



REPORT TO THE LIBRARY BOARD

JANUARY 23, 2025

SUBJECT: Technology and Internet Use Policy
PURPOSE: For Approval
PREPARED BY: Senior Team
PRESENTED BY: Michael Ciccone – CEO & Chief Librarian

RECOMMENDATION

It is recommended that the Library Board approve the consolidation of the *Technology Use* and *Internet Service* Policies into new *Technology and Internet Use Policy*.

BACKGROUND

Library technology and internet services are consistent with the Library's Purpose, Core Values and Strategic Plan. The Library provides free access to technology and the internet in an effort to meet community needs relating to literacy, knowledge, well-being and community building.

These two policies are correlated, with many redundancies. Combining them into one policy ensures clear communication in regards to the use of the Library's Technology and Internet services.

The current policies and the revised, combined policy are appended.

NEXT STEPS

This policy will be reviewed in four years as part of the Library's policy review process.

CURRENT POLICY 1

TECHNOLOGY USE

PURPOSE:

London Public Library (Library) technology services are consistent with the Library's Purpose, Core Values and Strategic Plan. The Library provides access to technology in an effort to meet community needs relating to literacy; lifelong learning; well-being; and community building.

The purpose of this policy is to outline Library responsibilities in providing technology for public use; user responsibilities in using Library technology; Library Employee responsibilities; and, consequences of inappropriate behaviour and/or illegal activity by users.

DEFINITIONS:

- **Library Technology** includes all components of computer equipment such as the CPU, monitor, keyboard, mouse, input/output ports and devices, laptops, mobile devices, security devices, as well as printers, scanners, copiers, and other digital equipment, software and software use licenses.

SCOPE:

- This policy applies to all members of the public using or accessing Library Technology.
- The Library supports and is supported by federal and provincial legislation (as listed in the *Charter of Library Use*) and municipal bylaws, which govern public conduct.
- The Library will develop and implement technology use service policies, guidelines and procedures, under the authority of the *Ontario Public Libraries Act* and in accordance with the Library's Purpose, Core Values and Strategic Plan.

POLICY STATEMENT:

Library Responsibilities

- The Library proactively facilitates and promotes digital literacy in the community by providing technology and offering user education through Library Employee assistance, resources, programming, and instructional documentation.

Library Technology provides access to Library service delivery tools, such as the catalogue, collections, self-serve functions (e.g., checkout and program registration, etc.) and to digital content, including, but not limited to, Library digital resources and the Internet. In addition, the Library offers a variety of technologies and equipment that

provide opportunities for users to create and manipulate content and to fabricate objects.

The Library provides accessible technologies for users with disabilities

- The Library respects the right of users to privacy and confidentiality regarding information sought or received and resources consulted, borrowed, acquired or transmitted. The Library will support privacy and freedom of information legislation protecting the rights of users.

User Responsibilities

- Users are responsible for treating Library Technology with respect and care to ensure that all persons can enjoy equitable access to all Library resources.
- Users are responsible for acting with respect and consideration for one another and for Library Employees. Users will respect the privacy of others and not interfere with use of technology. The Library *Rules of Conduct* apply to all computer users.
- Users are not permitted to alter, tamper with or damage or alter Library Technology. This includes, but is not limited to, attempting unauthorized entry to the Library's network or external networks; intentional propagation of computer viruses; violation of vendor software license agreements, etc.
- Users are not permitted to circumvent the user authentication process to access Library Technology. Users are not permitted to allow others to use their accounts in order to access Library Technology.
- Users must adhere to *Canada's Anti-Spam Legislation (CASL)*, which generally prohibits the sending of unsolicited email messages, spam or other advertising material to individuals who did not specifically request such material.
- Users are not permitted to conduct any form of harassment via email, social media, etc. whether through language, frequency, or size of messages.
- Users are responsible for obeying the laws of Canada when using Library Technology. Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright and other intellectual property rights is prohibited.

Library Employee Responsibilities

- Library Employees support users in gaining the skills they require to be successful, including supporting digital literacy to increase knowledge of technologies.
- Library Employees are responsible for ensuring that all rules of technology use are followed. Employees will advise users of appropriate conduct as required and

state consequences of not following the rules of conduct should unacceptable behaviour continue or be repeated.

Consequences of Misuse of Library Technology

- The Library will take action on any inappropriate behaviour related to use of Library Technology according to the Library's *Rules of Conduct*.
- It is an offence under the *Criminal Code of Canada* to steal or vandalize Library Technology. The Library will take action in a situation where such unlawful activity occurs, and will contact the police if required.

Any person violating the Library's rules for technology use risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

INQUIRIES:

Director, Customer Services and Branch Operations

Director, Information Technology Services

CURRENT POLICY 2

INTERNET SERVICE

PURPOSE:

London Public Library's (Library) Internet Service is consistent with the Library's Purpose, Core Values and Strategic Plan. The Library provides free Internet access in an effort to meet community needs relating to literacy, knowledge, well-being and community building.

The purpose of this policy is to outline Library responsibilities in providing this public service; Library use of filtering software; user responsibilities while on Library Property and connected to the Internet; Library Employee responsibilities; and consequences of inappropriate behaviour or illegal activity by users.

DEFINITIONS:

- **Internet** means a globally connected network system facilitating worldwide communication and access to data resources through a vast collection of private, public, business, academic and government networks.
- **Library Internet Service** means the service of providing access to the Internet by the London Public Library through networked Library Technology or the Library's wireless service.
- **Library Property** means land and buildings and anything attached to the land, such as a bench or shed.
- **Library Technology** includes all components of computer equipment such as the CPU, monitor, keyboard, mouse, input/output ports and devices, laptops, mobile devices, security devices, as well as printers, scanners, copiers, and other digital equipment, software and software use licenses.
- **Other Wireless Service** means any non-Library wireless service accessed through any device, software or provider that provides access to the Internet.
- **User** means any person utilizing the services of the Library.

SCOPE:

- This policy applies to members of the public accessing the Internet on Library Property using devices capable of connecting to the Internet. This includes:
 - Any Library Technology connected to the Internet;
 - Personal laptops and mobile devices using the Library's wireless network; and,
 - Personal laptops and mobile devices on Other Wireless Services available on Library Property.

- Library Technology and Library Internet Service are provided to ensure equitable access to Internet content and Library resources.
- The Library recognizes that in addition to the many valuable resources available on the Internet, some resources are illegal, misleading and/or inaccurate. Others may be considered by some people to be offensive, objectionable and/or intimidating.
- The Library supports the Copyright Act and other laws governing intellectual property, the Criminal Code of Canada and other legislation governing access to and communication of information, knowledge, opinion, creative thought and intellectual activity and privacy.
- The Library endorses the Canadian Federation of Library Association (CFLA) Statement on Intellectual Freedom and Libraries, and in providing access to the Internet, acts in accordance with the Canadian Charter of Rights and Freedoms, which states that every Canadian has freedom of thought, belief, opinion, and expression.
- The Library develops and implements Internet service policies, guidelines and procedures, under the authority of the Ontario Public Libraries Act and in accordance with LPL's Purpose, Core Values, and Strategic Plan.

POLICY STATEMENT

Library Responsibilities

- The Library promotes digital literacy and Internet safety through various means, such as information and referral services so that people may better benefit from the use of the Internet.
- The Library respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, borrowed, acquired or transmitted.
- The Library endeavors to minimize the opportunity for unintentional exposure by people on Library Property to content accessed by another user. Due to space limitations, the Library advises users that they are in a public space and encourages them to be respectful of the rights of others.
- The Library supports the right and responsibility of parents or legal guardians to determine, monitor and guide their children's use of Library materials and resources. The Library does not act in place of or in the absence of a parent. The Library proactively supports children, parents and guardians in safe use of the Internet.
- The Library applies industry-standard content filtering on computers specifically designed for use by children and/or teens or those computers that are located in

or immediately adjacent to spaces specifically designed for use by children and/or teens. The Library promotes user awareness that filters are not 100% effective. The Library assumes no liability in the event that a user reaches a site assumed to be filtered.

User Responsibilities

- Users are responsible for determining the reliability, currency and accuracy of sites accessed and information discovered using the Library Internet Service.
- All Library users, including those connected to the Library Internet Service, are responsible for following the Library's Charter of Use and Rules of Conduct, which are designed to provide a welcoming and safe environment for the enjoyment of the public and Library Employees so that all persons may enjoy the benefits of the Library.
- Users are required to respect the rights of others when accessing Internet sites on Library Property. Users must be aware that computers and other devices are being used in public areas shared by people of all ages and sensibilities. Some content is age inappropriate for children and some may be offensive, objectionable and/or intimidating to other users and/or Library Employees. Users are responsible for respecting the privacy of others.
- Users are responsible for determining the legality of any sites they access. Users are subject to federal, provincial and municipal legislation regulating Internet use and must not use the Internet for illegal purposes including copyright violation, obscenity, child pornography, sedition and the incitement of hate. The use of the Library Internet Service for these and any other illegal purposes is prohibited.
- Users must be aware that the Internet is not a secure medium and that third parties may be able to obtain information about their activities or themselves. Users are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct using the Library Internet Service. The Library assumes no responsibility for the security and privacy of online transactions.

Library Employee Responsibilities

- Library Employees can assist users in determining the reliability, currency and accuracy of sites accessed and information found using the Internet.
- Library Employees are responsible for ensuring that all rules of or about the Library Internet Service are followed, for advising patrons of inappropriate conduct, and for explaining consequences of not following the Rules of Conduct. Employees do not monitor or censor content.

Consequences of Misuse

- The Library will take action on any inappropriate behaviours related to use of the Library Internet Service, such as intimidation, harassment, bullying, hate speech, etc., according to the Library's Rules of Conduct.
- The Library will take action in a situation where unlawful activity occurs or is believed to have occurred, and will contact the police if required.
- Any person violating Library rules for the use of Library Internet Service or Other Wireless Services on Library Property risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

INQUIRIES:

Director, Customer Services and Branch Operations

CEO & Chief Librarian

SUMMARY OF SIGNIFICANT CHANGES

Technology Use and Internet service policies combined into a single comprehensive policy.

REVISED POLICY

TECHNOLOGY AND INTERNET USE POLICY

PURPOSE:

To outline responsibilities in providing technology and Internet access for public use.

DEFINITIONS:

- **Internet** means a globally connected network system facilitating worldwide communication and access to data resources through a vast collection of private, public, business, academic and government networks.
- **Library Internet Service** means the service of providing access to the Internet by the London Public Library through networked Library Technology or the Library's wireless service.
- **Library Employee** means a person who is employed by the Library and includes all Employees, including Page and Casual staff.
- **Library Property** means land and buildings owned or leased by the Library and anything attached to the land, such as a bench or shed.
- **Library Technology** includes software, software use licenses, networks, computer equipment and peripherals offered for use to the public by the Library.
- **Other Wireless Service** means any non-Library wireless service accessed through any device, software or provider that provides access to the Internet.
- **Patron** means any person utilizing the services of the Library or Library Property.

SCOPE:

This policy applies to all members of the public using or accessing Library Technology or Library Internet Services on Library Property. This includes, but is not limited to:

- Personal laptops and mobile devices using the Library's wireless network; and,
- Personal laptops and mobile devices on Other Wireless Services available on Library Property.

POLICY STATEMENT:

London Public Library (Library) provides access to technology and to the Internet in an effort to meet community needs relating to literacy; lifelong learning; well-being; and community building. The Library implements service policies, guidelines and procedures under the authority of the *Ontario Public Libraries Act* and in accordance with the Library's Purpose, Values and Strategic Plan.

Efforts support and are supported by federal and provincial legislation (as listed in the *Charter of Library Use*) and municipal by-laws governing public conduct.

Library Technology and Internet Services

- Library Technology provides access to Library service delivery tools, such as the Library catalogue, collections, self-serve functions, and digital content, including, but not limited to, the Internet and Library-subscribed digital resources.
- In addition, the Library offers a variety of technologies and equipment that provide opportunities for Patrons to create and manipulate content and to fabricate objects.
- The Library also provides accessible technologies for Patrons with disabilities

Library Responsibilities

- The Library supports the *Copyright Act of Canada* and other laws governing intellectual property, the *Criminal Code of Canada* and other legislation governing access to and communication of information, knowledge, opinion, creative thought and intellectual activity and privacy.
- The Library endorses *the Canadian Federation of Library Association (CFLA) Statement on Intellectual Freedom and Libraries*, and in providing access to the Internet, acts in accordance with the *Canadian Charter of Rights and Freedoms*, which states that every Canadian has freedom of thought, belief, opinion, and expression.
- The Library proactively facilitates and promotes digital literacy in the community by providing technology, offering Patron education through Library Employee assistance, resources, programming, and instructional support, and promotes Internet safety through information and referral services, enabling people to better benefit from the use of the Internet.
- The Library supports the right and responsibility of parents or legal guardians to determine, monitor and guide their children's use of Library materials and resources. The Library does not act in place of or in the

absence of a parent. The Library proactively supports children, parents and guardians in safe use of the Internet.

- The Library endeavors to minimize the opportunity for unintentional exposure by people on Library Property to content accessed by another Patron. Due to space limitations, the Library advises Patrons that they are in a public space and encourages them to be respectful of the rights of others.
- Library Technology and Library Internet Service are provided to ensure equitable access to Internet content and Library resources. The Library reserves the right to limit Patron access to Library Technology to accommodate demand.

Patron Responsibilities

- The Library's *Rules of Conduct* apply to all Patrons of Library Technology and Library Internet Services.
- Patrons are responsible for acting with respect and consideration for one another and for Library Employees.
- Patrons will respect the privacy of others and not interfere with their use of Library Technology or Library Internet Services.
- Patrons are not permitted to circumvent the Patron authentication process to access Library Technology or use Library Internet Services.
- Patrons are not permitted to allow others to use their accounts in order to access Library Technology or use Library Internet Services.
- Patrons must adhere to *Canada's Anti-Spam Legislation (CASL)*, which generally prohibits the sending of unsolicited email messages, spam or other advertising material to individuals who did not specifically request such material.
- Patrons are not permitted to conduct any form of harassment via email, social media, etc. using Library Technology or use Library Internet Services.
- Patrons are responsible for obeying Canadian Law when using Library Technology or Library Internet Services. Use of workstations or the Internet for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright and other intellectual property rights is prohibited.
- Patrons are responsible for treating Library Technology with respect and care to ensure that all persons can enjoy equitable access to all Library resources.
- Patrons are not permitted to tamper with, damage or alter Library

Technology. This includes, but is not limited to, attempting unauthorized entry to the Library's network or external networks; intentional propagation of computer viruses; violation of vendor software license agreements, etc.

- Patrons are responsible for determining the reliability, currency and accuracy of web sites accessed and information discovered using the Library Internet Service.
- Patrons must be aware that computers and other devices are being used in public areas shared by people of all ages and sensibilities. Some content is age inappropriate for children and some may be offensive, objectionable and/or intimidating to other Patrons and/or Library Employees. Patrons are responsible for respecting the privacy of others.
- Patrons are responsible for determining the legality of any sites they access. Patrons are subject to federal, provincial and municipal legislation regulating Internet use and must not use the Internet for illegal purposes including, but not limited to, copyright violation, obscenity, child pornography, sedition and the incitement of hate.
- Patrons must be aware that the Internet is not a secure medium and that third parties may be able to obtain information about their activities or themselves. Patrons are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct using the Library Internet Service. The Library assumes no responsibility for the security and privacy of online transactions.

Library Employee Responsibilities

- Library Employees support Patrons in gaining the skills they require to be successful, including supporting digital literacy to increase knowledge of technologies.
- Library Employees are responsible for enforcing this policy. Employees will advise Patrons of inappropriate conduct as required and state consequences of not following policy should the conduct continue or be repeated.

Consequences of Misuse of Library Technology or Library Internet Services

The Library will initiate action to address any inappropriate behaviour related to use of Library Technology in accordance with this policy and the Library's *Rules of Conduct*. Any person in violation the risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

INQUIRIES:

CEO & Chief Librarian

Director, Customer Services and Branch Operations