



## LAMBTON COUNTY POLICY MANUAL

Libraries, Museums & Cultural Services

<b>SUBJECT:</b> Use of Public Access Computers and the Internet	<b>Section:</b> <b>Index No.:</b>
<b>Effective Date:</b> August 1, 2008	<b>APPROVED BY:</b> April James
<b>Revision Date:</b>	
<b>Dates Reviewed:</b>	<b>Page 1 of 5</b>

### PURPOSE

To define Library policy and procedures regarding the free use of public access computers and free Internet access using the County of Lambton network or wireless connection where provided.

### POLICY

Lambton County Library provides members of the public with free access to computers with select computer software and with free Internet access through the County of Lambton network and wireless connection at all 26 of its branch libraries.

This policy is in keeping with its Mission Statement of providing equal access to information and resources to meet the educational, cultural and recreational needs of the community. All library users will have enhanced accessibility to ideas and information through the Library's gateway to the Internet. The policy reflects the principles and guidelines as set out in the Library's "Mission Statement", the Canadian and the Ontario Library Association's "Statement of Intellectual Freedom" and the Library's "Rules of Conduct".

The following appendices form part of this Policy:

Appendix A: Mission Statement

Appendix B: Canadian Library Association's Statement of Intellectual Freedom

Appendix C: Rules of Conduct

## **DEFINITIONS:**

**Action.** n. One party (the plaintiff) suit against another party (the defendant) for the protection or enforcement of a right, the prevention or redress of a wrong, or the punishment of an offence.

**Actionable.** adj. Capable of sustaining or giving rise to an action.

**Sedition:** n. Advocating a change of government through the use of force.

Dukelow, Daphne. Pocket dictionary of Canadian law. Toronto, Ontario: Carswell, 2006 p. 9 & p.431.

## **GUIDELINES FOR USE OF PUBLIC ACCESS COMPUTERS AND THE INTERNET**

The Library has developed service guidelines to ensure equitable use of public access computers and the Internet and the safe and efficient use thereof. The Library reserves the right to modify these guidelines, at its entire discretion, when and where appropriate.

### **Computer User Responsibilities**

All library users, staff and volunteers are expected to use public computers in a responsible manner. The users are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the Criminal Code R.S., 1985, c. C-46 regarding, without limitation, obscenity, child pornography, sedition and the incitement of hate.

#### **User's responsibility is to:**

- accept the responsibility for use of the computer and Internet access in a manner consistent with the Library's mission of providing a safe, enjoyable, healthy, professional and educational environment for all of its visitors.
- question the validity and credibility of all information as not all Internet sources provide accurate, complete, age appropriate or current information.
- be responsible for the selection of and access to information and/or of sites. As many workstations are in full view of other members of the public, sites and information displayed may be deemed as inappropriate/offensive especially for young children to view.
- close the computer session by clicking on the "X" in the upper right hand corner of the screen as a measure of personal privacy and security. Although the Library has taken measures to protect privacy, complete privacy is not guaranteed. Workstations are publicly accessible and thus shared and used by people of all ages and sensibilities. Without proper precautions taken by individual users, others may have access to personal information left on a workstation and/or computer.

- report all incidents of advertently or inadvertently accessing others' personal information immediately to Library staff.
- respect the privacy of others using public access workstations.
- monitor the Internet activity of children for whom you are the parent or guardian and be responsible for their choice of workstation.
- pay for all prints and electronic copies at the posted rates.
- provide protection of personal wireless devices from viruses, spyware and spam.

**Users are Prohibited from:**

- use of workstations and/or Internet access for illegal, actionable or criminal purposes or to seek access to unauthorized areas or sites.
- use of workstations and/or Internet access for purposes of prohibited discrimination and harassment.
- accessing or downloading a site and/or information that may be reasonably viewed by another library patron as being offensive or inappropriate.
- infringement of copyright and other intellectual property rights.
- use of personal computer software.
- any attempt to subvert any security devices in either software or hardware format which the Library has installed on its public access computers.
- any attempt to install viruses or other programs designed to damage or alter software on the workstations, the local area network or the Internet, or seeking unauthorized access to any computer system or personal information.
- distribution of unsolicited commercial material or spamming.
- misrepresentation of oneself as another user.
- modification or the attempt to modify or gain access to files, passwords or data belonging to others.
- vandalism or theft of library property.

**Consequences of violations:**

- Violation of the Library's "Guidelines for Use of Public Access Computers and the Internet" and/or the "Rules of Conduct" may result in computer use privileges being revoked at the Library's sole and exclusive discretion; in removal from the Library and in prosecution.
- Misuse or abuse of Internet, computers and/or programs is not acceptable. Offenders will be asked to leave the library and may be prosecuted.
- Use of the Library's computer workstations for illegal purposes will be subject to prosecution.
- Vandalism or theft of Library property is illegal and will be reported to the police.
- Use of the Library's Internet services for illegal purposes is prohibited, and may result in prosecution.

## **Library Responsibilities**

The Internet is a largely unregulated, worldwide environment which contains information and opinions that range in scope from reliable and authoritative to controversial or offensive.

### **Lambton County Library assumes no responsibility for:**

- any content found on the Internet other than content directly displayed on its own Internet site at [www.lclmg.org](http://www.lclmg.org).
- monitoring or control of any of the information on the Internet including the availability of information links.
- any direct or indirect damages arising from the use of its connection to Internet services.
- any damages to personal property used in conjunction with the computer (e.g. discs, USB, headphones, etc.)
- the security and privacy of any on-line transactions.
- any expenses incurred or the potential repercussions of a third party using personal/banking/credit card information that has been entered on a Library computer terminal.
- data transmitted or loss of information over the wireless network as the wireless access points are unsecured connections to the Internet.
- safety of equipment or for laptop configurations used for wireless connections.
- printing from the wireless connection.

### **It is the responsibility of Lambton County Library and its staff to:**

- make workstations available to all members of the public, regardless of age.
- make users aware of the Library's "Use of Public Access Computers and the Internet" policy and guidelines through signage and brochures.
- use reasonable efforts to ensure compliance with the policy, guidelines and procedures.
- take reasonable measures to ensure the privacy and confidentiality of Internet and public access computer users
- provide assistance to computer users through online help and brochures and from staff whenever time and knowledge permits.
- offer introductory training sessions to the Internet and computer software and on cyber-safety subject to staff availability and as resources permit.
- provide basic instructions on how to connect to the wireless network but not to provide technical assistance.
- report suspected illegal use of computers, programs, software and Internet sites to management.

### **Rules of Public Access Computer Use**

1. All members of the public, regardless of age, may use the public access computers.
2. Lambton County Library card is required to use the computer. Visitors to the County of Lambton will be issued a guest number to book a computer.
3. A computer booking is scheduled for 30 minutes but may be extend in increments of 15 minutes as long as the computer is not subject to a another booking at the expiry of the initial booking.
4. A person may book two 30 minute sessions per day. These half hours may be consecutive.
5. Reservations can be made up to one week in advance.
6. Reservations can be made at either a Self-Service Reservation Computer or at designated "first come first serve" computers, over the Web from any computer at home, or with staff assistance (in person or over the phone).
7. If a public access computer has not been booked, walk-in customers may book at the time when they arrive.
8. Reservations will be held for 10 minutes after the scheduled start time.
9. If there is a reservations for 2 consecutive half hours and the person hasn't arrived on time for the first session, both half hours will be cancelled.
10. E-mail access may be set up only through free public e-mail providers.
11. Laser printing is available. The cost is \$0.25 per page for black-and-white, and \$0.75 per page for colour.
12. Staff will assist customers only when time and knowledge permit.
13. At the Sarnia Library, there is an Express computer available for 20 minute sessions which may not be booked in advance.

### **Rules of Wireless Internet Access**

The Lambton County Library offers free wireless Internet access at all of its branch libraries. All members of the public may use the service by simply connecting to the COL\_Public Wireless network. Users will need an 802.11a, b or g compliant wireless device installed or a laptop with built-in wireless capability.

The service will support devices that use the 802.11x protocol, which is the main standard used for wireless access on laptop computers. PDAs (personal digital assistants) may use different standards, but may work if they have a WiFi capable card installed.

There is no limit on the connect time.

## **Appendix A:**

### **Mission Statement/ Collection Development Policy**

The purpose of the Lambton County Library is to collect organize, preserve and disseminate books and other library materials.

The County Library will provide books and other resources for the education, instruction, interest and enjoyment of the residents of the county. Through its materials, programs and facilities, it will contribute to the cultural and social life of county residents as well as assist in the preservation and promotion of the county's heritage.

Materials will not be excluded because of subject matter or because of the origins: views of those who have contributed to the creation of the materials.

In its selection and distribution of materials, the County Library will not be bias toward a single point of view but will provide materials that represent all points of view current and historical issues. Materials will not be proscribed or removed because of partisan or doctrinal disapproval.

The County Library adheres to the provisions of the Ontario Human Rights Code. Every person will have the right to equal treatment with respect to services and facilities without discrimination because of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, family status or disability.

The Lambton County Council will adhere to all tenets of the Ontario Public Libraries Intellectual Freedom.

## **Appendix B:**

### **Canadian Library Association's Statement of Intellectual Freedom Statement on Intellectual Freedom**

*Approved by Executive Council ~ June 27, 1974; Amended November 17, 1983; and  
November 18, 1985*

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All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.

Libraries have a basic responsibility for the development and maintenance of intellectual freedom.

It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.

It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.

Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.

Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.

#### **Ontario Library Association Statement on the Intellectual Rights of the Individual**

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

1. That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

2. That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations, which may be unconventional or unpopular.
3. That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
4. That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
5. That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the Internet.
6. That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
7. That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.

## Appendix C:

### RULES OF CONDUCT

These rules are posted to define appropriate behaviour within Lambton County Library facilities. All library users and employees should be free of any threat of harm, invasion of property, or indignity. Our libraries are intended to provide everyone with equitable access to a wide range of library services and to ensure an environment conducive to the enjoyable use of those services. While in the library, please respect the following:

- Disruptive, threatening, abusive or insulting language and/or behaviour is not tolerated.
- Theft, damage, vandalism, or the unauthorized use of library materials, equipment and property is prohibited, as is interfering with the designated use of computers and networks. Offenders may be prosecuted.
- Parents or guardians must supervise children. Children 10 years of age and under must not be left unattended in or about library premises, except for certain supervised programs.
- Entry into “Staff Only Areas” by members of the public is prohibited unless accompanied by an authorized person.
- Animals are not permitted inside the library. This does not apply to animals needed to assist a person with a disability or to animals in authorized library programs.
- Members of the public may not circulate petitions, offer items for sale, or otherwise make solicitations of Library staff or Library users, without prior written approval of the library committee.
- Members of the public may be asked to open all bags, books and papers for inspection if requested by the staff. Library material may not be taken into washrooms.
- Smoking is prohibited by law. Eating and drinking is allowed in designated areas.
- Members of the public are required to be fully clothed and to wear appropriate footwear. The use of sports equipment is not allowed on library property.
- Photographing, filming or video recording on library property must not be conducted without the approval of a library supervisor.

**Library users who violate these Rules of Conduct may lose library privileges, be required to pay for damages and/or be subject to police intervention including arrest.**