

Madawaska Valley Public Library Policy Manual

Policy Type: Operational

Policy Number: OP-09

Policy Title: Use of Internet and
Electronic Media

Initial Approval Date: May 30, 2012
Last Review / Revision Date: June 26, 2023
Review Date: June 26, 2026

Objective

To establish the provision of public network services to access the Internet, the acceptable use of these services, and the use of other electronic media.

Scope

The Madawaska Valley Public Library (the Library) 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.

Section 1: Reliability and Appropriateness of Information on the Internet

1. Resources will be made available to inform users about the reliability and appropriateness of information available on the Internet.
2. 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.
3. The Township of Madawaska Valley Public Library Board (the Board) is not responsible for the quality, legality, appropriateness or availability of any Internet sources accessed through the Library's public network.

Section 2: Access to the Public Network

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. The Library endeavors to minimize the opportunity for unintentional exposure by clients using library space to content being accessed by another library user.

1. The Board will ensure that access to, and use of, the public network is compatible with the Library's policy on **Intellectual Freedom (FN-03)**.
2. Access to the wireless network will be available from the public computers or users' personal devices, and it is free. The Library requires each patron to read Library Policy OP-09 **Use of Internet and Electronic Media** and sign attesting to such before using the public computers and the wireless.
3. The use of personal devices will be limited **ONLY** to the upstairs / adult section of the Library so as not to block ease of access / egress and no blocking of aisles.
4. The Library's wireless system will be functional during the hours when the Library is open:
 - a) Clients may access the Library's wireless system via personal devices only through a password that is available at the circulation desk.
 - b) Due to limited space, library staff reserves the right to set time limits on the use of personal devices to allow fair and equitable access by all.
5. The Library reserves the right to set time limits or request users to limit their time on the public computers. The staff reserves the right to adjust computer time and scheduling on public computers, as necessary.

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6. 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 devices resulting from connection to the Library's network. Users should be aware that information sent to or from their personal devices can be captured by anyone else with a wireless device and appropriate software.
7. The Library is not responsible for any damages sustained while using a personally owned device within the Library's premises or within proximity to the Library's wireless network, or while using the Library's wireless network.
8. The Library is not responsible for the loss of client documents saved on, or left near, library computer(s).
9. The library is not responsible for the private information a client has entered in, or saved on the library computer(s).
10. The Library will not be responsible for any expenses incurred by, or the potential repercussions of a third party using, personal / banking / credit card information that have been entered via the public network.

Section 3: Privacy and Confidentiality

1. Use of the Library's public network falls under the provision of the Library's **Confidentiality and the Protection of Privacy Policy (OP-01)**.
2. Privacy at the workstations is not guaranteed. Internet workstations are situated in public areas, and content may be seen by other people in the vicinity. Staff will take reasonable measures to ensure the privacy and confidentiality of a user's use of the Internet in the library.
3. Users must respect the privacy of others. Users are expected to use the Internet in accordance with this environment. Staff reserves the right to require users to use headphones or move to another computer whose activities on the public computers or their personal devices diminish the enjoyment of the library space by others.

Section 4: 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 policy Children and Teen Services (OP-12) and the policy on Intellectual Freedom (FN-03).
2. Parents and guardians are reminded that the restriction of a child's use of a library computer, including Internet and wireless access, is their responsibility. The library board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet.

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Section 5: Acceptable Use of Technology in the Library

1. To ensure equitable access to the public network and efficient use of resources, the Board sets rules for public network access and reserves the right to modify these whenever and wherever appropriate.
2. Users who deliberately violate the rules may have their library privileges suspended.
3. The **Acceptable Use Rules** are:
 - a) Users should view the use of public computers for Internet access in the same manner as they view the use of the general collection, that is, they are shared resources.
 - b) When viewing the Internet, clients should be respectful of sensibilities of others.
 - c) The Library reserves the right to set time limits or request users to limit their time on the public computers. The staff reserves the right to adjust computer time and scheduling on public computers as necessary.
 - d) Scheduling of public computers will be at thirty (30) minute intervals from thirty (30) minutes after the library opens to one hour prior to closing.
 - e) All public computers will be shut down thirty (30) minutes prior to closing time on any given day. Clients will be given sufficient notice to terminate their online sessions.
 - f) Users must respect the laws of Canada when using the public network.
 - g) Use of the public network for illegal, actionable or criminal purposes, or to seek access to unauthorized areas 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, and viewing, downloading and/or printing child / adult pornography.
 - h) Illegal use will be reported to the police.
 - i) Users of the public network may not violate or circumvent copyright and other intellectual property rights. The Board promotes fair use copyright principles and will advise users of their legal responsibilities regarding these.
 - j) Misuse or abuse of computers or programs is not acceptable. Offenders may be required to leave the library, and their library privileges may be suspended. In the case of staff and volunteers, appropriate disciplinary action will be taken.
 - k) User-created files shall not be saved on any Library computer. Files that are saved will be immediately removed. Users may store files on personal removable storage media.
 - l) User-supplied software shall not be installed on any Library computer, and users may not modify or reconfigure software installed on the Library’s computers.
 - m) The **Acceptable Use Rules** will be posted on the Library’s website and in the Library; these will be amended as required.

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4. Staff will make all reasonable efforts to ensure that all clients comply with the **Acceptable Use Rules**.

Section 6: Assistance from Staff

1. Staff will provide assistance with:
 - a) Access to the public workstations and personal devices
 - b) Helping clients begin their search for information
 - c) Access to subscription databases and e-books, if available.
2. Staff cannot recommend products and/or services.

Section 7: The Library's Website

1. The Library will maintain a website that provides:
 - a) Information about services and operations
 - b) Access to the catalogue
 - c) Access to subscription databases and e-books, as available
 - d) A selected, evaluated and organized collection of reliable and current information sources available on the Internet, if feasible
 - e) A range of accessibility features through assistive technology conforming with Web Content Accessibility Guidelines (WCAG) 2.0 guidelines and staff assistance, upon request for people with disabilities, if feasible and/or available.

Section 8: Compliance

1. The Chief Executive Officer (CEO) will ensure that all staff and volunteers working in the Library are informed and familiar with this policy and the **Acceptable Use Rules**.
2. The staff will make all reasonable efforts to ensure that all users comply with the **Acceptable Use Rules**.
3. The Board will support its staff in their fair and informed enforcement of this policy and associated rules.
4. Actions taken by library staff may be appealed to the CEO and the Board.

Related Documents:

Policy Number **OP-01**

Policy Number **FN-03**

Policy Number **OP-12**

Policy Number **OP-17**

Protection of Privacy and Access to Information

Intellectual Freedom

Children and Teen Services

Meeting the Requirements of the AODA