



Policy Type: Operational

Number: LIB-OP-84

Approved: May 18, 2022

Internet Services Policy

Next review: 2026

Purpose

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

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.

Policy

1. Library Responsibilities:

- 1.1. The Library will ensure that access to, and use of, the Internet is consistent with the Library’s Intellectual Freedom Statement.
- 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 ebooks and eaudiobooks.
- 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 supervised by staff.
- 1.7. 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.
- 1.8. 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.
- 1.9. 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 A.

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 Internet 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. 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.
- 2.7. 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.
- 2.8. Users who deliberately violate the rules may have their library privileges suspended (see section 4. Consequences of Improper Use).

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.

Date Comes into Effect

This policy replaces previous versions and comes into effect on May 18, 2022.

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 Freedom and the Intellectual Rights of the Individual, 2020 (https://accessola.com/wp-content/uploads/2020/08/2020_OLAIntellectualFreedomStatement.pdf)

Canadian Federation of Library Associations Statement on Intellectual Freedom (<https://cfla-fcab.ca/en/guidelines-and-position-papers/statement-on-intellectual-freedom-and-libraries/>)

Canadian Federation of Library Associations Public Access to the Internet Position Statement (<https://cfla-fcab.ca/en/guidelines-and-position-papers/public-access-to-the-internet-position-statement/>)

County of Huron Internet Access and Acceptable User Policy

Intellectual Freedom Statement

Code of Patron Conduct Policy

Children and Young Adult's Services Policy

Internet Services Policy User Responsibilities (Appendix A)

Appendix A

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.
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- Illegal use will be reported to the police.
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**The full Internet Services Policy is available via the Huron County Library website, or at any library branch.*

Adopted by Huron County Library, May 2022