	Muskoka Lakes Township Public Library LIBRARY BOARD POLICY		
Policy Type:	Operational	Policy Number:	OP-28
Policy Title:	Internet Services and Technology	Policy Approval Date:	06/11/24
Chairperson:	V. Duke	Policy Review Date:	06/28

Intent:

The Muskoka Lakes Public Library Board (herein after referred to as the Board) endorses the use of the Internet as a source of information to complement traditional Library collections and as a communication tool, connecting individuals and communities. Public computer access and wireless access is provided to ensure equitable access to information and online resources for individual enrichment, self-education, culture and recreation.

This policy applies to all types of computer and mobile device usage on the premises of the Library or on the Library network. This includes, but is not limited to: public computers, laptops and mobile devices using the Library's wireless network as well as laptops and mobile devices on other networks inside the Library.

This policy outlines staff responsibilities as well as acceptable use of technology by users and the possible consequences of inappropriate behavior or illegal activity by users.

Regulations:

The Ontario Public Library Guidelines related to the "Use of Technology" in a public library outline the requirement for a policy that includes:
- free public access to Library devices and /or computer
- some rules on acceptable use
- the Library's position on Internet filtering

Procedures:

Section 1: Access to the Public Network

The Internet functions in an unregulated environment, and therefore provides access to a wide variety of resources over which the Muskoka Lakes Public Library (herein after referred to as the Library) has no control.

1. The Library provides members of the public with Internet access through the Library's networked desktop computers and laptops as well as through the Library's wireless network which can be used with personal mobile devices.

2. Wired and/or wireless access to the Internet via public computers or users' personal devices is <u>free</u> of charge.

3. To ensure equitable access to the public network and efficient use of resources, the Library reserves the right to set time limits or ask users to limit their time on the Library's public computers.

Section 2: Internet Filtering
1. The Internet provides access to many resources for different age levels and reflects various points of view. Users should be aware that information might not be accurate, complete, age-appropriate, or current.

2. The Library **does not** use filtering software. It is the position of the Board that filtering technology is not effective in making the internet safer for children or in preventing criminal activity. The access to, and use of, the public computer network is compatible with the Library's policy on Intellectual Freedom (GF–04).

Section 3: Use by Children
1. Children may access all information and use all facilities provided by the Library. Children's access to the Internet is compatible with the Library policies on Safety and Supervision of Children(OP-06),Youth Services (OP-21) and Intellectual Freedom (GF–04).

2. Parents and guardians are responsible for the restriction of their child's use of a Library computer, including use of the Internet and wireless access. The Board accepts no responsibility for enforcing restrictions which a parent or guardian places on their child's use of the Internet.

Section 4: Acceptable Use of Technology in the Library
1. Users must respect the federal and provincial laws when using the public network. Use of the public network for illegal, actionable or criminal purposes 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, within the definitions of federal or provincial legislation, will be reported to the police.

2. Users of the public network may not violate or circumvent copyright and other intellectual property rights and liability for infringement rests with the user.

3. Users are expected to consider other Library users when accessing the Internet within the Library. The Library's computers and worktables are located in public areas and the computers and wireless network are shared by Library users of all ages, backgrounds and sensibilities. Some content is age-inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other Library users and/or staff.

4. Users are expected to respect the privacy of other Library users. However Library staff cannot guarantee privacy at the Library workstations or when users are using personal mobile devices.

5. Users are prohibited from damaging or modifying the Library's computer, equipment, software or network

6. Users should use caution before providing personal information over the Internet. As the Internet is not a secure medium, third parties may be able to obtain information about users' activities. The Library assumes no responsibility for Internet content or damages, directly or indirectly, arising from its website, online services, or from its connections through to other Internet services.

7. All users must review the Library's **Public Access Internet Station User Agreement** (Appendix A) that accompanies on line access. By doing so users are signifying that they have read and understood the policy and agree to abide by it. Consequently, any user not adhering to the Library's Public Access Internet Station User Agreement may have their Library privileges suspended and be legally and financially responsible for damages.

Section 5*: Library Responsibilities*
The Library proactively helps and promotes public access to quality information for all users.
1. Library staff are available to assist with:
    a) finding an Internet site.
    b) accessing the public workstations and personal devices
    c) accessing the Library's subscription e-resources and e-books

2. The Library respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted.

3. The Library staff reserve the right to redirect users whose activities on the public computers or their personal devices may diminish the enjoyment of the Library space by others.

4. Library computers are equipped with anti-virus and restore software. The Library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the Library's network. The Board assumes no responsibility for the security and privacy of on-line transactions, as the Internet is not a secure medium and third parties may be able to obtain information about the user's activities. The Library is not responsible for any damages sustained while using a personal device.

Related Documents:
MLPL GF-04 - Intellectual Freedom
MLPL ACCESS-01 Accessibility in the Library
MLPL OP-01 – User Code of Conduct
MLPL OP-03 – Protection of Privacy, Access to Information and Messages under CASL
MLPL OP-06 - Safety and Supervision of Children
MLPL OP-21 – Youth Services

Appendix A

Public Access Internet Station User Agreement

As a user of electronic information sources such as the Internet, you are expected to use these resources in a responsible manner consistent with the informational and educational purposes for which they are provided, and to follow the rules and regulations of the Library offering these resources. All users of the Internet are expected to use this resource in a responsible manner and comply with these Internet use and access guidelines.

•Not all Internet sources provide accurate, complete, age appropriate or current information. It is the user's responsibility to question the validity of any information.
•Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright or other intellectual property rights is prohibited. Muskoka Lakes Public Library assumes no responsibility for any direct or indirect damages arising from the use of its connection to Internet services.
•Violation of the Library's Internet guidelines may result in the loss of Internet privileges and/or removal from the Library. Any Library users involved in illegal activities will be subject to prosecution.
•Parents or guardians are responsible for monitoring their children's Internet activity.
•Be aware that the workstations are in public areas shared by people of all ages and sensibilities. Although the Library has taken measures to increase privacy, complete privacy cannot be guaranteed. Each user is ultimately responsible for the selection of sites and should be aware that other Library users may be involuntarily exposed to what is displayed.
•No more than two people are permitted at an Internet workstation at one time.
•Where permitted by copyright, users may print their information at the posted rate.

Unacceptable use includes:
•Use of personal software programs.
•Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas.
•Attempting to modify or gain unauthorized access to files, data, or passwords belonging to others or seek unauthorized access to any computer system
•Violating copyright laws or software licensing agreements
•Subverting or attempting to subvert any security devices in either software or hardware format which the Library has installed on its Internet workstations.
•Installing or attempting to install viruses or other programs designed to damage or alter software on the workstations, the LAN or the Internet, or seeking unauthorized access to any computer system.
•Sending any unsolicited commercial material or spamming.
•Misrepresenting oneself as another user.
•Attempting to modify or gain access to files, passwords or data belonging to others.

Consequences of violating Internet use guidelines

•Users in violation of the Library's Internet use policies and guidelines will have their Internet privileges revoked. Repeated violations will result in removal from the Library and suspension of Internet privileges.

•Misuse or abuse of computers or programs is not acceptable. Offenders may be required to leave the Library.

•Customers using the Library's Internet workstations for illegal purposes will be subject to prosecution. Vandalism or theft of Library property is illegal and will be reported to the police.