



## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Internet Service

**Policy Type:** Board Operational Linkage

**Policy No.:** C-C-04

**Effective Date:** November 22, 2012

**Review:** November 2014

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**PURPOSE:** London Public Library (LPL) Internet Service is consistent with its Vision, Mission, Value Promise and Service Excellence Model. LPL offers Internet access to library patrons 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 this public service; library use of filters; user responsibilities in accessing LPL Internet Service or accessing Internet service through any other means, in LPL space; staff responsibilities; and consequences of inappropriate behaviour or illegal activity by users.

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### 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 the LPL wireless service or LPL computer workstations.

*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.

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### SCOPE:

This policy applies to:

- All LPL-owned computers and all personal wireless devices, operating in Library space, with the exception of Section 2 (Internet Filtering) which applies to LPL owned computers only; and
- All instances of accessing the Internet, whether through the Library's Internet service or through other wireless services and associated devices, software or providers used by patrons.



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As part of its suite of services to the public, LPL offers Internet Service. From LPL's point of view, the Internet is the ideal vehicle to:

- Enhance public access to global information and expressions of creativity and thought;
- Expand the library's collection of information resources;
- Provide users with the opportunity for remote dialogue with subject-matter experts and to engage with other people on an infinite variety of topics; and
- Enable collaborative research and study.

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 will act in accordance with the *Canadian Charter of Rights and Freedoms* which states that everyone has freedom of thought, belief, opinion and expression.

LPL will support 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 will develop and implement Internet 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*.

### **POLICY STATEMENT:**

#### **1. Library Responsibilities**

LPL will proactively facilitate and promote public access to quality information for all users, through various means such as information and referral services so that people may benefit



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from the use of the Internet.

LPL will proactively promote user education, media awareness and Internet safety.

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

In respect of the range of sensibilities and viewpoints of its diverse clientele, LPL will endeavour to minimize the opportunity for unintentional exposure by people using library space to content being accessed by another library user.

Due to the constraints/limitations of space at library locations, LPL will advise users that they are in a public space and will encourage all users to be respectful of the rights and sensibilities of others.

LPL will support 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 will endeavour to proactively support children, parents and guardians in safe use of the Internet.

LPL will endeavour 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. LPL will ensure Internet services in such spaces facilitate and promote appropriate access.

### **2. Internet Filtering**

LPL will not limit access to Internet content except as outlined below.

The London Public Library will filter the following categories of Library computers:

- Computers specifically designated for use by children and/or teens, such as Homework Centres;
- Computers in spaces specifically designed for use by children and/or teens; and



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- Computers designated for specific functions, such as the Employment Resource Centre computers.

LPL will encourage 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.

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. For example, the *Criminal Code of Canada* prohibits possession, public exhibition and the exposure to public view of child pornography and obscenity (which is defined as the undue exploitation of sex, or of sex and any one or more of the following subjects, namely crime, horror, cruelty and violence). The use of the Library's Internet services for these and any other illegal purposes is prohibited.



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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 are essential to the provision of relevant, accessible, high quality library services. Staff will 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.

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

#### **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 *Code of Conduct*.

LPL will take action in a situation where unlawful activity occurs, and will contact the police. For legal reasons, complaints from patrons that a user is accessing legally prohibited material may also result in LPL contacting 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.



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### **INQUIRIES:**

**Director, Customer Services and Branch Operations  
CEO & Chief Librarian**

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### **KEYWORDS:**

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### **RELATED DOCUMENTS:**

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

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### **DOCUMENT CONTROL:**

Approved: January 26, 1997  
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)  
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November 22, 2012 (L12/71.2)