

Policy Title:

18. Internet Access and Use Policy

Policy Type	Approval Date	Motion No.	Review Date
Operational	September 2023	13-2023	August 2023

General Policy

The Brockville Public Library (BPL) provides public computer and internet access in keeping with our mission to “be a welcoming, resourceful environment open for everyone to explore, learn, create and share.” The Library considers internet resources to be an extension of other Library collection formats.

Computers and the Internet in the Library

Everyone is welcome to use the Library’s public computer and internet services.

BPL has public computer stations with word processing, internet capabilities and accessibility features. See Appendix A for the procedures for using the public computers.

Wireless internet access is also available for people who provide their own laptop computers or other wireless devices. Wireless access is not secure. It is the customer’s responsibility to protect themselves and their equipment from breaches of identity and security. See Appendix A for the procedures for accessing BPL’s wireless service.

Email is available through web-based providers such as Hotmail, Yahoo, Gmail, etc. BPL does not provide licensed software for accessing email (e.g., Microsoft Outlook).

Library computer stations and seating for wireless service are in very public areas shared by people of all ages. Privacy is not guaranteed. Computer customers are responsible for the sites they visit, and the content displayed on the screens. Inappropriate, offensive, and illegal site visits will be subject to staff intervention and policy applications. Internet use is regulated by federal and provincial legislation including the provisions of the Criminal Code.

BPL’s Social Media Policy – 21 is to be applied in conjunction with BPL’s Internet Access and Use Policy.

Content on the Internet

The Library does not censor or filter to restrict internet access. Some websites may contain information and pictures that some people will find controversial and inappropriate. Access to the internet is at personal discretion and responsibility.

To assist you in finding information, the Library's website includes links to a variety of external sites. The Library assumes no responsibility or legal liability for the accuracy, currency or age-appropriateness of information contained in any of these links. It is the customer's responsibility to question the validity of any information obtained over the internet.

Children and the Internet

Children's access to the internet in the Library is the responsibility of parents and legal guardians.

Children under the age of 10 years old using the internet or wireless service must be accompanied by an adult. Children between the ages of 10 and 14 may use the internet without adult supervision but must have a library card, signed by a parent, as per Membership – 14.

Visitors to the Library

BPL welcomes all visitors to use the computers and the wireless internet service. If customers do not have a Brockville Public Library card a guest pass will be issued at the information desk.

Copyright Restrictions

Certain copying and distribution of information found on the internet may infringe on copyright or other intellectual property rights. The Library is not responsible for any infringements. It is the customer's responsibility to be aware of copyright laws and consequences.

Downloading and Saving

Files, photos, and applications may be downloaded to the workstation's hard drive; however, at the end of each session these downloads are deleted. Personal USB drives may be used to save documents and information. The Library reserves the right to deny the use of personal storage devices if they have compatibility and/or operating problems with the Library computers. The Library is not responsible for damage to or malfunctions of personal storage devices.

Staff Responsibilities

Assistance with computer and internet applications will be freely provided given available staff time and expertise.

Library staff will provide computer advisory tools such as recommended site lists, how-to and navigation guides as staff time and expertise allow.

Library staff will assist people with connecting to the wireless service on laptops or other electronic devices. However, the Library will not accept the responsibility for configuring personal computer equipment which may result in damage.

Library staff may not complete online applications, registrations, or financial transactions on behalf of customers, including creation of passwords and security questions.

Misuse or abuse of the Library computers and internet may result in the suspension of library privileges and/or access to the Library facility. See also Facility – 30-1: Code of Conduct | Respect for Others | Responsibility for Actions.

Sources:

Southern Ontario Library Services

Brantford Public Library 2013

Kingston Frontenac Public Library

Cornwall Public Library

Perth & Union District Public Library

Appendix A**Procedures for Accessing the Library Computers**

- Customers may reserve computer time, in person, up to 7 days in advance by booking the appointment through our reservation station.
- To access a library computer, go to the Reservation Station with a BPL library card or guest pass to make a reservation.
- Customers with a BPL Card may have up to 3 hours of access on a public computer. Guest pass customers have access for 1 hour per day. Use of BPL's wireless network is unlimited.
- A maximum of 2 people may be at one computer workstation. Exceptions are made when the computers are being used for library training sessions.
- Printing capabilities are available from the public computers. Printing costs are indicated in the Print Properties.
- Headphones are required when accessing audio sites.

Procedures for Accessing the Wireless Service

- Customers will require a personal laptop or other wireless device with headphones, if necessary.
- To gain access, first connect to the wireless network and then open a browser to agree to BPL's terms and conditions.
- Wireless sessions time-out after 2 hours; agree to the BPL's terms and conditions to continue.
- Please ask the Library about printing options.

Appendix B

Customer Internet Rules of Use

The Brockville Public Library (BPL) provides public computer and internet access in keeping with our mission to “be a welcoming, resourceful environment open for everyone to explore, learn, create and share.”

Internet and wireless access is not secure. It is the customer’s responsibility to protect themselves and their equipment from breaches of identity and security. The Library is not responsible for damage to or malfunctions of personal storage devices. BPL will not accept the responsibility for configuring personal computer equipment which may result in damage.

Library computer stations and seating for wireless service are in very public areas shared by people of all ages. Privacy is not guaranteed. Computer customers are responsible for the sites they visit and the content displayed on the screens. Inappropriate, offensive and illegal site visits will be subject to staff intervention. Internet use is regulated by federal and provincial legislation including the provisions of the Criminal Code.

The Library does not censor or filter to restrict internet access. Some websites may contain information and pictures that some people will find controversial and inappropriate. Access to the internet is at personal discretion and responsibility. The Library assumes no responsibility or legal liability for the accuracy, currency or age-appropriateness of information on the internet.

Children under the age of 10 years old using the internet or wireless service must be accompanied by an adult. Children between the ages of 10 and 14 may use the internet without adult supervision but must have a library card, signed by a parent, as per Joining the Library Policy – 14. Children of all ages are welcome to use the Early Literacy and ELF stations.

BPL welcomes all visitors to use the computers and the wireless internet service. If customers do not have a Brockville Public Library card a guest pass will be issued at the information desk.

The Library is not responsible for any copyright infringements. It is the customer’s responsibility to be aware of copyright laws and consequences.

Library staff may not complete online applications, registrations or financial transactions on behalf of customers, including creation of passwords and security questions.

By logging onto the Brockville Public Library’s internet or WiFi, you agree to abide by the above rules of use.

Misuse or abuse of the Library computers and internet may result in the suspension of library privileges and/or access to the Library facility.