

LONDON PUBLIC LIBRARY POLICY

Title of Policy: Internet Service

Policy Type: Board Operational Linkage

Policy No.: C-C-04

Effective Date: September 28, 2017

Review: September, 2021

PURPOSE:

London Public Library (LPL) Internet service is consistent with LPL's Purpose and Core Values, Strategic Plan, and User First Service Philosophy. LPL provides Internet access in an effort to meet community needs relating to Literacy; Knowledge for Living; Well Being; and Community Building.

The purpose of this policy is to outline: Library responsibilities in providing this public service; library use of filtering software; user responsibilities in the Internet while in LPL space; staff responsibilities; and consequences of inappropriate behaviour or illegal activity by users.

DEFINITIONS:

Internet is a worldwide interconnected network of computers that allows the "sharing" or "networking" of information at remote sites from other academic institutions, research institutes, private companies, government agencies, and individuals.

Library Internet Service means the service of providing access to the Internet by the London Public Library through networked LPL computer workstations or the LPL wireless service.

Other Wireless Service means any non-LPL wireless service accessed through any device, software or provider used by a patron that provides access to the Internet.

Library Space means any property owned or rented by the LPL, including exterior space.

SCOPE:

This policy applies to members of the public accessing the Internet using all types of computers in library spaces. This includes:

- networked library computers;
- laptops and mobile devices using the library's wireless network; and
- personal laptops and mobile devices on other networks used in library spaces.

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Public computer and wireless access is provided to ensure equitable access to Internet content, digital resources and communication media. Wireless access complements public computer access and enables library users to access these resources and the Internet with their own devices.

LPL recognizes that in addition to the many valuable resources available on the Internet, some resources are illegal, misleading and/or inaccurate. Others may be considered by some people to be offensive, objectionable and/or intimidating.

In provision of access to content and communication media through its Internet Service, LPL acts in accordance with the *Canadian Charter of Rights and Freedoms* which states that everyone has freedom of thought, belief, opinion and expression.

LPL supports the *Canadian Copyright Act* and other laws governing intellectual property; the *Criminal Code of Canada* and other legislation governing access to and communication of information, knowledge, opinion, creative thought and intellectual activity; and privacy legislation.

LPL develops and implements Internet service policies, guidelines and procedures, under the authority of the *Public Libraries Act* and in accordance with LPL's Purpose and Core Values, Strategic Plan, and User First Service Philosophy.

POLICY STATEMENT:

1. Library Responsibilities

LPL proactively facilitates and promotes public access to quality information for all users, through various means such as information and referral services so that people may benefit from the use of the Internet.

LPL proactively promotes user education, media awareness and Internet safety.

LPL respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted.

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In respect of the range of sensibilities and viewpoints of its diverse clientele, LPL tries to minimize the opportunity for unintentional exposure by people using library space to content being accessed by another library user. Due to space limitations at library locations, LPL advises users that they are in a public space and encourages all users to be respectful of the rights and sensibilities of others.

LPL supports the right and responsibility of parents or legal guardians to determine, monitor and guide their children's use of library materials and resources. The Library does not act in place of or in the absence of a parent. LPL proactively supports children, parents and guardians in safe use of the Internet.

LPL tries to minimize unintentional exposure by children and teens to Internet content that is age inappropriate. LPL tailors physical and virtual environments to support the needs and expectations of children and teens. Internet services provided in such spaces facilitate and promote appropriate access.

2. Internet Filtering

LPL does not limit access to Internet content with the following exceptions:

- London Public Library filters computers specifically designed for use by children and/or teens or those computers that are located in or immediately adjacent to spaces specifically designed for use by children and/or teens; and
- LPL Wireless Service.

LPL promotes user awareness that filters are not 100% effective. The Library assumes no liability in the event that a user reaches a site assumed to be filtered.

3. User Responsibilities

Users are responsible for any access points they reach and appropriate use of the resource.

Users are responsible for determining the reliability, currency and accuracy of sites accessed and information found using the Internet.

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All patrons of London Public Library, including those using the Library's Internet services and other wireless services are responsible for following the Library's *Charter of Use and Rules of Conduct* which are designed to provide a welcoming and safe environment for the enjoyment of the public and staff so that all persons may enjoy the benefits of the Library.

Users are required to respect the rights of others when accessing Internet sites in library space. Users must be aware that computers and other devices are being used in public areas shared by people of all ages and sensibilities. Some content is age inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other Library patrons and/or staff.

Users are responsible for respecting the privacy of other library patrons.

Users are responsible for determining the legality of any sites they access. Users are subject to federal, provincial and municipal legislation regulating Internet use and must not use the Internet for illegal purposes including copyright violation, obscenity, child pornography, sedition and the incitement of hate. The use of the Library's Internet services for these and any other illegal purposes is prohibited.

Users must be aware that the Internet is not a secure medium and that third parties may be able to obtain information about their activities or themselves. Users are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct on the Internet. The Library assumes no responsibility for the security and privacy of online transactions.

4. Staff Responsibilities

LPL staff are active intermediaries between users and Internet resources and support the user in effective, efficient and responsible use of the Library Internet service. Staff can help users determine the reliability, currency and accuracy of sites accessed and information found using the Internet.

Staff do not monitor or censor content.

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Library staff are responsible for ensuring that all rules of about Internet service are followed, advising patrons of inappropriate conduct, and for explaining consequences of not following the rules of conduct.

5. Consequences of Misuse of the LPL Internet Service

The Library will take action on any inappropriate behaviours related to use of the LPL Internet Service, such as intimidation, harassment, bullying, etc., according to the Library's *Rules of Conduct*.

LPL will take action in a situation where unlawful activity occurs or is believed to have occurred, and will contact the police.

Any person violating Library rules for the use of Library Internet Service or other wireless services in Library space 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
CEO & Chief Librarian**

KEYWORDS:

RELATED DOCUMENTS:

Charter of Library Use: Rules of Conduct
Charter of Library Use: Unattended Children
Charter of Library Use: Technology Use
Privacy Policy
Workplace Harassment Prevention
Workplace Violence Prevention

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DOCUMENT CONTROL:

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Reviewed: September 24, 1997

March 25, 1998

September 26, 2001

November 21, 2007 (L07/57.1)

November 19, 2008 (L08/57)

November 26, 2009 (L09/70.1)

November 25, 2010 (L10/81.1)

November 24, 2011 (L11/89.1)

December 15, 2011 (L11/100.8)

November 22, 2012 (L12/71.2)

September 28, 2017 (L17/51.1)