

County of Lennox & Addington Public Libraries Policy Manual
Internet Services Policy

The County of Lennox & Addington Public Libraries endorses the use of the Internet as an essential source of information to complement traditional library collections. The internet functions in an unregulated, global environment and, therefore, provides access to a wide-variety of resources over which the Library has no control. This policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

Section 1: Reliability and appropriateness of information on the Internet

1. The Library is not responsible for the accuracy of the information available on the Internet. This is the responsibility of the producer/originator or publisher
2. The Library is not responsible for the quality, legality, appropriateness, content or availability of any Internet sources accessed through the Library network

Section 2: The County of Lennox & Addington Public Libraries' Website

1. The Library will maintain an online presence that provides:
 - a) Information about services and operations
 - b) Access to the catalogue
 - c) Access to subscription databases and materials
2. The Library is only responsible for the content of website pages managed by the Library

Section 3: Access to the Public Network

1. The reliability of connection to the Internet via the public network cannot be guaranteed
2. Wired and/or wireless access to the Internet via the public network is provided free of charge
3. Access to the network will be available from the public computers or user's personal devices
4. The Library reserves the right to set time limits or to ask users to limit their time on public computers. The staff reserve the right to adjust set computer times and scheduling as necessary
5. 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 or other devices 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
6. The Library is not responsible for any damages sustained while using a personally owned device within the Library's premises or while using the Library's wireless network
7. The Library will not be responsible for any expenses incurred by, or potential repercussions of a third-party using personal/banking/credit card information that has been entered via a public network

Section 4: Privacy and Confidentiality

1. Privacy at the workstations is not guaranteed. Staff will take reasonable measures to ensure the privacy and confidentiality of a user's use of the Internet in the Library

2. Users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed by users may be seen by other people. Users are expected to use the Internet in accordance with this environment
3. The Library assumes no responsibility for the security and privacy of online transactions, as the Internet is not a secure medium and third parties may be able to obtain information about the user's activities

Section 5: Use by Children

1. The Library accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of Internet resources
2. Staff will:
 - a) Affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their child's access to materials and resources
 - b) Not interfere with a child's access to the Internet unless their behavior falls contrary to the **Acceptable Use Rules** outlined in Appendix 1
3. Parents will:
 - a) Assume responsibility for deciding which resources and type of network access are appropriate for their children
 - b) Be made aware that the term "children", as used by the library, means up to the age of 16

Section 6: Acceptable Use

1. To ensure equitable access to the public network and efficient use of resources, the Library sets rules for public network access and reserves the right to modify these whenever and wherever appropriate
2. Users who violate the rules may have their library privileges suspended
3. The **Acceptable Use Rules** are outlined in Appendix 1

Section 7: Compliance

1. The Manager of Library Services will ensure that all staff members and other persons working in the library are informed and familiar with the **Acceptable Use Rules**
2. The staff will make every reasonable effort to ensure that users are compliant with the **Acceptable Use Rules**
3. The County will support its staff in their fair and informed enforcement of this policy and its associated rules

The Acceptable Use Rules for the Public Network

- a) Users should view the use of computers for Internet access in the same way they view the use of the general collection. That is, they are shared resources
- b) Users must respect the laws of Canada when using the public network
- c) The use of the public network for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited
- d) Patrons are expected to refrain from viewing materials that are offensive to others. This includes viewing sexually explicit and/or graphically violent content
- e) Users of the public network may not violate or circumvent copyright and other intellectual property rights
- f) Misuse or abuse of computers or programs is not acceptable. Offenders may be required to leave the Library
- g) User-created files cannot remain on the Library's computers. Files that are saved will be removed. Users may store files on personal removable storage media
- h) User-supplied software should not be installed on Library computers, and users may not modify or reconfigure software installed on Library computers
- i) Parents will assume responsibility for deciding which resources and type of network access are appropriate for their children under the age of 16 years