

## 1. Objective

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Computers and the Internet contribute to lifelong learning and literacy. We consider these resources an extension of our physical collection and provide computer and Internet access for you.

## 2. Our Service Commitment

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- a) We welcome everyone to use our Library's public computer and Internet services at all our branches.
- b) Our staff will assist you in using our computers and accessing the Internet, depending on your needs and how busy the Library is. They may recommend sites and refer you to how-to and navigation guides.
- c) If you bring your own laptop or other wireless device, you may connect to the Internet at all locations. We provide wireless service 24 hours, seven days a week at all branches but South Elmsley. There, wireless service is available only during open hours due to the host elementary school's security concerns.
- d) You may access your own email accounts. Only staff may use the Library's email account.
- e) Our premises are public areas. We cannot guarantee, but will take reasonable measures to respect, your privacy and confidentiality when you use our computers to access the Internet, unless we suspect you are violating our policies. Our staff clears browser history caches on our public computers daily. We cannot guarantee your privacy on websites you access on our computers.
- f) You may reserve 30-minute sessions on our computers in advance. You may have more time if no one is waiting. We ask that you close the Internet browser and other software at the end of your session.
- g) We offer headphones for purchase, to use in consideration of other patrons, when you play audio and video files.
- h) We allow printing from our public computers at the posted rate, if permitted by copyright and intellectual property legislation. We provide information on copyright laws at every branch.
- i) We provide access to word-processing, spreadsheet, and presentation software, as well as access to core library services (e.g. catalogue, Internet access). We identify other community computing needs through our planning process.

## **3. Children's Access to Our Computers and Wireless Service**

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We welcome children of all ages to use our computers for word processing and early literacy programs. The Internet, however, provides access to a vast array of material inappropriate for children. We will not play the role of a parent or guardian regarding children's use of our Internet.

- a) You as a parent or legal guardian are responsible for your child's Internet activity.
- b) You must supervise use of the Internet or wireless for any child under the age of 14.
- c) We may provide a mix of filtered and unfiltered Internet workstations. We install commercial filtering software, aimed at blocking sites that contain pornography and graphic sexual images, on our filtered workstations. However, as no filtering product can block all offensive sites, we assume no liability if the filtering software is not 100% effective. You must decide which workstation your child may use.
- d) You must evaluate Internet sources as you would print publications for accuracy, completeness, age-appropriateness, and currency.

## **4. Responsibilities**

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You must use our computer and wireless resources in a responsible manner and comply with the following guidelines:

- a) Our wireless network is not secure, and traffic on it is not encrypted. You are responsible to protect your equipment, communications, and data from security and identity breaches. We recommend that you do not use our computers and wireless for banking or credit card transactions.
- b) You are responsible for the sites you visit and the content displayed. Provincial and federal legislation, including provisions of the Criminal Code, regulate Internet use. We do not censor or filter wireless access. However, if our staff suspect that you or your child are accessing inappropriate or offensive sites, or using our computers for illegal purposes, they have a responsibility to intervene. We receive notification of illegal downloading from our service provider and will act accordingly; specific sites or your wireless access may be blocked.
- c) You are responsible for assessing the validity and copyright restrictions of information posted on Internet sites.

# Computer and Wireless Access and Use

- d) You are responsible for saving downloaded files directly onto a personal storage device, as long as it is compatible with our workstations. Our staff restore the workstations to their original settings at close of business each day.
- e) You are prohibited from the following activities:
- using our computers or wireless for illegal, actionable, or criminal purposes; to seek unauthorized access to restricted web sites or computer networks; or to modify or gain access to files, passwords, or data belonging to others
  - infringement of copyright and intellectual property legislation
  - loading your software or data from any source onto our computers
  - subverting or attempting to subvert either software or hardware security devices installed on our computers and network
  - loading or attempting to load viruses or other programs designed to damage or alter our computers and network
  - sending commercial material that violates Canada's Anti-Spam Legislation (CASL), spamming, or phishing
  - misrepresenting yourself online.

## We will:

- a) Ensure our staff make you aware of this policy and these procedures through signage and brochures, as well as our Code of Conduct and our policy on Children and Teen Services.
- b) Assume responsibility for the information provided on our own web site. We are not responsible for the availability and accuracy of information on sites linked to our web site.
- c) Assume no responsibility for protecting your devices against potential damage by such threats as viruses, malware, or breaches of privacy.
- d) Reserve the right to terminate your Internet connection through our wireless service at any time to protect our network and patrons.
- e) In situations when Internet access is slow, permit our staff to stop you from video-streaming or other activities requiring large bandwidth.
- f) Ensure our staff enforce the consequences, described below, of misuse or abuse of our computers and wireless.

## **5. Consequences of Violating This Policy**

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If you violate this policy, we will require you to leave the premises, and we will revoke your computer privileges.

If you use our computers or wireless for illegal purposes, you may face prosecution. We will report to the police suspected activity of this nature, as well as vandalism or theft of Library property.