

LONDON PUBLIC LIBRARY POLICY

Title: Computer Use
Policy Type: Board Operational Linkage
Policy No.: C-T-01

Effective Date: February 21, 2013

Review: February 2017

PURPOSE:

London Public Library (LPL) computer use services are consistent with its Vision, Mission, Value Promise and Service Excellence Model. LPL provides access to technology in an effort to meet community needs in the areas of: Literacy; Learning; Culture, Leisure and Recreation; Information; and Community Meeting Place.

The purpose of this policy is to outline: Library responsibilities in providing computers for public use; user responsibilities in using library computer hardware, software and related equipment; staff responsibilities; and consequences of inappropriate behaviour and/or illegal activity by users.

DEFINITIONS:

“Computer” includes all components of computer equipment such as the CPU, monitor, keyboard, mouse, input/output ports and devices, laptops, mobile devices, security devices and other equipment; software and software licenses; and related equipment such as printers and copiers.

SCOPE:

This policy applies to all members of the public using or accessing LPL-owned computers and related technologies.

The London Public Library supports and is supported by federal and provincial legislation and municipal bylaws which govern public conduct, including but not limited to:

- *Copyright Act* and other legislation governing intellectual property;
- *Criminal Code of Canada* and other legislation governing public conduct; and
- *Trespass to Property Act*.

LPL will develop and implement computer use service policies, guidelines and procedures, under the authority of the *Public Libraries Act* and in accordance with the LPL *Vision, Mission, Value Promise* and *Service Excellence Model*.

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POLICY STATEMENT:

1. Library Responsibilities

LPL will proactively facilitate and promote digital literacy in the community by providing public use computers in all library locations and offering user education through staff assistance, library resources, programming, and instructional documentation.

LPL computers will give users access to a variety of electronic informational, educational and recreational resources such as databases, CD-ROM and the Internet.

LPL computers will give users access to library service delivery tools, such as the library catalogue, collections, self-serve checkout function, self-serve program registration function, e-commerce, etc.

LPL computers will provide office software so that users may create, edit and save personal documents.

LPL computers will provide access to Web-based communication conduits such as email, social media, etc.

LPL will provide specific computer technologies for those users who cannot use regular hardware, software and input/output devices.

LPL computers will be as up-to-date as possible within reasonable parameters of relevance, feasibility and budget.

LPL will respect the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted. The Library will support privacy and freedom of information legislation protecting the rights of users.

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2. User Responsibilities

Members of the public are responsible for treating Library computers and related equipment with respect and care to ensure that all persons can enjoy equitable access to all Library resources.

Users are responsible for acting with respect and consideration for one another and staff. Users will respect the privacy of others and not interfere with their computer use. The *Rules of Conduct*, as outlined in the *Charter of Library Use*, apply to all computer users.

Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration. This includes, but is not limited to: attempting unauthorized entry to the Library's network or external networks; intentional propagation of computer viruses; violation of vendor software license agreements.

Users are not permitted to circumvent the user authentication process to access computers. Users are not permitted to allow others to use their accounts in order to access computers.

Users are not permitted to send unsolicited email messages, including the sending of "junk mail" or other advertising material, to individuals who did not specifically request such material (email spam).

Users are not permitted to conduct any form of harassment via email, social media, etc. whether through language, frequency, or size of messages.

Users are responsible for obeying the laws of Canada when using Library computers. Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright and other intellectual property rights is prohibited.

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3. Staff Responsibilities

LPL staff are active intermediaries between users and LPL computer resources and are essential to the provision of relevant, accessible, high quality technology-based library services.

Staff will support people in gaining skills they require to be successful in a knowledge-based society, including supporting digital literacy to increase knowledge of useful technologies and to show how they work, their benefits and how they can be used efficiently and effectively to achieve desired goals. Staff will support people in responsible use of library computers.

Library staff are entrusted with the obligation to ensure that all rules of computer use are followed. Staff will advise users of appropriate conduct as required and state consequences of not following the rules of conduct should unacceptable behaviour continue or be repeated.

4. Consequences of Misuse of LPL Computers

The Library will take action on any inappropriate behaviour related to use of library computers according to the Library's *Rules of Conduct*.

It is an offence under the *Criminal Code of Canada* to steal or vandalize Library property including computers. LPL will take action in a situation where such unlawful activity occurs, and will contact the police.

Any person violating Library rules for computer use risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

INQUIRIES:

Director, Customer Services and Branch Operations
Director, Information Technology Services

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KEYWORDS:

RELATED DOCUMENTS:

Charter of Library Use: Internet Service Policy
Charter of Library Use: Rules of Conduct
Charter of Library Use: Unattended Children Policy
Privacy Policy

DOCUMENT CONTROL:

Approved: January 26, 1997 (Policy # LS-35)
Reviewed: September 24, 1997
March 25, 1998
September 26, 2001
January 22, 2009
February 21, 2013