library is conditional on the user's agreement to observe this policy. By continuing to use these services, the user indicates agreement to all requirements of this policy. Users in violation of the Library's Internet Services Policy may have their Internet or library privileges revoked. Violations may also result in removal from the library. In cases where staff or volunteers are involved, appropriate disciplinary action may be taken.

Section 7: Assistance from Staff
- Whenever time and knowledge permit, staff will provide assistance to users with:
    a) accessing the public workstations;
    b) using software installed on the public computers;
    c) searching for information on the Internet;
    d) accessing ~~online databases and~~ ~~e-books~~ the Library's eResources.

Section 8: Compliance
- The Chief Executive Officer will ensure that all staff members are informed and familiar with this policy.
- Staff will make every effort to apply this policy in a fair, dignified and positive manner for the benefit of all.
- The Board will support staff in their fair and informed enforcement of this policy and associated rules.

REFERENCES
* Canadian Library Association Statement on Intellectual Freedom.
 * Ontario Library Association Statement on the Intellectual Rights of the Individual.