

## TECHNOLOGY AND INTERNET USE POLICY

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### 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.
- **Library Volunteer** means a person who voluntarily extends their services to actively support the Library, and who does so without remuneration.
- **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