



## REPORT TO THE LIBRARY BOARD

MEETING DATE: JANUARY 22, 2009

Session:	Public
Subject:	Computer Use Policy
Prepared By:	Susanna Hubbard Krimmer, Margaret Mitchell, Tom, Travers, Margaret Wilkinson
Presented By:	Susanna Hubbard Krimmer
Purpose of Report:	For Decision: Approval <input checked="" type="checkbox"/>

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### Recommendation:

It is recommended that the Library approve the attached draft *LPL Computer Use Policy*.

### Issue / Opportunity

At its meeting its meeting of November 22, 2008, the Library Board approved the staff recommendation that the *LPL Computer Use and Internet Access Policy*, November 21, 2007, be replaced by the following policies:

- *LPL Internet Service Policy*
- *LPL Computer Use Policy* (to be brought to the Library Board for approval in January 2009).

It was recommended that the two components of the *LPL Computer Use and Internet Access Policy* is divided into separate policies because the Internet policy deals with Internet content and communications whereas the computer use policy pertains to the use of computer hardware, software, networks, vendor software licenses, and other related entities. The separation would facilitate better understanding and communication of each policy.

The full text of the recommended policy is included as an appendix. See: **Appendix 1: LPL Computer Use Policy**. This policy, which supports the *Charter of Library Use*, applies to use of London Public Library (LPL) computers by the public. Highlights of the policy include:

- Library responsibilities in providing computers for public use;
- User responsibilities in using library computer hardware, software and related equipment;
- Staff responsibilities;
- Consequences of inappropriate behaviour and/or illegal activity by users; and
- A required annual review.

## London Public Library Policy

Title: Computer Use Policy  
Policy Category: Means  
Policy No.: B-M-008

Issuing Date: January 22, 2009

Review: January, 2010

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### **PURPOSE:**

Individuals using Library services and resources are expected to act with respect for others and for Library property according to the *LPL Charter of Library Use*. This policy, which supports the *Charter of Library Use*, applies to use of London Public Library (LPL) computers by the public.

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.

### **SCOPE:**

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

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*.

### **DEFINITIONS:**

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



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### **POLICY STATEMENT:**

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

LPL will provide public use computers in all library locations to support the community in accessing and using computer technology.

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, etc.

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

LPL computers will provide Web-based e-mail capability so that users may communicate by e-mail.

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

Library 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. All users are expected to 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; importation/exportation/ of software.

Users are not permitted to circumvent the user authentication process required to use the library computer reservation system. A user is not permitted to reveal his or her account password to others or allow use of his or her account by others. This includes family and other household members.

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 whether through language, frequency, or size of messages.

Users are responsible for obeying the laws of Canada and the Province of Ontario 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

As active intermediaries between users and LPL computer resources, LPL Staff 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 “Technological 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 effective, efficient and 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.

#### **BACKGROUND:**

At its meeting its meeting of November 22, 2008, the Library Board approved the staff recommendation that the LPL Computer Use and Internet Access Policy, November 21,

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2007, be replaced by the following policies:

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- LPL Computer Use Policy (to be brought to the Library Board for approval in January, 2009).

### **INQUIRIES:**

Manager, Services and Operations  
Director, Information Technology Services

### **KEYWORDS:**

### **RELATED DOCUMENTS:**

The ***LPL Charter of Library Use*** includes the following:

- Rules of Conduct
- Unattended Children Policy
- Internet Service Policy
- Computer Use Policy

### **DOCUMENT CONTROL:**

Date passed: January 26, 1997 (Policy # LS-35)

Date revised:

September 24, 1997

March 25, 1998

September 26, 2001

January 22, 2009

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