

POLICY: PUBLIC INTERNET ACCESS AND COMPUTER USE POLICY #: B-OP-10
POLICY

COMMITTEE:	Library Board	PASSED:	June 2013
TOPIC:	Services	AMENDED:	24 September 2015; 24 November 2022
		REVIEW PERIOD:	As required.

PURPOSE

To describe the Library’s role with respect to providing public access to the Internet and to set out terms of acceptable use.

SCOPE

This policy applies to all patrons who choose to use the library’s public computer equipment and wireless network infrastructure.

POLICY

The Library considers Internet information resources to be an extension of our material collections for library users and one of the richest information resources available to the public. The Internet allows access to ideas, information and commentary from around the world. It is also a participatory community space, and an important vehicle for developing community amongst library users.

Physical Access

The library will make workstations available for Internet access, word processing, and other public information needs. Patron use of Internet workstations will be limited by amount of time per day. Branches with few Internet workstations may impose shorter time limits. The library will use booking software to track the total amount of time used at each session and throughout the day. Staff may make exceptions regarding time of use on specific workstations as needed. No information is kept on the content of the session.

Content Access

Public library workstations have full access to the Internet, including content that some may find objectionable. Public library workstations are located in public areas shared by library patrons of all ages, backgrounds and sensibilities; individuals are asked to consider other patrons when accessing the Internet from the public library workstations or from their own devices when within library premises.

The Library has no control over and is not responsible for the availability, accuracy, quality or appropriateness of information accessible through the Internet. We do not have the ability to select, monitor or control the content of sites on the Internet or vet the links which may be present on a selected

site.

By using a public Library workstation or the Library's wireless network, patrons are agreeing to this Public Internet Access and Computer Use Policy.

Acceptable Use of the Internet and Public Library Workstations

Patrons using the library's computers or wireless network:

- Must not use any workstation and/or library wireless network for illegal, actionable or criminal purpose, and must not seek access into any unauthorized areas.
- Must not install or run any software programs on NVDPL computer equipment that have not been installed by NVDPL authorized staff. Patrons must not develop or use programs that infiltrate a Library computer or computer system and/or damage or alter the software components of a local or remote computer or computing system. Alteration, damage or destruction of the Library's computer hardware is not permitted.
- Must respect copyright law and licensing of programs and data.
- Must not seek information, obtain copies or modify files, other data, or passwords, belonging to other patrons, and should not represent themselves as other patrons.
- Must use their own library card and must not use other individuals' cards or multiple library cards.
- Must respect the privacy of other library patrons and respect the sensibilities of others when accessing sites that may reasonably be considered offensive to others.
- Must not harass others locally or remotely.
- Must refrain from disruptive behaviour that may disturb other patrons.
- Must cooperate with staff and other patrons in following these Acceptable Use terms. Failure to cooperate may result in temporary or permanent loss of Internet and other Library privileges.
- Acknowledge the library is not responsible for any fees incurred by use of the Internet and cannot guarantee the security and confidentiality of any transaction, particularly ecommerce transactions.
- Acknowledge the library is not responsible for any damage to patron disks or external devices that may be connected to or inserted into a library workstation or connected to NVDPL power supplies.

A statement is placed on public access workstations containing the Library's Acceptable Use of the Internet and Public Library Workstations requirements.

Supervising Children's Use

There will be some resources on the Internet which parents/guardians feel are inappropriate for their children. The Library expects parents/guardians to supervise their children's Internet use when in the Library, and to verify their children's use of the Internet is consistent with their personal and family values and boundaries. As with the use of other library materials in the collection, library staff does not act in the place of a parent or legal guardian to restrict what a child may access. The welcoming or default webpage in Children's areas will promote librarian-selected Internet resources. This policy is consistent with our materials collection policy which stresses children's collections appropriate for age and interests of children.

Internet Training

Staff are available to assist library patrons with Internet use as time permits. The Library will offer introductory training to small groups as time and resources permit, and also one-on-one training may be offered.

Internet Security & Privacy

Users of the library's computers or wireless network should be aware that the Internet is not a secure medium and that third parties may be able to obtain information about users' activities. Internet transactions using external Internet sites are undertaken at a patron's own risk. The Library cannot guarantee the security and confidentiality of any transaction, particularly e-commerce transactions. The Library is not responsible for any fees or damages to patrons incurred by their use of the Internet. The Library endeavours to conform to industry best practices in providing security for our equipment and network to minimize the possibility of unintentional or novice damage to our computers. Such practices may, at times, limit the capabilities of Internet sites, and the Library will review any specific problems that are brought to our attention.

The Library protects the privacy, and ensures the confidentiality, of legitimate users. The Library's Confidentiality Policy applies to the use of Internet resources within the Library's control.

Review

The Public Internet Access and Computer Use Policy will be reviewed by the Library Board as per the Library Board policy review cycle.

RESPONSIBILITIES

The Library Board is responsible for this policy.

The Library Board supports this policy, the Canadian Library Association's Statement on Intellectual Freedom and the BC Human Rights Code.

The Director of Library Services is responsible for implementing this policy.

RELATED POLICY

- Confidentiality Policy