

	POLICY : <b>Internet Services</b>		POLICY : <b>OP - 04</b>
	CATEGORY: <b>Operational</b>	LAST REVIEW/ REVISION DATE: April 18, 2017	SCHEDULED REVIEW DATE: April 2021

The King Township Public Library Board endorses the use of the Internet as an essential source of information to complement traditional library collections. The Internet is also recognized as an essential communication tool, connecting individuals and communities of interest. This policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

**Section 1: Reliability and Appropriateness of Information on the Internet**

1. 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.
2. The Library is not responsible for the accuracy of the information available on the Internet. It is the responsibility of the user to verify the authenticity and/or reliability of the information accessed.
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: Access to the Public Network**

Given the unpredictable nature of the Internet, the Library encourages people to be mindful of the possibility of unintentional exposure to content being accessed by another library user. At the same time, the Board will ensure that access to, and use of, the public network is compatible with the King Township Public Library policy on *Intellectual Freedom FN – 04*.

1. Wired and/or wireless access to the Internet is free.
2. The Library provides workstations that are adapted for people with disabilities.
3. The Library offers value-added service to the community by offering access to the Internet through the lending of Wi-Fi hotspots.
4. The Library reserves the right to set time limits or ask users to limit their time on the public computers and other Library owned digital devices.



5. 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. Accordingly, the Library encourages people to be mindful of the possibility of exposure to unwelcomed content.
6. 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.
7. 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.
8. 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.
9. The Library is not responsible for any damages sustained while using a personal device.
10. 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 3: Privacy and Confidentiality**

1. Use of the Library's public network falls under the provision of the Library's ***Confidentiality & the Protection of Privacy – OP - 02.***
2. Privacy as it relates to Internet access is not guaranteed. All Library users must respect the privacy of others, and be mindful that content being accessed by users may be seen by other people.

### **Section 4: 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 or other Library owned digital devices.



3. The Board will ensure that children's and youths' access to the Internet is compatible with the policy on **Children's Services** OP – XX (to be developed: currently covered by **Children's Programs – Extension Services OP - 211** old policy numbering system) and the policy on **Intellectual Freedom FN - 04**.
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
  - b. assist parents by providing guidelines for 'Internet safety'
6. Parents/guardians will:
  - a. assume responsibility for deciding which resources and type of network access are appropriate for their children
  - b. be made aware that the term 'children', as used by the Library, means up to, and including, the age of 16

### **Section 5: 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 and use designated spaces for groups and audio (e.g. Skype)
  - c. When viewing the Internet, users should be respectful of sensibilities of others.
  - 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: cyberbullying, harassment or stalking; libel, illegal commerce or solicitation; "hacking" or tampering with other computer systems; and viewing, downloading and/or printing child pornography. 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, other Library owned digital devices 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. The Library is not responsible for lost work or files.
  - g. User-supplied software shall not be installed on the library’s computers and other Library owned digital devices, and users may not modify or reconfigure software installed on the Library’s equipment.
4. The staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules.

**Section 6: Assistance from Staff**

- 1. Staff will provide assistance with:
  - a. access to the public workstations and personal devices
  - b. helping users begin their search for information
  - c. access to subscription databases and e-books

**Section 7: The King Township 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-content (e-books, e-audio, e-zines, etc.)
  - d) a selected, evaluated and organized collection of reliable and current information sources available on the Internet
  - e) a range of accessibility features through assistive technology conforming with WCAG 2.0 guidelines and staff assistance, upon request for people with disabilities

**Related Documents:**

*OP - 01 – Circulation Policy*

*OP - 02 - Confidentiality & the Protection of Privacy*

*FN - 04 - Intellectual Freedom Policy*

*Extension Services OP - 211- Children’s Programs (old policy numbering system)*

*OP - XX – Accessibility: Meeting the Requirements of the AODA Regulations (new policy - number pending)*

<b>ORIGINAL DATE ADOPTED:</b>	May 20, 2008	<b>ORIGINAL MOTION NUMBER:</b>	5-5/20/08
<b>DATE(S) AMENDED:</b>	April 18, 2017 May 15, 2018	<b>MOTION NUMBER(S):</b>	2017-4-06 2018-5-05

