

**Policy: Operational - Internet Services**

**Department: Library**

**Effective Date: August 2014**

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Bruce County Public Library considers Internet resources an extension of its material collections for library users and one of the richest information resources available to the public. The Internet is also a participatory community space, and an important vehicle for developing community amongst library users.

BCPL is not responsible for the content or quality and accuracy of information retrieved on library Internet workstations or through the use of the public wireless network.

The Internet is an unregulated, worldwide environment. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. Some information found on the Internet may not be accurate, complete, or current. Users must assess the validity of the information found. The library is not responsible for customer actions resulting from content read on the Internet from a library workstation. Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information about users' activities. The library assumes no responsibility for the security and privacy of on-line transactions nor is the library liable for any loss or theft of personal information.

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 laptops resulting from connection to the library's network. Users should be aware that information sent to or from their laptop can be captured by anyone else with a wireless device and appropriate software.

Children are entitled to access to all information and facilities in the Library. As with other library materials, children's access to the Internet and other electronic networks is the responsibility of parents and guardians.

Bruce County Public Library's users are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition and the incitement of hate. The use of the Library's Internet services for illegal purposes is prohibited, and may result in prosecution.

## Physical Access

- The library will make workstations available for Internet access, word processing, and other public information needs. We will make decisions regarding the number of workstations according to space availability, branch priorities, telecommunications capability, and system-wide resources.
- Customer use of Internet workstations will be limited by time per day. Branch supervisors staff may make exceptions on specific workstations as needed.
- The library will use booking software to track the total amount of time used at each session and throughout the day. No information is kept on the content of the session. Email will only be made available through free email providers, such as Hotmail, via public web browsers, like Internet Explorer.
- The library will make wireless Internet available to the public free of charge.
- Library workstations automatically erase files and “forget” log in information; however, it remains the responsibility of the user to ensure that they delete all files and properly log out of any sites that they visit while utilizing a library workstation.

## Content Access

- BCPL endorses the Canadian Library Association's Statement of Intellectual Freedom and believes that the freedom of access to information is essential to the health and development of a democratic society.
- Internet workstations will not have any content limitations.
- Monitoring of a child's use of the Library and the Internet is the responsibility of the parents/guardians.
- BCPL accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.
- All members of the public, including children, will have access to workstations with no content limitations.

## Acceptable Use of the Internet and Public Workstations

- Users of the Internet must respect copyright law and licensing of programs and data.
- Library workstations are located in public areas shared by library users of all ages, backgrounds, and sensibilities; individuals are asked to consider other customers when accessing the Internet or electronic resources from the public workstations or personal devices. All users of the Bruce County Public Library, including users of the Library's Internet services, are also expected to follow the Library's Rules of Conduct which are designed to ensure a welcoming environment. Disruptive, threatening, or otherwise intrusive behaviour is not allowed and Library staff are authorized to take action. Violations of this Policy and/or the Code of Conduct may result in suspension of library privileges and exclusion from the Library, as well as prosecution.
- Privacy at the workstations is not guaranteed. Staff will take reasonable measures to ensure the privacy and confidentiality of a user's usage of the Internet in the library.
- Users must not violate the privacy of another library customer.
- Users must not install software or run any programs on BCPL computer equipment that have not been installed by BCPL staff.
- Users should not develop or use programs that infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computing system. No alteration, damage or destruction of the library's computer hardware is permitted.

- Users must have only one library card, use only their own library card and must not use other individuals' cards.
- Users must not use any workstation or public wireless network for illegal, actionable, or criminal purpose, or seek access into any unauthorized areas, and must not harass other users locally or remotely.
- Users must not seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users. Users should not represent themselves as other users.
- The library is not responsible for any fees incurred by use of the Internet.
- The library cannot guarantee the security and confidentiality of any transaction, particularly ecommerce transactions.
- The library is not responsible for any damage to customer disks, removable media or external devices that may be connected to or inserted into a library workstation or connected to BCPL power.

## **Library Customers' Rights**

- Library customers have the right to confidentiality and privacy in the use of electronic information networks to the extent possible given certain constraints such as proximity of other customers and staff in public access settings. For legal reasons complaints from customers that a user is accessing legally prohibited or offensive material may result in a BCPL staff member intervening.
- The same confidentiality standards and procedures that apply to other library/public transactions will apply to the use of Internet resources. BCPL will make a best effort not to store any individual information on customer Internet use or other BCPL electronic information sources. BCPL may store cumulative, generic statistics to assure equitable access or measure service utilisation and direct information subscription purchases.
- Library customers have the right to equitable access to electronic information networks.

## **Related Documents**

Canadian Library Association, Statement on Intellectual Freedom