

# OP 07 Internet Services

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<b>Policy Title:</b>	Internet Services	<b>Policy Review Date:</b>	January 2020
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## 1.0 Overview

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The Whitchurch-Stouffville Public Library Board endorses Internet-sourced information as an essential complement to traditional library collections. 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. This policy establishes the provision of Internet services and the acceptable use of these services for patrons of the Whitchurch-Stouffville Public Library.

The Board adopts the Canadian Federation of Library Associations Position Statement on Internet Access included as Appendix A and the Access to Information and Communication Technology Statement, included as Appendix B to this policy.

The Board directs the CEO to establish Acceptable Use Rules for Internet services and to ensure that all patrons using Internet services are made aware of the Acceptable Use Rules.

## 2.0 Library Website

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The Library will maintain a website that provides:

- information about services and operations;
- access to the catalogue;
- access to subscription databases and e-books.

## 3.0 Access and Use of Internet Services

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The Board will ensure that access to, and use of, Internet services is compatible with the Library's policy on Intellectual Freedom.

Wired and/or wireless access to the Internet is provided free of charge. Access to the Internet will be available from the public computers or patrons' personal devices.

The Library reserves the right to set time limits or ask patrons to limit their time on the public computers. The staff reserves the right to adjust computer time and scheduling as necessary.

Access to email accounts will only be available through free email providers via public web browsers.

The Library is not responsible for any damages sustained while using a personally owned device within the Library's premises or while using the Library's wireless network.

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 has been entered via the public network.

The Library is not responsible for the accuracy of the information available on the Internet as this is the responsibility of the originator.

Staff will assist patrons to access the public workstations, begin their search for information, and access subscription databases and e-books.

## 4.0 Privacy and Security

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Use of the Library's Internet services falls under the provision of the Library's Confidentiality and the Protection of Privacy Policy.

Privacy at the workstations is not guaranteed. Staff will take reasonable measures to ensure the privacy and confidentiality of a patron's use of Internet services.

Patrons must respect the privacy of others. Workstations are situated in public areas, and content being viewed may be seen by other people. Patrons are expected to use Internet services in accordance with this environment.

The Library's wireless network is not secure. The Board assumes no security or privacy responsibility for the configuration, files, or transactions on personally owned devices resulting from use of the library's Internet services. Patrons should be aware that wireless transmissions may be captured by anyone with a wireless device and appropriate software.

## 5.0 Use by Children

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The Board will ensure that children's and youths' access to the Internet is compatible with the Library's policies on Children's Services and Intellectual Freedom. Children may access all information and use all facilities provided by the Library.

The Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of Internet services.

Staff will:

- affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources;
- assist parents by providing guidelines for the safe use of Internet services.

Parents will:

- assume responsibility for deciding which resources and type of network access are appropriate for their children.

## 6.0 Social Media

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Social media is defined as any web application, site or account created and maintained by the Library which may receive and retain content provided by patrons.

Use of the Library's social media is conditional on the patron's agreement to observe the Ontario Human Rights Code and the Criminal Code of Canada.

Content provided by patrons shall not contain:

- obscene or racist content;
- personal attacks, insults or threatening language;
- potentially libelous statements;
- plagiarized material;
- private or personal information published without consent;
- comments totally unrelated to the content of the forum;
- material for commercial purposes or organized political or religious activity;
- hyperlinks to material not directly related to the discussion; and
- commercial promotions or spam.

Patrons agree to indemnify the Library, its officers and employees from and against all liabilities, judgments, damages and costs (including attorney's fees) which may arise from their posting of content on the Library's social media.

## 7.0 Compliance

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The CEO will ensure that all staff members and other persons working in the Library are informed and familiar with this policy and the Acceptable Use Rules.

The staff will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules.

The Board will support its staff in their fair and informed enforcement of this policy and associated rules.

Patrons who deliberately violate the Acceptable Use Rules may have their library privileges suspended.

Social media maintained by the Library will be screened regularly for compliance. Any content violating the social media rules shall be removed and the originator prohibited from further access to library social media.

Patrons may appeal actions taken by Library staff to the CEO. As a final recourse patrons may appeal to the Board.

### **Related Policies**

[FN04 – Intellectual Freedom Policy](#)

[OP01 – Confidentiality & Protection of Privacy Policy](#)

[OP10 – Children & Young Adult Services](#)

## Appendix A – Position Statement on Internet Access

This statement is intended to be considered in tandem with both the *CLA Statement on Intellectual Freedom (1985)* and the *CFLA Public Access to the Internet Position Statement (2015)*.

The principles enunciated in those statements apply to issues of intellectual freedom and public access to the Internet in libraries and provide guidance in this area.

In addition, CFLA encourages libraries:

- To offer Internet access with the fewest possible restrictions;
- To familiarize themselves, their governing bodies and their communities with the legal issues surrounding the provision of Internet access and to integrate such legal reference points into their access policies;
- To incorporate Internet use principles into overall policies on access to library resources, including time, place, and manner restrictions on Internet use, and user behaviour policies and to publicize these policies widely and post them prominently in library facilities and on electronic media;
- To safeguard the long-standing relationship of trust between libraries and children, their parents and guardians, in developing Internet use policies and practices, acknowledging the rights and responsibilities of parents and guardians;
- To create library web pages consistent with resource priorities that point to appropriately reviewed sites both for general use and for use by children;
- To educate their publics about intellectual freedom principles and the shared responsibility of public and school libraries, parents, and guardians in facilitating access to resources in various forms of media, including the Internet; and
- To assume active leadership in community awareness of, and dialogue on, the issues inherent in the informed use of this essential, yet non-selective and unregulated medium in libraries.

Adopted and approved by CLA Executive Council November 8, 1997; Revised February 2000; CFLA adoption February 24, 2015.

# Appendix B – CFLA, Access to Information and Communication Technology (ICT)

## Preamble

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CFLA/FCAB views the Internet and other publicly available ICT networks as public goods essential to participation in a democratic and information-driven society. Therefore, CFLA/FCAB recognizes that access to ICT is an essential part of the universal access to information that Canadian libraries provide and support.

CFLA/FCAB and its members will co-operate with governments, agencies, industry and other organizations to ensure that these fundamental rights are represented in all policies and laws governing access to and dissemination of information via ICT.

All Canadians have the right to:

### **1. Universal, Equitable, and Affordable Access to Robust ICT networks**

Access to high-speed ICT networks should be available and affordable to all regardless of factors such as age, religion, ability, gender, sexual orientation, social and political views, national origin, economic status, location and level of information literacy.

Special efforts should be made to ensure equity of access in rural and remote areas and access to inclusive technologies for people with disabilities.

A public policy framework should support the development of ICT infrastructure that meets high standards of speed, reliability and universality.

### **2. Access to Information Literacy**

Everyone should have the opportunity to acquire the necessary skills to find and use information using ICT.

### **3. Open Access to Information**

Open access to information should be encouraged at all levels of government and in all publicly-funded institutions. This information should be available free of charge with as little restriction on re-use and modification as possible.

Government and public institutions should take responsibility for archiving information in order to preserve collective memory.

### **4. Freedom of Expression**

Individuals have the right to create, share, exchange, access and receive the widest range of ideas, information and images.

Public policy should encourage neutrality of traffic flow on ICT networks, neither privileging nor restricting information based on content or type. Libraries and other knowledge organizations should encourage the development and use of neutral search and retrieval mechanisms.

## **5. Privacy**

Privacy of personal information on ICT networks should be carefully protected by legislation.

In all situations, there should be a written statement outlining the purpose for which personal data is collected. The collection of personal information should be limited to that which is necessary for the purposes identified by the organization. Consent should be required for the collection of personal information and the subsequent use or disclosure of this information.

This data should not be traded or sold without the express written permission of the individual affected. Information about privacy policies and mechanisms should be easily accessible and all changes to these should be made on an “opt-in” basis.

Individuals should have the right to examine their own personal information collected by government, public bodies and corporations and to have mistakes corrected, both without charge.

Adopted and approved by CLA Executive Council June 8, 1994; May 29, 2012; CFLA adoption June 1, 2012.