



Section: Public	Number: LIB-P-IN-1	Approved: October 2017
Internet Services Policy		Replaces: Internet Services Policy, May 2013

Policy Statement

This purpose of this policy is to establish the rules of conduct and library responsibilities concerning Internet Services.

Responsibility for Implementation

The responsibility for the implementation of this policy lies with the County Librarian, acting according to the general policy established by the Library. This authority may be delegated to other staff by the County Librarian.

Definitions

Children are Library users under the age of 16.

Internet is a worldwide interconnected network of computers that allows the “sharing” or “networking” of information at remote sites from other academic institutions, research institutes, private companies, government agencies and individuals.

User is any person using Huron County Library services. This includes Huron County Library patrons as well as visitors to our communities.

Regulations

1. Library Responsibilities:

- 1.1. The Library will ensure that access to, and use of, the Internet is consistent with the Library Board’s adoption of the Canadian Library Association’s Statement on Intellectual Freedom.
- 1.2. The Library will ensure equitable access to the Internet and efficient use of the resources provided; the Library sets rules for Internet access and reserves the right to modify these whenever and wherever appropriate.
- 1.3. The Library will provide:
 - 1.3.1. access to the Internet free of charge
 - 1.3.2. access to electronic resources, such as subscription databases and downloadable audiobooks.
- 1.4. Access to the Internet will be available from both the public computers and users’ personal devices. The Library will, whenever possible, provide access to a working

WiFi signal. If a device is unable to connect, yet staff are able to test the signal and prove it is functioning, staff are not liable for making sure all devices are able to connect to said signal.

- 1.5. The Library reserves the right to set time limits or ask users to limit their time on the public computers. The staff reserves the right to adjust computer time and scheduling as necessary.
- 1.6. Huron County Library does not limit access to Internet content but reserves the right to limit Internet access in children's areas that are not readily supervised by staff.
- 1.7. 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.
- 1.8. User-created files will not be saved on the Library's computers. Files that are saved will be removed. Users may store files on personal removable storage media.
- 1.9. User-supplied software shall not be installed on the Library's computers, and users may not modify or reconfigure software installed on the Library's computers.
- 1.10. Library staff are active intermediaries between users and Internet resources and are essential to the provision of relevant, accessible, high quality library services. Staff will support the user in effective, efficient and responsible use of the Library Internet service. Staff can help users determine the reliability, currency and accuracy of sites accessed on the Internet.
- 1.11. The Library's wireless network is not secure; the Library cannot guarantee the safety of traffic across its wireless network. The Library does not assume any responsibility for the configuration, security or files on personal devices, resulting from connection to the wireless network. Users should be aware that information sent to or from their device can be captured by anyone else with a wireless device and appropriate software.
- 1.12. Library staff 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. Huron County Library Internet Services Policy User Responsibilities will be posted in the branches is found in Appendix C.

2. User Responsibilities:

- 2.1. Users will be required to accept/acknowledge the Internet Services Policy User Responsibilities when signing on to the public access computers to access.
- 2.2. Users are responsible for determining the reliability, currency and accuracy of sites accessed and information found using the Internet.
- 2.3. Users are responsible for respecting the rights of others when accessing Internet sites in library space. Users must be aware that library computer workstations are in public areas shared by people of all ages and sensibilities. Some content is age inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other Library customers and/or staff.

- 2.4. In using the Internet or the wireless network, users are subject to federal, provincial and municipal legislation related to Internet use, including provisions of the Criminal Code. Library computers and access may NOT be used:
 - 2.4.1. To access sites or transmit materials which violate any Canadian legislation such as defamatory, discriminatory or obscene materials;
 - 2.4.2. To display overt sexual images;
 - 2.4.3. To send fraudulent, harassing or obscene messages;
 - 2.4.4. 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.
- 2.5. Users must be aware that the Internet, as well as the wireless Internet access, 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 on the Internet. The Library assumes no responsibility for the security and privacy of online transactions, nor is the Library responsible for any damages sustained while using the library's wireless network.
- 2.6. Users who deliberately violate the rules may have their library privileges suspended.

3. Use by Children:

- 3.1. Children may access all information and use all facilities provided by the Huron County Library.
- 3.2. The Library will ensure that children's access to the Internet is consistent with the policy on Children's Services, the Canadian Library Association's Statement on Intellectual Freedom, and any federal, provincial and municipal legislation.
- 3.3. Children under 12 years of age should have a parent/guardian/adult/caregiver/teacher (16 years of age or older) present when using library public access computers. It is expected that children aged 12 years and up will have a library card, may visit the library alone, and may use library equipment.
- 3.4. It is the right and responsibility of parents and guardians to monitor and determine their children's access to materials and resources, including the Internet. The Library accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.

4. Consequences of Improper Use:

- 4.1. Illegal use will be reported to the police.
- 4.2. Any person violating the Library Internet Services Policy risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

- 4.3. Misuse or abuse of computers or programs is not acceptable. In the case of staff and volunteers, the County of Huron Internet Access and Acceptable Use policy will be implemented.

Related Documents

Ontario. *Public Libraries Act*, R.S.O. 1990, Chap. P 44 Section 23 (4)

Ontario. *Municipal Freedom of Information and Protection of Privacy Act* R.S.O. 1990, Chap. M 56

Ontario Library Association Statement on Intellectual Rights and Freedoms (Appendix A)

Canadian Federation of Library Associations Statement on Intellectual Freedom (Appendix B)

Canadian Federation of Library Associations Public Access to the Internet Position Statement (Appendix C)

County of Huron Internet Access and Acceptable User Policy

Rules of Conduct

Children and Young Adult's Services Policy

Internet Services Policy User Responsibilities (Appendix D)

Appendix A

Intellectual Rights & Freedoms

All selections must respect the principles of intellectual freedom expressed in the Ontario Library Association's Statement on the Intellectual Rights of the Individual Endorsed by the membership of the OLA at the 96th Annual General Meeting, 1998.

ONTARIO LIBRARY ASSOCIATION STATEMENT ON THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

1. That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.
2. That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
3. That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
4. That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
5. That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
6. That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
7. That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

Approved, OLA Board of Directors, December 2003

Reaffirmed, OLA Board of Directors, December 2005

Appendix B

Statement on Intellectual Freedom and Libraries

Approval History: ~ June 27, 1974 Amended November 17, 1983; November 18, 1985; and September 27, 2015

The Canadian Federation of Library Associations recognizes and values the Canadian Charter of Rights and Freedoms as the guarantor of the fundamental freedoms in Canada of conscience and religion; of thought, belief, opinion, and expression; of peaceful assembly; and of association.

The Canadian Federation of Library Associations supports and promotes the universal principles of intellectual freedom as defined in the Universal Declaration of Human Rights, which include the interlocking freedoms to hold opinions and to seek, receive and impart information and ideas through any media and regardless of frontiers.

In accordance with these principles, the Canadian Federation of Library Associations affirms that all persons in Canada have a fundamental right, subject only to the Constitution and the law, to have access to the full range of knowledge, imagination, ideas, and opinion, and to express their thoughts publicly. Only the courts may abridge free expression rights in Canada.

The Canadian Federation of Library Associations affirms further that libraries have a core responsibility to support, defend and promote the universal principles of intellectual freedom and privacy.

The Canadian Federation of Library Associations holds that libraries are a key institution in Canada for rendering expressive content accessible and affordable to all. Libraries are essential gateways for all persons living in Canada to advance themselves through literacy, lifelong learning, social engagement, and cultural enrichment.

Libraries have a core responsibility to safeguard and facilitate access to constitutionally protected expressions of knowledge, imagination, ideas, and opinion, including those which some individuals and groups consider unconventional, unpopular or unacceptable. To this end, in accordance with their mandates and professional values and standards, libraries provide, defend and promote equitable access to the widest possible variety of expressive content and resist calls for censorship and the adoption of systems that deny or restrict access to resources.

Libraries have a core responsibility to safeguard and foster free expression and the right to safe and welcoming places and conditions. To this end, libraries make available their public spaces and services to individuals and groups without discrimination.



Libraries have a core responsibility to safeguard and defend privacy in the individual's pursuit of expressive content. To this end, libraries protect the identities and activities of library users except when required by the courts to cede them.

Furthermore, in accordance with established library policies, procedures and due process, libraries resist efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Library employees, volunteers and employers as well as library governing entities have a core responsibility to uphold the principles of intellectual freedom in the performance of their respective library roles.

Appendix C

Public Access to the Internet Position Statement

Acknowledgment - Canadian Library Association (CLA): February 24, 2015

Canadians visit public libraries every day to use public computers to access the internet, to connect to WiFi with their mobile devices, and to obtain assistance from library staff. They come to access government services, to reach out to their friends and families via email and social media, to research health information, to explore new opportunities and to learn. Canadians find support from library staff with their information and technology needs, whether they're learning to use a computer or access email for the first time, finding out how to protect themselves online when using social media, or researching an area of personal interest.

While Statistics Canada found in 2012 that 83% of Canadians had internet access from computers at home or could afford mobile devices with data plans, nearly 1 in 5 depended on free public access at libraries, retail and community locations to connect. Access is tied to income, and just 58% of Canadians in the lowest income quartile had access to the internet at home in 2012.¹ Affordability continues to improve, however, many continue to depend on free public access to help them bridge the digital divide.

A number of media reports on Canada's Bill C-51, the Anti-Terrorism Act 2015, have incorrectly reported that Canadian public library computers protect people participating in criminal activity. The Federation wholeheartedly refutes this notion.

Public libraries use software to ensure that private health, banking, and personal information of Canadians using library computers will not be compromised when the next individual logs on. Such software also ensures that each individual's passwords and browsing history remain private. The choice to access the internet in a public facility does not lessen the importance of protecting personal information while online. The Federation maintains that the privacy and freedom of law-abiding citizens should not be compromised. As Canadians discuss Bill C-51, the Anti-Terrorism Act, The Federation remains committed to promoting public libraries' role in providing free and safe access to the Internet. Public libraries' internet use policies consistently reinforce that illegal activities are not permitted on library computers and library staff across the country continue to cooperate with law enforcement as required.

The Federation encourages anyone with questions about managing internet use in libraries to contact their local public library for more information.

1. Statistics Canada. Table 358-0167 – Canadian Internet use survey, household access to the Internet at home, by household income quartile, Canada and provinces, occasional (percent), CANSIM (database). (accessed: 2015-02-16) [↔](#)

Appendix D

Huron County Library Internet Services Policy User Responsibilities

- 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.
- Users must respect the laws of Canada when using the Internet access.
- Use of the Internet access 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.
- Illegal use will be reported to the police.
- Misuse or abuse of computers or programs 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.
- User-supplied software shall not be installed on the library's computers, and users may not modify or reconfigure software installed on the library's computers.

Use by Children:

- Children may access all information and use all facilities provided by the Huron County Library.
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- It is the right and responsibility of parents and guardians to monitor and determine their children's access to materials and resources, including the Internet. The Library accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.

Consequences of Improper Use:

- Illegal use will be reported to the police.
- Any person violating the Library Internet Services Policy risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

**The full Internet Services Policy is available via the Huron County Library website, or at any library branch.*

Adopted by Huron County Library, May 2013