



REPORT TO THE LIBRARY BOARD

MEETING DATE: **SEPTEMBER 19, 2007**

Session:	<i>Public Session</i>
Subject:	<i>LPL Internet Service: Background Report</i>
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Purpose of Report:	<i>For Receipt and Information</i>

Recommendation

It is recommended that this report be received.

Issue / Opportunity

From London Public Library'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 dialog with subject-matter experts and to engage with other people on an infinite variety of topics; and
- Enable collaborative research and study.

As a library, LPL is also an essential gateway to the Internet offering the public access points, convenience, help, training and guidance. The responsibility of the Library Board, in consultation with Staff, is to set policy supporting this role.

The Internet is also a non-selective, unregulated medium. Thus, it is also the Library Board's responsibility, in consultation with Staff, to set policy that mitigates risks. The question is how to protect an individual's right to access information without violating another individual's right to protection from inadvertent exposure to materials that might be considered objectionable and/or offensive and/or inappropriate.

The greatest area of challenge in managing LPL public Internet service has been to balance an individual's right to access information with the right of others to use library space without being subject to inadvertent exposure to images that are inappropriate for a public space, such as sexually explicit materials.

The purpose of this report is to aid the Library Board in setting appropriate policy to govern the use of the Internet in the Library by providing:

- Information about the current LPL **Computer Use and Internet Access Policy** and the context for that policy and
- Key research findings relating to the provision of public access to Internet Service.

Background & Review

Current Internet Policy

The current LPL **Computer Use and Internet Access Policy** was approved December 14, 2005. The intent of this policy is to balance:

- Rights of individuals to have access to as broad a range of information as possible;
- Due diligence with respect to the laws of Canada and the Province of Ontario governing content, including obscene materials, child pornography, hate literature and sedition;
- Need to respect a variety of viewpoints in the community regarding access to sexually explicit materials; and the
- Need to support parents/guardians related to the safe use of the Internet by children without acting *in loco parentis*.

Key elements of the current policy are:

- London Public Library endorses the **Statement on Intellectual Freedom** of the Canadian Library Association.
- At the same time, LPL supports and is supported by the **Canadian Charter of Rights and Freedoms, Canadian Copyright Act, the Criminal Code of Canada** and other legislation governing access to expressions of knowledge and creativity.
- Users accept responsibility for assessing the legality, accuracy and reliability of the information found.
- Users are expected to respect the rights of others; that is, to use the Internet in accordance with the fact that they are in a public space designed for people of all ages and that some content could be offensive or intimidating to other Library patrons or staff.
- Parents/guardians are responsible for their child's use of the Internet. The Library does not act in place of or in the absence of a parent.
- Staff have the ability to enact consequences for the misuse of library resources and service.
- Patrons have a choice of filtered or unfiltered access to content.

See **Appendix 1: LPL Charter of Library Use – Computer Use and Internet Access**

Development of Current Policy

The LPL Internet policy has been reviewed on a regular basis since the inception of LPL public Internet services in 1996. The current policy was established in 2005.

The Information Highway Advisory Council, in its final report, *The Challenge of the Information of the Information Highway* (September 1995), stated the following about illegal and offensive content on the Internet: *Canadians must strike a balance between maintaining freedom of expression and promoting tolerance and imposing controls to deter harm to society and to individuals.* London Public Library Staff, from the beginning have sought to provide that balance in providing Internet services to the public.

The need for the Library as a public institution to strike a balance between access, legal due diligence, respect for a variety of viewpoints and audience appropriateness has not changed over the years. However, constant review of the policy and how it is implemented in daily operations is required because:

- The Internet has evolved and grown in terms of both access and content
- LPL has expanded its Internet service in response to public demand (building from 22 workstations in 1996 to over 300 in 2007).

See **Appendix 2: London Public Internet Policy Chronology**

Research & Best Practices

In 2001, Staff undertook a considerable research and best practices review as a consequence of the significant growth of the Internet as a mainstream medium and issues being experienced by public libraries. In 2007, an LPL Internet Policy Review Team began another research and best practices process. They began with a review of the 2001 information and documentation. This has been followed by a comprehensive investigation, using a variety of research methods, of the following:

- Constitutional and legal environment in which LPL operates;
- Legal Opinions, including opinions on due diligence, regarding Internet access in public libraries;
- Principle of Intellectual Freedom and positions of professional associations on the role of public libraries in supporting freedom of information;
- Positions of professional associations on the provision of library Internet service and on filtering;
- Public policy statements;
- Filters and other technology-based tools; and
- Best practices for Internet Service in Canadian Public Libraries.

The team also reviewed LPL accomplishments in the promotion of safe and responsible Internet use, comparing them with professional recommendations and toolkits and with the best practices of American and Canadian libraries.

See **Appendix 3: Selected Research**

Constitutional/Legal Framework

Canadian Charter of Rights and Freedoms

The **Canadian Charter of Rights and Freedoms** [Section 2 (a)-(d)] states that “Everyone has the following fundamental freedoms:

- a. freedom of conscience and religion;
- b. freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication;
- c. freedom of peaceful assembly; and
- d. freedom of association.”

Libraries are required to operate within the **Charter** and to operate so as not to abrogate or infringe on any of the rights and freedoms declared by **Canadian Charter of Rights and Freedoms**. This applies to provision of access to content, including that accessed by the Internet.

This is consistent with Article 19 of the **Universal Declaration of Human Rights**, adopted and proclaimed by the General Assembly of the United Nations in 1948 (of which Canada was and is a member) which states:

Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.

Criminal Code of Canada - Illegal Content

The **Criminal Code of Canada**, the **Telecommunications Act**, the **Broadcasting Act** and the **Canadian Human Rights Act** define communication that is illegal.

The legal context for sexually explicit material is the **Criminal Code of Canada**. The **Criminal Code of Canada** defines obscenity, child pornography, hate propaganda and incitement of hatred, and deems them to be illegal.

For extracts from these provisions, see **Appendix 4 – Excerpts from the Criminal Code of Canada**

Obscenity is defined in the Act as “any publication a dominant characteristic of which is the undue exploitation of sex, or of sex and any one or more of the following subjects, namely crime, horror, cruelty or violence, shall be deemed to be obscene” [Section 163 subsection(8)]. Of importance to the library environment, the Act also states that every one commits an offence who knowingly sells, exposes to public view or has in his possession “any obscene matter, picture, model, phonograph record or other thing whatever” [S.163(2)(a)] or publicly exhibits a disgusting object or indecent show [S.163(2)(b)].

The Internet blurs the distinction between those who create and those who distribute illegal material. However, the Act also speaks to the illegality of the communication and distribution of obscenity, child pornography, hate propaganda, incitement of hatred deeming it to be illegal. For example: “Public incitement of hatred” deems communicating statements

by telephone, broadcasting or other audible or visible means illegal [S.319(2) and S.319(7)].

And what is illegal “off-line” is illegal “on-line”. In 1996, Industry Canada commissioned a landmark study to examine how Canada’s laws apply to the Internet. The study, ***The Cyberspace is Not a No-Law Land***, states that the rule of law applies with equal force to Internet content.

Control of illegal content is the purview of law enforcement and court decision. The dynamics of the Internet present challenges for this in that:

- There is a blurring of national and international borders on the Internet – there is no border to cross and the laws concerning content may be different in the country of origin than those of Canada;
- Works can be altered in such a way as to misrepresent what the creator meant to communicate; and
- Ease of transmission can result in a use unintended by the creator, such as public performance or broadcast.

While control of illegal content is not the purview of libraries, according to legal opinion [see below], libraries have an obligation to support the laws of the land through due diligence.

Ensuring due diligence for traditional formats poses limited challenges for libraries. For example, government review processes, e.g. customs officers make a classification determination, of imported materials, such as books and magazines; seek to identify materials that contravene the ***Criminal Code***. There is no such regulatory support in place for the Internet.

Criminal Code of Canada - Offensive Content

There is a distinction between what is deemed offensive and what is deemed illegal. The ***Criminal Code*** does not restrict nudity or graphic sexual imagery. Some library patrons and staff may find such material offensive or inappropriate for certain audiences but it is not contrary to the criminal law.

Film Classification Act

At the same time, the provincial government also has responsibilities regarding inappropriate content. For example, the Ontario Film Review Board reviews and classifies film, in accordance with the ***Film Classification Act 2005***. Each film is weighed according to elements such as coarse language, nudity, violence, sexual activity, etc. on the basis of content and the cumulative effects of those factors on the audience.

While the ***Film Classification Act*** does not regulate the Internet or access to the Internet, the approach it uses in terms of audience appropriateness of content and especially that of children in a public environment was reviewed in consideration of the LPL balance of filtered and unfiltered machines.

City of London By-laws

November 1993, by-laws were enacted by the City of London pertaining to the display of adult books, magazines, video cassettes and discs in retail businesses or adult outlets. Restrictions were initiated to prevent children and others from unintentional exposure of photographs, drawings or other depictions of specified body areas or acts. These measures were taken as a result of complaints from the community to the police and politicians about sexually explicit material being displayed.

While the by-laws do not regulate the Internet or access to the Internet in the public library, this response to the community standard of tolerance or acceptable behavior in the public domain was reviewed in consideration of the LPL balance of filtered and unfiltered machines.

Public Libraries Act

The **Public Libraries Act** [Section 23(4) (a)-(f)] states that "Subject to the regulations, a Board may make rules,

- a. for the use of library services;
- b. for the admission of the public to the library;
- c. for the exclusion from the library of persons who behave in a disruptive manner or cause damage to library property;
- d. imposing fines for the breach of rules;
- e. suspending library privileges for breaches of the rules
- f. regulating all other matters connected with the management of the library and library property."

A Library Board may make rules for any or all of the above in its provision of public Internet service.

Legal Opinions

The landmark legal opinion is the **Legal Opinion on Internet Access** commissioned by the Burlington Public Library and the Ontario Library Association in 1999. The legal opinions provided to the Burlington Library by Ronald M. Kanter of the firm of Morris/Rose/Ledgett Barristers and Solicitors were:

- The **Public Libraries Act** gives the Library the power to make rules for access to and use of Internet;
- Municipal By-laws which regulate the sale and display of adult magazines and videos do not regulate access to Internet workstations;
- The Library is subject to the **Criminal Code**, including the provisions concerning obscenity, child pornography, hate literature and sedition;
- The Library should take all reasonable steps to minimize the risk of exposing obscene material to the public, publishing or distributing obscene materials, possessing or publishing child pornography and other illegal activity;
- The Library can minimize liability under the **Criminal Code** by exercising due diligence and avoiding willful blindness through a combination of filtering, privacy screens, documentation, clearing Internet images, staff supervision and responding to complaints;

- The Library should proceed on the assumption that it is subject to the **Charter of Rights and Freedoms**. The Library can maintain freedom of expression by providing a reasonable number of unfiltered Internet terminals as well as filtered terminals; and
- Any filtering software should be set up to exclude material which corresponds as closely as practicable, with material defined as obscene or otherwise illegal under the **Criminal Code**.

The opinion speaks to “reasonable steps” – reasonable would be subject to decision by the courts.

Other legal opinions of the time which set the framework for public library Internet Service included those solicited by Vancouver and Toronto Public Libraries.

Vancouver Public Library commissioned a legal opinion regarding public display of obscenity on library computers. The legal opinion, in response to specific questions asked by the Library, expressed the following:

The violation of the “exposing to public view” provision could be avoided by:

- Where practical, terminals should be repositioned out of public view;
- Those terminals which cannot be practically repositioned should be equipped with privacy screens; and
- Any terminals equipped with privacy screens having an angle of clear view toward a significantly public area, additional measures such as a divider or raising or turning the monitor should be employed.

In regards to the legal position of the Library in relation to obscenity or hate literature on its Internet terminals the opinion was:

- The Library can avoid violating the **Criminal Code** by positioning its terminals to avoid public display;
- Due diligence is required;
- Commercial filters on some Internet terminals will not violate patrons’ **Charter** rights; and
- The Library is not at risk of violating hate literature laws by providing Internet service.

Toronto Public Library commissioned a legal opinion regarding the need to offer workstations with both filtered and unfiltered access.

The legal opinions above informed LPL policy and practice for offering Internet service. In 2001, the Library Board set as policy that the London Public Library would filter access on all children’s workstations. This also served to provide the choice of using filtered or unfiltered Internet access workstations.

Due Diligence

Due diligence is the process of systematically evaluating information to identify obligations, risks and issues relating to a proposed action. Due diligence implies taking prudent action to minimize risk and reduce liability. The legal opinions above recommended several due diligence actions which LPL implemented.

As well, the Canadian Library Association (CLA), American Library Association (ALA) and Ontario Library Association (OLA) and other professional library bodies have developed "Internet Tool Kits" to support libraries in the development and provision of Internet service to the public. These toolkits provide practical models and hands-on advice for LPL Staff.

On basis of this and other information, LPL has taken reasonable care in the provision of Internet service to the public by ensuring that the following are in place:

- Up-to-date policy and guidelines; public and staff documentation providing policy and guidelines;
- Ongoing review of the positioning of computer monitors to minimize exposure of screen to public view where possible and use of privacy screens;
- An "I Agree" (acceptable use) statement requiring users to accept prior to use so that users are aware of LPL Policy and guidelines (client acknowledgment and compliance with guidelines);
- Labels stating which computers are filtered/unfiltered;
- Complaints process;
- Staff oversight process – Staff do not monitor every machine or print request; however, they are alert to concerns and issues from observation, complaints from the public, or warnings from authorities (such as the police); and
- Staff Training.

Since 2001, LPL has also implemented Internet filtering as a technology tool to limit the content which users can access thereby limiting the content to which others may be inadvertently exposed.

Following establishment of the new Library Board **Computer Use and Internet Access Policy** in 2005, staff received training on the policy and guidelines for enactment of the new policy. Guidelines were posted on the new staff intranet in March 2006 as part of the strategic initiative on internal processes and communication. The incident reporting process and form were updated at this time also and this communicated to staff.

See **Appendix 1: LPL Charter of Library Use – Computer Use and Internet Access** which includes the guidelines.

See **Appendix 5: Staff Training on 2005 LPL Computer Use and Internet Access Policy.**

Professional Principles

The Canadian Library Association and its international counterparts, such as the International Federation of Library Associations and Institutions (IFLA), American Library Association (ALA), The Library Association (UK) and Australian Library and Information Association Ltd. (ALIA), support intellectual freedom as a fundamental value of library service and librarianship.

See **Appendix 6: Statements on Intellectual Freedom**

All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. Canadian Library Association

The right of every individual to both seek and receive information from all points of view without restriction. It provides for free access to all expressions of ideas through which any and all sides of a question, cause or movement may be explored. Intellectual freedom encompasses the freedom to hold, receive and disseminate ideas. American Library Association

The professional associations see libraries as having particular roles and responsibilities, acting as:

- Gateways to knowledge, thought and culture (IFLA);
- Forums for information and ideas (ALA);
- Essential to the development and maintenance of a democratic society by giving people access to a wide and varied range of ideas information and opinions provided through a range of resources and services (ALIA);
- First point of access for information for the general public (ALIA); and
- Point of universal access overcoming barriers of resources, technology and training (IFLA).

They endorse that libraries should:

- Develop and provide access to meet the diverse information needs and interests of the communities they serve (ALA);
- Provide access to a wide variety of content and materials, including those which some elements of society may consider to be unconventional, unpopular or unacceptable (ALA);
- Support interest in contemporary issues without promoting or suppressing particular beliefs and ideas (ALIA); and
- Partner with members of the community to help them become information and media literate by teaching them how to access, evaluate and use information (ALA).

The Canadian Library Association and its international counterparts also state that the principles of Intellectual Freedom apply to provision of and public access to library Internet service.

See **Appendix 7: Statements on Internet Access**

The professional associations see their role as enabling public libraries to achieve their mission by:

- Providing guidance for libraries in developing and implementing policies to ensure the highest quality library and information services and
- Educating the public, parents and children about the Internet.

Promotion of Safe and Responsible Internet Use

LPL Staff have taken a proactive role in the promotion of media awareness and the promotion of safe and responsible Internet use through strategies such as:

- Public education on media literacy;
- Public education on safe use of the Internet giving individuals the tools to make informed decisions for themselves and their families;
- Involvement of community partners, including Media Awareness Network, police, community agencies, parents, teachers, etc. regarding media awareness and safe surfing information, guidelines, tools and publicity campaigns;
- Encouragement of responsible adult supervision and participation through media literacy and public awareness to achieve a better understanding about the Internet – its value and its challenges;
- Provision of positive Internet alternatives, such as availability of content and links on LPL's website, that provide access to developmentally appropriate, educational and enjoyable material on a broad range of topics of interest; and
- Provision of positive media alternatives, such as CD-ROM workstations which are fully loaded with learning and leisure software of interest to children, parents, guardians and caregivers.

In 2006, as part of the **LPL Strategic Plan**, an Internet Awareness Team was established to:

- Develop and implement an integrated strategy and plan to educate key target audiences (particularly young people and parents) about media and internet safety and enhance their internet and media literacy and
- Provide LPL Staff with a greater understanding around Internet navigation and safety.

See **Appendix 8: Internet Awareness and Promotion**

Filtering Software

Research shows that there are different ways to filter Internet access and/or content using technology:

- Filtering by Internet Domain Names and Addresses
 - Examines name of website against a preexisting list generated by the filter vendor
- Filtering by Textual Analysis
 - Examines all of the text on the site or page against keyword list generated by the user or filter vendor or

- Analyzes the text as a whole, taking into account occurrence of various words, co-occurrence of pairs or other combinations of words, and other statistical parameters of text
- Filtering by Image Analysis
 - Examines and compares pixels based on colour or tone
- Filtering by Labels
 - Examines labels associated with web pages, such as HTML or XML tags, that encode how information is structured on a page or metadata that provide information about a site or page as a whole
- Filtering Using Combinations of Methods
 - Combines various techniques to reduce level of error (e.g. combines image analysis which is the most error prone with textual analysis)
- Technologies for Authentication and Age Verification
 - Involves assessing validity of an assertion about the identity of a user
 - Age verification is often based on user having a credit card but can also be based on databases of public records or a coupling of both
 - Age verification in libraries may be based on a script based on library card patron type
- Encryption (and End-to-End Opacity)
 - Hides or denies information from all but authorized users, e.g. parental controls
- Anonymizers
 - Decouple an individual from a specific online identity (and/or location)
- Location Verification
 - Uses geographic location on an IP address
- Monitoring of use
 - Remote viewing of what is on user's screen, recording of web sites visited, logging of keystrokes to monitor use.

The pros and cons of the technology tools available at the time were reviewed to determine the filtering solution chosen by LPL in 2001.

Specific filtering solutions and products were reviewed in terms of criteria such as:

- Success in meeting desired policy and service outcomes (as measured by reporting, customer feedback/complaints, consumer reviews, etc.);
- Rate of filtering errors and vendor response to queries about over-blocked (misinterpreting a site as inappropriate) and under-blocked sites (not identifying an inappropriate site);
- Implementation requirements, e.g. ISP, browser, search Engine, standalone or network;
- Staff time to manage software installation and updates, generate reports, etc.; and
- Direct costs.

In 2001, LPL contracted with Netsweeper to provide LPL with filtering services. LPL has renewed its contract with Netsweeper on an annual basis.

The LPL Internet Policy Review Team will research and review technology tools available for managing Internet access and content.

Best Practices: Canadian Public Libraries

Policy Review

In the development of the 2005 **LPL Computer Use and Internet Access Policy**, LPL Staff examined the Internet policies of a number of Canadian Libraries for how they handled the following elements:

- Physical access – location, number of workstations, time restrictions, printers/downloading;
- Basis of access – terms and conditions, “I Agree” etc.;
- Content access – filtered and/or unfiltered;
- Acceptable or Prohibited uses;
- Use in a public Space;
- Patron’s right to privacy and confidentiality;
- Misuse of terms of use and statement of consequences;
- Parental responsibility;
- Reference or referral to “safe surfing”;
- Referral to legislation (***Criminal Code of Canada, Copyright Act***, etc.) or other library policies; and
- Indemnification.

As part of the current policy review process, staff again reviewed the Internet policies of various Canadian Libraries to bring our information up-to-date and consider opportunities for improvement.

See **Appendix 9: Internet Policies of Selected Canadian Public Libraries**

Appendix 1: LPL Charter of Library Use - Computer Use and Internet Access, 2005

PURPOSE

The purpose of this statement of policy is to revise London Public Library Policy regarding appropriate conduct in regards to computer use and Internet access.

SCOPE

The London Public Library endorses as policy the *Statement on Intellectual Freedom* of the Canadian Library Association.

At the same time, the London Public Library supports and is supported by the *Canadian Copyright Act, the Criminal Code of Canada* and other legislation governing access to expressions of knowledge and intellectual activity.

INTERNET USE: DUE DILIGENCE

While the Internet offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some material that may be objectionable or disturbing to some users and/or illegal. It may contain material of a controversial nature, as well as information that is inaccurate, out-of-date and/or inappropriate. To provide users with choice, both filtered and unfiltered access is available.

The Library provides Internet filtering software on workstations in children's areas. These filters block much of the material on the Internet that may be considered inappropriate for children. Users should be aware, however, that no filtering product can block all such sites. The Library assumes no liability in the event that a user may reach such a site.

Users must accept responsibility for determining the legality, accuracy and reliability of the information found. Library users access the Internet at their own discretion and are responsible for any access points they reach and appropriate use of the resource.

The Library is not responsible for the site content, accuracy, appropriateness or availability of any external sites linked to its home page. The Library cannot control information obtained through links to Web sites which often change rapidly. Links to information resources do not imply endorsement by the Library.

The London Public Library assumes no responsibility for any damages, direct or indirect, arising from its provision of access to Internet services. The Library disclaims any liability or responsibility arising from access to or use of information obtained through the Internet. Users are responsible for any commercial transactions made while using the Library's Internet connection.

POLICY

London Public Library provides computers for use by the public. Library computers offer public and staff access to a variety of electronic resources, the Internet, CD-ROM, e-mail, word processing software, etc. for informational, educational and recreational purposes.

The *Computer Use and Internet Access Policy* incorporates by reference London Public Library's *Rules of Conduct*.

Computer Use

1.1 Users must act with respect and consideration for one another and staff. All users are required to respect the privacy of others.

1.2 Users must obey 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.

1.3 Users are expected to treat Library computers and equipment with respect and take care to ensure that all persons enjoy equitable access. 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.

Internet Access

2.1 Internet workstations are situated in public areas and so content being viewed by users may be seen by other people, and users are expected to use the Internet in accordance with this environment. Users should be mindful of the fact that they are using the Internet in a public space designed for people of all ages, including children. Users of the Library Internet service should also be aware that some content could be offensive or intimidating to other Library patrons or staff.

2.2 All users of London Public Library, including users of the Library's Internet services, are also expected to follow the Library's Rules of Conduct which are designed to ensure a welcoming environment.

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

2.4 Users are responsible for the legality of any sites they access. Users are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the ***Criminal Code*** regarding obscenity, child pornography, sedition and the incitement of hate. The use of the Library's Internet services for illegal purposes is prohibited.

2.5 Certain copying or distribution of material found on the Internet may infringe on copyright or other intellectual property rights. The Library is not responsible for such infringements.

2.6 The Library supports the right and responsibility of parents or legal guardians to determine and monitor their children's use of Library materials and resources. The

Library does not act in place of or in the absence of a parent. As with other Library materials, children's access to the Internet and other electronic networks is the right and responsibility of parents or guardians.

2.7 To help users effectively seek content on the Internet, London Public Library staff have made every effort to choose Web site links that provide quality information sources.

2.8 Users should 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.

APPLICATION OF THE RULES OF CONDUCT

Library staff are entrusted with the obligation to ensure that all rules of computer use and Internet access 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.

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

In a situation where there is a contravention or perceived contravention of the law of the Province of Ontario and Canada, London Public Library administration, staff or security will contact the police.

Questions about the London Public Library Computer Use and Internet Access policy can be referred to Library staff and administration.

Charter of Library Use - Staff Guidelines Related to Computer Use and Internet Access Policy & Use Guidelines March 2006

Responsibilities

Staff Responsibilities

- to ensure that copies of the policy and use guidelines (*All About Computers at London Public Library*) are available to the public at all time
- to be familiar with the Library policy and use guidelines, and be aware of the library association position statements, and relevant Canadian laws (see supporting information package for copies of Library policy and guidelines, *CLA Statement on Intellectual Freedom*, *CLA Statement on Internet Access*, *CLA Information and Telecommunication Access Principles*, overview of the *Canadian Charter of Rights and Freedoms*, overview of the *Canadian Human Rights Act*, and overview and summary pieces of the *Criminal Code of Canada*).
- [http://www.media-awareness.ca/english/special_initiatives/web_awareness/wa_librarians/professional/laws_and_regulations.cfm]
- **Staff should always refer patrons to the relevant resources so that they may read these for themselves. As with other types of information, we do not interpret the law for patrons.**
- to be familiar with the various kinds of public computer workstations and their authorized uses
- to explain the policy and guidelines completely to patrons
- to explain the consequences of misuse if policy and guidelines are not followed
- to enforce the policy and use guidelines as needed
- to use proper judgement when enforcing the rules
- to report repeated patron infractions of the policy and use guidelines by completing and submitting to supervisor the *Incident Report* form

Senior Team Responsibilities

- to ensure policy and use guidelines are current and balance access and legal requirements and that these are applied in a uniform manner throughout the system
- to ensure all staff understand and are trained to administer the policy and guidelines
- to deal effectively with patrons who, after proper warning, refuse to adhere to the policy and guidelines, providing support to staff in these situations

Patron Responsibilities

- to read and understand the Library's Computer Use Guidelines and the Computer Use and Internet Access Policy. By clicking on the "I Agree" button every time they use an Internet workstation, they have agreed to comply with Library rules
- should these rules be broken, patrons do run the risk of loss of computer or library privileges that day or being banned from Library premises for a specified term

What to do when...

Anyone violating the computer policy and guidelines must be informed clearly and politely that he or she has done so. This is very important should there be repeated abuses.

I. Computer Access Issues

i) No library card - ascertain patron's need

- determine if patron is eligible or wants a library card (resident, membership with library with reciprocal borrowing agreement, visitor's card)
- can use catalogue, online db, e-mail/job bank without card
- looking for information? - negotiate need, use Research Workstation if appropriate
- just surfing, using chat, games, etc. refer patron to Internet café or similar service in community

ii) Expired card/bad card (access denied) - as above

- patron needs to resolve issues with card. At Central, patron is referred to Circulation for assistance

iii) Using other patron's card

- if you suspect this (for instance, you know the patron has fines or has already been on a computer for a long time), ask to see individual's library card or identification (see *Computer Use Guidelines*, section 2). e.g.:

Something isn't working right and I wouldn't want the system to cut you off before your time is up - may I see your library card for a moment, please?

- remind patron he or she is not permitted to use any card for computer access but his own.
- staff will need to use judgement as to whether to allow patron to continue computer use that day only if using a family member or friend's card, especially if it's the first time
- continued abuse should be reported via *Incident Report*.
- if patron will not cooperate by producing library card or identification, he or she must leave the workstation. You might say:

When you clicked on the I Agree statement, you agreed to abide by the Library's terms of use. If you choose not to, that's your decision, but I will ask you to leave this workstation. What would you like to do?

- record the exact time/date of incident, workstation number (e.g. Cen 112). Ask MIS to get you the name/barcode number for card being used, report this information to Circulation Supervisor who will investigate use of this library card; complete an *Incident Report* with as much detail as you can provide about individual's identity
- reported repeated misuse will result in banning

iv) Improper login

- if the patron does not appear to have logged into the system properly (e.g. red/green pause/logout buttons not in upper right hand corner of screen), you can note time and workstation number and ask MIS to check the login system.
- if no one is properly logged into the system for that workstation, approach patron and request that he/she log on properly with his card (remember, sometimes the patron has innocently sat down at an "opened" screen)
- also, - ALT/SPACE Restore will restore the screen containing the green/red logout/pause buttons; if these are not on the screen and you want to see if a proper login has been done, request that the patron do this
- if the patron cannot produce a valid card (or proper id), computer access will be denied

I'm sorry, our Computer Use Guidelines require that someone using a workstation has a library card. (At Central) I can't make one up for you here, but they'd be happy to do that for you at the Lending Services desk.

- attempt to get patron information and file an Incident Report if patron has been informed of the guidelines before yet has continued to disregard these
- repeated misuse will result in banning

II. Misuse of Computer Hardware

i) Removal of Privacy Screens

- as stated in the *Computer Use Guidelines*, users are not to remove privacy screens from monitors. If staff see that a screen has been removed, inform the patron that the screen must be in place during use and replace it. Unless observed doing so, do not assume that the patron using the computer has removed the screen.
- if staff observe a patron removing the screen, politely inform the person of the guideline and reposition the screen
- if you have repeatedly informed the patron of this requirement, obtain the name and patron number, submit a completed *Incident Form*

ii) Tampering with Hardware, Network Connections

- patrons are not allowed to tamper with LPL hardware in any way, including disconnecting equipment
- inform the patron that, for reasons of system security, LPL equipment cannot be disconnected so that personal equipment can be used
- patrons disassembling mice or any piece of equipment should be asked to leave the computer workstation immediately:

May I ask what you're doing? (In case the patron is simply trying to clean the mouse) **It is against the computer use guidelines to disassemble library equipment. I'm going to have to ask that you leave this workstation and if this happens again, you may end up losing your library privileges.**

- obtain the name and patron number of the individual (contact MIS with time/date/workstation number), submit a completed *Incident Form*

Please note: patrons are welcome to use personal laptops in the Library and may access a power source, if available. These should be positioned so that other patrons will not be disrupted nor their movement be impeded. Patrons may not access the LPL network with their own equipment. The Library does not yet provide wireless access to the Internet.

iii) Vandalizing Computer Equipment

- anyone found vandalizing LPL computer equipment is clearly defacing Library property. Staff should call a Supervisor immediately or Security and a Supervisor at Central, who will handle the situation from there.

III. Concerns about Website Content

i) Staff Concerns

- any staff member, concerned about content being viewed by a patron, has the right to remind the patron that he/she is in a public and workspace where there are people of all ages.
- although privacy screens are in place and ensure a measure of privacy, they are not capable of completely blocking the view from anyone passing by. Staff cannot force a patron to close a site. Staff cannot ask a patron to leave because of the content being viewed. The Library does not act as censor.
- staff should especially remind patrons that children might be able to view their screens:

You may not be aware that privacy screens will not necessarily block what you're viewing from people directly behind you. Children are welcome in this area and this content is inappropriate for them.

or

Please remember that you are in a public space where people of all ages are trying to enjoy the Library. The privacy screen does not block images on the screen from people directly behind you.

- some staff find they are able to "not see" patron screens when passing just as they do "not see" what books or other materials are being used by patrons
- staff is not required to look at information or images on a patron's screen if they are concerned about the content

ii) Unattended Child Viewing Adult Content

- staff should follow the established procedures for unattended children in the library when a young unattended child is found viewing age-inappropriate material on the Internet (see Charter of Library Use - Unattended Children in the Library)

- staff should determine the whereabouts of the parent or caregiver and inform him/her of his/her responsibilities for the child and for the content being viewed on the computer room:

I think that you were not aware that your child was viewing inappropriate content on this workstation. Filtered workstations are available in the children’s library or area but the computers in the adult area are not filtered. We ask that parents be responsible for governing their child’s computer use.

- provide the parent with a copy of the Computer Use and Internet Access Policy. If necessary, a supervisor may provide the parent with a copy of the Safe Children in the Library letter
- until the parent or caregiver is located, staff should intervene and point the young Internet user to more audience-appropriate sites
- in the case of an older child, staff might approach and remind them that others can see what they are viewing, or ask if they need any help looking for information. This type of intervention should help to encourage the young patron to move to more appropriate sites.
- do remember that the LPL policy states that staff do not act in place of a parent

iii) Staff Uncomfortable with Screen Content/Images When Asked for Assistance

- if staff are asked for technical assistance (e.g. printing, downloading) but are uncomfortable with the content/images on the screen, request that the patron return to the LPL website as an example and provide instruction from this site or provide verbal instructions from the Help Desk
- or, before going to the workstation try to determine what site the patron is using and what is on the screen; if possible, try to provide direction from your desk using a site with which you are comfortable
- if the patron’s original site must be used, then inform the patron you are not comfortable with the content and that you are unable to provide further assistance. If necessary, refer the matter to a Supervisor or staff member in charge for discussion with patron.

I’m not comfortable with the content of this website. In order from me to provide more assistance we need to move to a new site.

(and, if necessary: If you insist upon staying on this site, I will be happy to get my supervisor.)

- under no circumstances should a Tech Tutor be called to provide assistance in such a situation
- refer the patron to an Internet café or similar service
- suggest they come in with a friend who can help them with the particular site
- do not become involved in a discussion with the patron; be polite, but firm. End the discussion.

The same Laws that allow you to view this material, allow me to choose not to view it.

- bring a supervisor into the situation as necessary, or refer the patron to the Senior Team or SMIC during evenings, weekends.

iv) Disturbing Image Left on Screen

- shut site immediately (Alt F4) or shut down computer if difficulties closing site are experienced

v) Patron Concerns

- staff must be prepared to explain the Library policy to patrons expressing concerns over material observed on public computers, e.g., **I certainly understand your concern about the content on that screen...**
- staff need to explain that the Library has taken certain precautions such as the application of privacy screens on computers with Internet Access and the use of filtering software on computers located within children's areas in all locations. Even these steps, however, cannot provide complete privacy or block views.
- staff will explain to the concerned patron that a reminder will be given to the computer user he/she is in a public and work space where other library users of all ages and staff are able to observe the material on the computer screens
- if another computer is available in a more suitable and private position, suggest patron relocate - only if staff are comfortable in doing so and sense that the patron might be willing to do so
- provide patron with a comment card if he/she is not satisfied with the staff explanation or ask if he or she would like to speak to a supervisor.

vi) Concerns with Legality of Internet Content or Activity

a) Staff Concerns

- the *Criminal Code of Canada* defines a range of illegal activities in this country including libel and obscenity (sexually violent materials), child pornography and hate propaganda. These laws extend to materials and activities in print, magazine, broadcast, film and the Internet.
- Library staff have neither the training nor the experience required to decide if content being viewed is criminal or simply offensive. Determining the difference is not easy. Material that may appear to be illegal can sometimes only be determined as such by the courts.
- if staff become aware that a patron is viewing questionable material, inform a supervisor who will need to identify the user (contact MIS **immediately** with date/time/workstation number so that MIS can identify the user and capture the address of the questionable site), and complete an *Incident Report* form. MIS will not provide this information to the staff person directly. Documentation is critical. Senior Team will ask MIS to provide a record of the sites being viewed at that workstation at the time specified. Senior Team will report this information to the RCMP/OPP who will investigate the legality of the site.
- if staff are able to provide the site information, include this on the *Incident Report*
- staff should remind the patron he/she is in a public place where others may be able to see the computer screens. **Staff should not accuse the computer user of viewing illegal or pornographic material.**

b) Patron Concerns

- patrons might inadvertently stumble upon a questionable site and report this to staff.

- the Media Awareness Network [<http://www.media-awareness.ca/english/index.cfm>] has an excellent section on Web Awareness, including a document, *Reporting Online Problems* [<http://www.bewebaware.ca/english/reportingTrouble.aspx>]
- reporting methods include:
- contacting local Police or the RCMP for concerns about child pornography, cyberstalking or harassment, internet fraud, dangerous and illegal activities such as bomb-making or terrorism, physical threats, hate crimes, hacking
- using Cybertipline to supply information about child pornography, luring, child sex prostitution. Report directly online at [<http://www.cybertip.ca>] or use the toll free line: 1-866-658-9022
- refer patrons to above sites or relevant page on LPL website for further information (under development)
- if a patron is concerned with LPL system security and privacy, note their concerns and all pertinent details (date, time, computer being used), complaint and submit Incident Report or refer matter directly to Senior Team if deemed urgent

Appendix 2: London Public Library Internet Policy Chronology

1996	Introduction of London Public Library “Internet Service” to the public
1997	Internet Access Policy adopted by the Library Board
1999	Report to Library Board recommending changes to the Internet policy. LPL Policy was expanded to align with policies of other Canadian libraries. Due diligence measures, including installation of privacy screens and placement of workstations, implemented
1999 –2000	Several reports on Internet usage, issues and policy received as information by the Library Board
2001	Major report to the Library Board on policy. Internet filtering software recommended for all children’s Internet workstations. NetSweeper was the filtering software chosen
2001	Workstations in Central Children’s Library filtered. Workstations at Branch locations identified as Children’s Internet machines and filtered
2006	Teen Annex area at Central Branch implemented. Computer workstations set up with filtered access only
2006 – 2007	IBM Homework Centres set up at East London Branch, Sherwood Branch and Pond Mills Branch with filtered Internet access
2007	Internet Filtering Pilot Project implemented. NetSweeper filtering software installed on adult workstations at all locations. Every location designated adult workstations to remain unfiltered to provide optional access

Appendix 3: Selected Research

- Constitutional Framework
 - **Canadian Charter of Rights and Freedoms**
 - **Canadian Bill of Rights**
 - **Universal Declaration of Human Rights** (United Nations)
- Legal Framework
 - **Criminal Code of Canada**
 - **Broadcasting Act and Broadcasting Distribution Regulations**
 - **Copyright Act of Canada**
 - **Public Libraries Act**
 - **Film Classification Act, 2005** (Province of Ontario)
- Canadian Legal Opinions/Study
 - Burlington Public Library (1998)
 - Vancouver Public Library (1998)
 - Toronto Public Library (1999)
 - Ottawa Public Library (2003)
- Government Studies/Strategies
 - Industry Canada - **The Cyberspace is Not a No-Law Land**
 - Industry Canada - **National Strategy for the Protection of Children from Sexual Exploitation on the Internet**
 - Computer Science and Telecommunication Board, National Research Council - **Youth, Pornography and the Internet: Committee to Study Tools and Strategies for Protecting Kids from Pornography and Their Applicability to Other Inappropriate Internet Content.**
- Professional Statements on Intellectual Freedom
 - Canadian Library Association (CLA)
 - American Library Association (ALA)
 - Library Association of the United Kingdom
 - International Federation of Library Associations and Institutions
 - Media Awareness Network
- Professional ToolKits for Library Internet Services
 - CLA
 - ALA

- Best Practices Review: Survey of Policies of other Canadian Library Systems
- Position papers, opinion statements, articles, on the Internet and on the use of Internet in libraries.

Appendix 4: Excerpts from the Criminal Code of Canada

Corrupting Morals

163. (1) Every one commits an offence who

(a) makes, prints, publishes, distributes, circulates, or has in his possession for the purpose of publication, distribution or circulation any obscene written matter, picture, model, phonograph record or other thing whatever; or

(b) makes, prints, publishes, distributes, sells or has in his possession for the purpose of publication, distribution or circulation a crime comic.

Idem

(2) Every one commits an offence who knowingly, without lawful justification or excuse,

(a) sells, exposes to public view or has in his possession for such a purpose any obscene written matter, picture, model, phonograph record or other thing whatever;

(b) publicly exhibits a disgusting object or an indecent show;

(c) offers to sell, advertises or publishes an advertisement of, or has for sale or disposal, any means, instructions, medicine, drug or article intended or represented as a method of causing abortion or miscarriage; or

(d) advertises or publishes an advertisement of any means, instructions, medicine, drug or article intended or represented as a method for restoring sexual virility or curing venereal diseases or diseases of the generative organs.

Defence of public good

(3) No person shall be convicted of an offence under this section if the public good was served by the acts that are alleged to constitute the offence and if the acts alleged did not extend beyond what served the public good.

Question of law and question of fact

(4) For the purposes of this section, it is a question of law whether an act served the public good and whether there is evidence that the act alleged went beyond what served the public good, but it is a question of fact whether the acts did or did not extend beyond what served the public good.

Motives irrelevant

(5) For the purposes of this section, the motives of an accused are irrelevant.

(6) [Repealed, 1993, c. 46, s. 1]

Definition of "crime comic"

(7) In this section, "crime comic" means a magazine, periodical or book that exclusively or substantially comprises matter depicting pictorially

(a) the commission of crimes, real or fictitious; or

(b) events connected with the commission of crimes, real or fictitious, whether occurring before or after the commission of the crime.

Obscene publication

(8) For the purposes of this Act, any publication a dominant characteristic of which is the undue exploitation of sex, or of sex and any one or more of the following subjects, namely, crime, horror, cruelty and violence, shall be deemed to be obscene.

R.S., 1985, c. C-46, s. 163; 1993, c. 46, s. 1.

Definition of “child pornography”

163.1 (1) In this section, "child pornography" means

(a) a photographic, film, video or other visual representation, whether or not it was made by electronic or mechanical means,

(i) that shows a person who is or is depicted as being under the age of eighteen years and is engaged in or is depicted as engaged in explicit sexual activity, or

(ii) the dominant characteristic of which is the depiction, for a sexual purpose, of a sexual organ or the anal region of a person under the age of eighteen years;

(b) any written material, visual representation or audio recording that advocates or counsels sexual activity with a person under the age of eighteen years that would be an offence under this Act;

(c) any written material whose dominant characteristic is the description, for a sexual purpose, of sexual activity with a person under the age of eighteen years that would be an offence under this Act; or

(d) any audio recording that has as its dominant characteristic the description, presentation or representation, for a sexual purpose, of sexual activity with a person under the age of eighteen years that would be an offence under this Act.

Making child pornography

(2) Every person who makes, prints, publishes or possesses for the purpose of publication any child pornography is guilty of

(a) an indictable offence and liable to imprisonment for a term not exceeding ten years and to a minimum punishment of imprisonment for a term of one year; or

(b) an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months and to a minimum punishment of imprisonment for a term of ninety days.

Distribution, etc. of child pornography

(3) Every person who transmits, makes available, distributes, sells, advertises, imports, exports or possesses for the purpose of transmission, making available, distribution, sale, advertising or exportation any child pornography is guilty of

(a) an indictable offence and liable to imprisonment for a term not exceeding ten years and to a minimum punishment of imprisonment for a term of one year; or

(b) an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months and to a minimum punishment of imprisonment for a term of ninety days.

Possession of child pornography

(4) Every person who possesses any child pornography is guilty of

(a) an indictable offence and liable to imprisonment for a term not exceeding five years and to a minimum punishment of imprisonment for a term of forty-five days; or

(b) an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months and to a minimum punishment of imprisonment for a term of fourteen days.

Accessing child pornography

(4.1) Every person who accesses any child pornography is guilty of

(a) an indictable offence and liable to imprisonment for a term not exceeding five years and to a minimum punishment of imprisonment for a term of forty-five days; or

(b) an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months and to a minimum punishment of imprisonment for a term of fourteen days.

Interpretation

(4.2) For the purposes of subsection (4.1), a person accesses child pornography who knowingly causes child pornography to be viewed by, or transmitted to, himself or herself.

Aggravating factor

(4.3) If a person is convicted of an offence under this section, the court that imposes the sentence shall consider as an aggravating factor the fact that the person committed the offence with intent to make a profit.

Defence

(5) It is not a defence to a charge under subsection (2) in respect of a visual representation that the accused believed that a person shown in the representation that is alleged to constitute child pornography was or was depicted as being eighteen years of age or more unless the accused took all reasonable steps to ascertain the age of that person and took all reasonable steps to ensure that, where the person was eighteen years of age or more, the representation did not depict that person as being under the age of eighteen years.

Defence

(6) No person shall be convicted of an offence under this section if the act that is alleged to constitute the offence

(a) has a legitimate purpose related to the administration of justice or to science, medicine, education or art; and

(b) does not pose an undue risk of harm to persons under the age of eighteen years.

Question of law

(7) For greater certainty, for the purposes of this section, it is a question of law whether any written material, visual representation or audio recording advocates or counsels sexual activity with a person under the age of eighteen years that would be an offence under this Act.

1993, c. 46, s. 2; 2002, c. 13, s. 5; 2005, c. 32, s. 7.

Advocating genocide

318. (1) Every one who advocates or promotes genocide is guilty of an indictable offence and liable to imprisonment for a term not exceeding five years.

Definition of "genocide"

(2) In this section, "genocide" means any of the following acts committed with intent to destroy in whole or in part any identifiable group, namely,

(a) killing members of the group; or

(b) deliberately inflicting on the group conditions of life calculated to bring about its physical destruction.

Consent

(3) No proceeding for an offence under this section shall be instituted without the consent of the Attorney General.

Definition of "identifiable group"

(4) In this section, "identifiable group" means any section of the public distinguished by colour, race, religion, ethnic origin or sexual orientation.

R.S., 1985, c. C-46, s. 318; 2004, c. 14, s. 1.

Public Incitement of Hatred

319. (1) Every one who, by communicating statements in any public place, incites hatred against any identifiable group where such incitement is likely to lead to a breach of the peace is guilty of

(a) an indictable offence and is liable to imprisonment for a term not exceeding two years; or

(b) an offence punishable on summary conviction.

Wilful promotion of hatred

(2) Every one who, by communicating statements, other than in private conversation, wilfully promotes hatred against any identifiable group is guilty of

(a) an indictable offence and is liable to imprisonment for a term not exceeding two years; or

(b) an offence punishable on summary conviction.

Defences

(3) No person shall be convicted of an offence under subsection (2)

(a) if he establishes that the statements communicated were true;

(b) if, in good faith, the person expressed or attempted to establish by an argument an opinion on a religious subject or an opinion based on a belief in a religious text;

(c) if the statements were relevant to any subject of public interest, the discussion of which was for the public benefit, and if on reasonable grounds he believed them to be true; or

(d) if, in good faith, he intended to point out, for the purpose of removal, matters producing or tending to produce feelings of hatred toward an identifiable group in Canada.

Forfeiture

(4) Where a person is convicted of an offence under section 318 or subsection (1) or (2) of this section, anything by means of or in relation to which the offence was committed, on such conviction, may, in addition to any other punishment imposed, be ordered by the presiding provincial court judge or judge to be forfeited to Her Majesty in right of the province in which that person is convicted, for disposal as the Attorney General may direct.

Exemption from seizure of communication facilities

(5) Subsections 199(6) and (7) apply with such modifications as the circumstances require to section 318 or subsection (1) or (2) of this section.

Consent

(6) No proceeding for an offence under subsection (2) shall be instituted without the consent of the Attorney General.

Definitions

(7) In this section,
"communicating"
«*communiquer* »

"communicating" includes communicating by telephone, broadcasting or other audible or visible means;

"identifiable group"
«*groupe identifiable* »

"identifiable group" has the same meaning as in section 318;

"public place"
«*endroit public* »

"public place" includes any place to which the public have access as of right or by invitation, express or implied;

"statements"
«*déclarations* »

"statements" includes words spoken or written or recorded electronically or electro-magnetically or otherwise, and gestures, signs or other visible representations.

R.S., 1985, c. C-46, s. 319; R.S., 1985, c. 27 (1st Supp.), s. 203; 2004, c. 14, s. 2.

Appendix 5: Staff Training on 2005 LPL Computer Use and Internet Access Policy

Charter of Library Use: Computer Use and Internet Access Approved December 14, 2005

During December, 2005 and January - February 2006, all staff attended mandatory Charter of Library Use: Computer Use and Internet Access policy, guidelines and procedures training in a number of sessions offered during staff meetings or at staff development days. Open discussion of current policies and procedures was encouraged.

The outline for this training consisted of:

- Responsibilities – staff, senior team, customer
- Review and discussion of LPL policy, use procedures, relevant Canadian laws, professional library statements (CLA)
- What to Do When...
 - Computer access is denied (issues with cards, proper login procedures)
 - Misuse of computer hardware occurs
 - There are concerns about website content (staff, customer complaints/concerns, questions about legality of content)

Ongoing staff training – location supervisors are responsible for ensuring that all staff are familiar with and understand the LPL policy and all procedures and guidelines related to it

New staff training – part of orientation training for all new staff (casual and permanent), conducted by the Manager, Learning & Development

Appendix 6: Statements on Intellectual Freedom (CLA, OLA, IFLA, ALA)

CLA Intellectual Freedom Position Statement

Approved by Executive Council June 27, 1974; Amended November 17, 1983 and November 18, 1985

- All persons in Canada have the fundamental right, as embodied in the nation's Bill of Rights and the Canadian Charter of Rights and Freedoms, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly. This right to intellectual freedom, under the law, is essential to the health and development of Canadian society.
- Libraries have a basic responsibility for the development and maintenance of intellectual freedom.
- It is the responsibility of libraries to guarantee and facilitate access to all expressions of knowledge and intellectual activity, including those which some elements of society may consider to be unconventional, unpopular or unacceptable. To this end, libraries shall acquire and make available the widest variety of materials.
- It is the responsibility of libraries to guarantee the right of free expression by making available all the library's public facilities and services to all individuals and groups who need them.
- Libraries should resist all efforts to limit the exercise of these responsibilities while recognizing the right of criticism by individuals and groups.
- Both employees and employers in libraries have a duty, in addition to their institutional responsibilities, to uphold these principles.
- **More information:**
- **Canadian Library Association**
200 Elgin Street, Suite 602, Ottawa, Ontario K2P 1L5
Telephone: (613) 232-9625
Fax: (613) 563-9895

**ONTARIO LIBRARY ASSOCIATION (OLA)
STATEMENT ON
THE INTELLECTUAL RIGHTS OF THE INDIVIDUAL**

In affirming its commitment to the fundamental rights of intellectual freedom, the freedom to read and freedom of the press, as embodied in the Canadian Charter of Rights and Freedoms, the Ontario Library Association declares its acceptance of the following propositions:

That the provision of library service to the public is based upon the right of the citizen, under the protection of the law, to judge individually on questions of politics, religion and morality.

- That intellectual freedom requires freedom to examine other ideas and other interpretations of life than those currently approved by the local community or by society in general, and including those ideas and interpretations which may be unconventional or unpopular.
- That freedom of expression includes freedom for a creator to depict what is ugly, shocking and unedifying in life.
- That free traffic in ideas and opinions is essential to the health and growth of a free society and that the freedom to read, listen and view is fundamental to such free traffic.
- That it is the responsibility of libraries to maintain the right of intellectual freedom and to implement it consistently in the selection of books, periodicals, films, recordings, other materials, and in the provision of access to electronic sources of information, including access to the internet.
- That it is therefore part of the library's service to its public to resist any attempt by any individual or group within the community it serves to abrogate or curtail access to information, the freedom to read, view and listen by demanding the removal of, or restrictions to library information sources in any format.
- That it is equally part of the library's responsibility to its public to ensure that its selection of material is not unduly influenced by the personal opinions of the selectors, but determined by the application of generally accepted standards of accuracy, style and presentation.



IFLA/FAIFE Free Access to Information and Freedom of Expression

Statement on Libraries and Intellectual Freedom

PRESS RELEASE: for immediate release
24 March 1999
by IFLA/FAIFE

IFLA (The International Federation of Library Associations and Institutions) supports, defends and promotes intellectual freedom as defined in the United Nations Universal Declaration of Human Rights.

IFLA declares that human beings have a fundamental right to access to expressions of knowledge, creative thought and intellectual activity, and to express their views publicly.

IFLA believes that the right to know and freedom of expression are two aspects of the same principle. The right to know is a requirement for freedom of thought and conscience; freedom of thought and freedom of expression

are necessary conditions for freedom of access to information.

IFLA asserts that a commitment to intellectual freedom is a core responsibility for the library and information profession.

IFLA therefore calls upon libraries and library staff to adhere to the principles of intellectual freedom, uninhibited access to information and freedom of expression and to recognize the privacy of library user.

IFLA urges its members activity to promote the acceptance and realization of these principles. In doing so, IFLA affirms that:

- Libraries provide access to information, ideas and works of imagination. They serve as gateways to knowledge, thought and culture.
- Libraries provide essential support for lifelong learning, independent decision-making and cultural development for both individuals and groups.
- Libraries contribute to the development and maintenance of intellectual freedom and help to safeguard basic democratic values and universal civil rights.
- Libraries have a responsibility both to guarantee and to facilitate access to expressions of knowledge and intellectual activity. To this end, libraries shall acquire, preserve and make available the widest variety of materials, reflecting the plurality and diversity of society.
- Libraries shall ensure that the selection and availability of library materials and services is governed by professional considerations and not by political, moral and religious views.
- Libraries shall acquire, organize and disseminate freely and oppose any form of censorship.
- Libraries shall make materials facilities and services equally accessible to all users. There shall be no discrimination due to race, creed, gender, age or for

- any other reason.
- Library users shall have the right to personal privacy and anonymity. Librarians and other library staff shall not disclose the identity of users or the materials they use to a third party.
 - Libraries funded from public sources and to which the public have access shall uphold the principles of intellectual freedom.
 - Librarians and other employees in such libraries have a duty to uphold those principles.
 - Librarians and other professional libraries staff shall fulfil their responsibilities both to their employer and to their users. In cases of conflict between those responsibilities, the duty towards the user shall take precedence.

This statement was prepared by IFLA/FAIFE and approved by The Executive Board of IFLA, 25 March 1999, The Hague, Netherlands

Latest Revision: 25 March 1999

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www.ifla.org

The printed version of Appendix 6 includes the following documents:

American Library Association. **Library Bill of Rights.**

<http://www.ala.org/ala/oif/statementspols/statementsif/librarybillrights.htm>

Appears as page 38 of the printed report.

American Library Association. **The Freedom to Read.**

<http://www.ala.org/ala/oif/statementspols/ftstatement/freedomreadstatement.htm>

Appears as page 39 of the printed report.

American Library Association. **The Freedom to View.**

<http://www.ala.org/ala/oif/statementspols/ftvstatement/freedomviewstatement.htm>

Appears as pages 40-43 of the printed report.

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<http://www.ala.org/ala/oif/statementspols/ftvstatement/freedomviewstatement.htm>

Appears as pages 40-43 of the printed report.

The printed version of Appendix 6 includes the following documents:

American Library Association. **Library Bill of Rights.**

<http://www.ala.org/ala/oif/statementspols/statementsif/librarybillrights.htm>

Appears as page 38 of the printed report.

American Library Association. **The Freedom to Read.**

<http://www.ala.org/ala/oif/statementspols/ftstatement/freedomreadstatement.htm>

Appears as page 39 of the printed report.

American Library Association. **The Freedom to View.**

<http://www.ala.org/ala/oif/statementspols/ftvstatement/freedomviewstatement.htm>

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Appears as pages 40-43 of the printed report.

Appendix 7: Statements on Internet Access (CLA, IFLA, ALA, Media Awareness Network)

CLA Statement on Internet Access

Approved by Executive Council ~ November 8, 1997; Revised February 2000

This statement is intended to be considered in tandem with both the [CLA Statement on Intellectual Freedom \(1985\)](#) and the [CLA Statement on Information and Telecommunication Access Principles \(1994\)](#). 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, CLA 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.

The IFLA Internet Manifesto

- **Unhindered access to information is essential to freedom, equality, global understanding and peace. Therefore, the International Federation of Library Associations (IFLA) asserts that:** *Intellectual freedom is the right of every individual both to hold and express opinions and to seek and receive information; it is the basis of democracy; and it is at the core of library service.*
- *Freedom of access to information, regardless of medium and frontiers, is a central responsibility of the library and information profession.*
- *The provision of unhindered access to the Internet by libraries and information services supports communities and individuals to attain freedom, prosperity and development.*
- *Barriers to the flow of information should be removed, especially those that promote inequality, poverty, and despair.*
- **Freedom of Access to Information, the Internet and Libraries and Information Services**
- Libraries and information services are vibrant institutions that connect people with global information resources and the ideas and creative works they seek. Libraries and information services make available the richness of human expression and cultural diversity in all media.
- The global Internet enables individuals and communities throughout the world, whether in the smallest and most remote villages or the largest cities, to have equality of access to information for personal development, education, stimulation, cultural enrichment, economic activity and informed participation in democracy. All can present their interests, knowledge and culture for the world to visit.
- Libraries and information services provide essential gateways to the Internet. For some they offer convenience, guidance, and assistance, while for others they are the only available access points. They provide a mechanism to overcome the barriers created by differences in resources, technology, and training.
- **Principles of Freedom of Access to Information via the Internet**
- Access to the Internet and all of its resources should be consistent with the United Nations Universal Declaration of Human Rights and especially Article 19:
- *Everyone has the right to freedom of opinion and expression; this right includes freedom to hold opinions without interference and to seek, receive and impart information and ideas through any media and regardless of frontiers.*

- The global interconnectedness of the Internet provides a medium through which this right may be enjoyed by all. Consequently, access should neither be subject to any form of ideological, political or religious censorship, nor to economic barriers.
- Libraries and information services also have a responsibility to serve all of the members of their communities, regardless of age, race, nationality, religion, culture, political affiliation, physical or other disabilities, gender or sexual orientation, or any other status.
- Libraries and information services should support the right of users to seek information of their choice.
- Libraries and information services should respect the privacy of their users and recognize that the resources they use should remain confidential.
- Libraries and information services have a responsibility to facilitate and promote public access to quality information and communication. Users should be assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently.
- In addition to the many valuable resources available on the Internet, some are incorrect, misleading and may be offensive. Librarians should provide the information and resources for library users to learn to use the Internet and electronic information efficiently and effectively. They should proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people.
- In common with other core services, access to the Internet in libraries and information services should be without charge.
- **Implementing the Manifesto**
- IFLA encourages the international community to support the development of Internet accessibility worldwide, and especially in developing countries, to thus obtain the global benefits of information for all offered by the Internet.
- IFLA encourages national governments to develop a national information infrastructure which will deliver Internet access to all the nation's population.
- IFLA encourages all governments to support the unhindered flow of Internet accessible information via libraries and information services and to oppose any attempts to censor or inhibit access.
- IFLA urges the library community and decision makers at national and local levels to develop strategies, policies, and plans that implement the principles expressed in this Manifesto.
- **This Manifesto was prepared by [IFLA/FAIFE](#).**
 Approved by the Governing Board of IFLA
 27 March 2002

The Hague, Netherlands.
Proclaimed by IFLA 1 May 2002.

- Adopted unanimously without dissent or abstentions on Council meeting of the 68th IFLA General Conference and Council, August 23rd 2002, Glasgow, Scotland

ALA Statement on Internet Filtering

- *American Library Association/Intellectual Freedom Committee July 1, 1997.*
- On June 26, 1997, the United States Supreme Court issued a sweeping re-affirmation of core First Amendment principles and held that communications over the Internet deserve the highest level of Constitutional protection.
- The Court's most fundamental holding is that communications on the Internet deserve the same level of Constitutional protection as books, magazines, newspapers, and speakers on a street corner soapbox. The Court found that the Internet "constitutes a vast platform from which to address and hear from a world-wide audience of millions of readers, viewers, researchers, and buyers," and that "any person with a phone line can become a town crier with a voice that resonates farther than it could from any soapbox."
- For libraries, the most critical holding of the Supreme Court is that libraries that make content available on the Internet can continue to do so with the same Constitutional protections that apply to the books on libraries' shelves. The Court's conclusion that "the vast democratic fora of the Internet" merit full constitutional protection will also serve to protect libraries that provide their patrons with access to the Internet. The Court recognized the importance of enabling individuals to receive speech from the entire world and to speak to the entire world. Libraries provide those opportunities to many who would not otherwise have them. The Supreme Court's decision will protect that access.
- The use in libraries of software filters which block Constitutionally protected speech is inconsistent with the United States Constitution and federal law and may lead to legal exposure for the library and its governing authorities. The American Library Association affirms that the use of filtering software by libraries to block access to constitutionally protected speech violates the Library Bill of Rights.
- **What is blocking/filtering software?**
- Blocking/filtering software is a mechanism used to:
 - restrict access to Internet content, based on an internal database of the product, or;
 - restrict access to Internet content through a database maintained external to the product itself, or;
 - restrict access to Internet content to certain ratings assigned to those sites by a third party, or;
 - restrict access to Internet content by scanning content, based on a keyword, phrase or text string or;

- restrict access to Internet content based on the source of the information.
- **Problems with the use of blocking/filtering software in libraries**
- Publicly supported libraries are governmental institutions subject to the First Amendment, which forbids them from restricting information based on viewpoint or content discrimination.
- Libraries are places of inclusion rather than exclusion. Current blocking/filtering software prevents not only access to what some may consider "objectionable" material, but also blocks information protected by the First Amendment. The result is that legal and useful material will inevitably be blocked. Examples of sites that have been blocked by popular commercial blocking/filtering products include those on breast cancer, AIDS, women's rights, and animal rights.
- Filters can impose the producer's viewpoint on the community.
- Producers do not generally reveal what is being blocked, or provide methods for users to reach sites that were inadvertently blocked.
- Criteria used to block content are vaguely defined and subjectively applied.
- The vast majority of Internet sites are informative and useful. Blocking/filtering software often blocks access to materials it is not designed to block.
- Most blocking/filtering software is designed for the home market. Filters are intended to respond to the preferences of parents making decisions for their own children. Libraries are responsible for serving a broad and diverse community with different preferences and views. Blocking Internet sites is antithetical to library missions because it requires the library to limit information access.
- In a library setting, filtering today is a one-size-fits-all "solution," which cannot adapt to the varying ages and maturity levels of individual users.
- A role of librarians is to advise and assist users in selecting information resources. Parents and only parents have the right and responsibility to restrict their own children's access -- and only their own children's access -- to library resources, including the Internet. Librarians do not serve in loco parentis.
- Library use of blocking/filtering software creates an implied contract with parents that their children *will not* be able to access material on the Internet that they do not wish their children read or view. Libraries will be unable to fulfill this

implied contract, due to the technological limitations of the software, thus exposing themselves to possible legal liability and litigation.

- Laws prohibiting the production or distribution of child pornography and obscenity apply to the Internet. These laws provide protection for libraries and their users.
- **What can your library do to promote access to the Internet?**
- Educate yourself, your staff, library board, governing bodies, community leaders, parents, elected officials etc., about the Internet and how best to take advantage of the wealth of information available. For examples of what other libraries have done, contact the ALA Public Information Office at 800/545-2433, ext. 5044 or pio@ala.org.
- Uphold the First Amendment by establishing and implementing written guidelines and policies on Internet use in your library in keeping with your library's overall policies on access to library materials. For information on and copies of the *Library Bill of Rights* and its Interpretation on Electronic Information, Services and Networks, contact the ALA Office for Intellectual Freedom at 800/545-2433, ext. 4223.
- Promote Internet use by facilitating user access to Web sites that satisfy user interest and needs.
- Create and promote library Web pages designed both for general use and for use by children. These pages should point to sites that have been reviewed by library staff.
- Consider using privacy screens or arranging terminals away from public view to protect a user's confidentiality.
- Provide information and training for parents and minors that remind users of time, place and manner restrictions on Internet use.
- Establish and implement user behavior policies.
<http://www.ifla.org/faife/ifstat/alafilt.htm>

Media Awareness Network's Statement on Filters at the Library

Most of the complaints relating to Internet use in the library arise from the ease of access that children have to pornographic sites. While the law prohibits minors from buying pornographic magazines or borrowing films for adults, no one is able to control their access to comparable Internet sites. Some Web site owners demand that users enter their date of birth in order to verify age, but almost everyone knows how to ensure that their age is over 18!

Parents' first reaction is to ask for filters. Be careful. According to the law:

"All persons in Canada have the fundamental right, as embodied in the nation's *Bill of Rights* and the Canadian *Charter of Rights and Freedoms*, to have access to all expressions of knowledge, creativity and intellectual activity, and to express their thoughts publicly." [1]

Consequently, if the library decides to install filters on all its computers, it has to allow persons who do not want to use filters to disable them. One possibility is to install filters only on the computers used by children, in order to limit their access to inappropriate material. For complete information on the various filters available, consult the document *Filtering Tools: An Introduction* in the right sidebar.

Whatever the decision of the library, the filters must block all material considered illegal by the Canadian *Criminal Code*. Children and their parents need to be told that filters do not block all inappropriate and illegal sites. Library users must also understand the way filters work and the implications of using them. Most filtering software uses a list of keywords, and this method can block access to a number of valuable or educational sites, because the meaning of a word changes according to the context in which it is used. In addition, a filter is not neutral; it works according to certain values on which there is not necessarily consensus.

The use or non-use of filters raises a number of questions linked to intellectual freedom, censorship and safety. Many ask whether it is relevant to use a technological solution to address a social or ethical question; they advocate for public education. Others consider that using a filter allows the library to make the environment safe for children, and they take filters to be a useful complement to an educational approach.

Other practical solutions provide more consensus – for example, the installation of screen protectors on computers without filters. These screens limit, without completely blocking, children's inadvertent views of inappropriate material.

Despite these initiatives, the responsibility for controlling and determining kids' access to the available resources of the Internet lies with parents. It is important that an Internet use policy makes clear this responsibility and that the library informs and guides parents in fulfilling their supervisory role. Above all, adults must help children to develop a critical spirit and must teach them to behave responsibly and safely online.

[1] Canadian Library Association. [Statement on Intellectual Freedom](#), in *Net Safe; Net Smart: Managing & Communicating About the Internet in the Library*, 2000. p. 2. Viewed online, on March 11, 2004

http://www.media-awareness.ca/english/special_initiatives/web_awareness/wa_librarians/professional/filters_at_library.cfm

Appendix 8: LPL Internet Awareness and Promotion

Appendix includes examples of:

LPL Website Information

<http://www.londonpubliclibrary.ca/>

Explore a Topic: Internet Safety

Media Literacy Defined

Media Literacy Resource Lists – Internet Awareness

Kid's Space

The Teen Annex

Take Care to be Web Aware

Cyberdancer: Beware of Internet Predators

Programs

Community Safety Week October 2-6, 2006

The printed version of Appendix 8, pages 52-64, includes copies of the above documents. To access these, use LPL's website <http://www.londonpubliclibrary.ca/>

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Appendix 9: Internet Policies of Selected Canadian Public Libraries

Name of Library	Website Address	Link to Internet Policy
Calgary Public Library	http://calgarypubliclibrary.com	http://calgarypubliclibrary.com/library/internet_terms_of_use.htm
Edmonton Public Library	http://www.epl.ca/	http://www.epl.ca/EPLDisclaimer.cfm
Okanagan Regional Library	http://www.orl.bc.ca/	http://www.orl.bc.ca/aboutus/policies.aspx#internet
Vancouver Public Library	http://www.vpl.ca/	http://www.vpl.ca/general/publicInternetPolicy.html
Winnipeg Public Library	http://wpl.winnipeg.ca/library/	http://wpl.winnipeg.ca/library/libraryservices/computeruse.asp
Newfoundland and Labrador Public Libraries	http://www.nlpubliclibraries.ca/	http://www.nlpubliclibraries.ca/docs/InternetUsePolicy.pdf
Halifax Regional Library	http://www.halifaxpubliclibraries.ca/	http://www.halifaxpubliclibraries.ca/policies/internet.html
Brampton Public Library	http://www.bramlib.on.ca/	http://www.bramlib.on.ca/policies/Internet%20and%20Computer%20Use%20Policy-June06.pdf
Brantford Public Library	http://www.brantford.library.on.ca/	http://www.brantford.library.on.ca/about/policies.php#rules
Burlington Public Library	http://www.bpl.on.ca/	http://www.bpl.on.ca/internet/policy.htm
Hamilton Public Library	http://www.myhamilton.ca/myhamilton/LibraryServices/	http://www.myhamilton.ca/myhamilton/LibraryServices/AboutTheLibrary/Policies/InternetUsePolicy.htm
Ottawa Public Library	http://www.bibliootawalibrary.ca/	http://www.bibliootawalibrary.ca/explore/about/policies/internet_access_e.html
Toronto Public Library	http://www.torontopubliclibrary.ca/	http://www.torontopubliclibrary.ca/abo_pol_index.jsp
Beaconsfield Library	http://www.beaconsfield.ca/ANGLAIS/culture/biblio_bibliotheque.html	http://www.beaconsfield.ca/site/DOCUMENTS/PDF/2006/BIBLIOTHEQUE/computer_policy_v2eng.pdf
Regina Public Library	http://hermes.reginalibrary.ca/	http://hermes.reginalibrary.ca/locations/internetaccess.html
Saskatoon Public Library	http://www.publib.saskatoon.sk.ca/	http://www.publib.saskatoon.sk.ca/html/user.html

Selected Websites

American Library Association (ALA).
<http://www.ala.org>

ALA. **Library Bill of Rights.**

<http://www.ala.org/ala/oif/statementspols/statementsif/librarybillrights.htm>

ALA. **Access to Electronic Information, Services and Networks: Interpretation of the Library Bill of Rights.**

<http://www.ala.org/Template.cfm?Section=interpretations&Template=/ContentManagement/ContentDisplay.cfm&ContentID=133993>

ALA. **CIPA (Child Internet Protection Act) Questions and Answers.**

<http://www.ala.org/ala/washoff/woissues/civilliberties/cipaweb/adviceresources/questionsanswers.cfm>

ALA. **FAQ About Libraries, Children and the Internet.**

<http://www.ala.org/ala/washoff/woissues/techintte/internetsafety/faq.cfm>

ALA. **The Freedom to Read.**

<http://www.ala.org/ala/oif/statementspols/ftstatement/freedomreadstatement.htm>

ALA. **The Freedom to View.**

<http://www.ala.org/ala/oif/statementspols/ftvstatement/freedomviewstatement.htm>

ALA. **Labels and Rating Systems: An Interpretation of the Library Bill of Rights**

<http://www.ala.org/Template.cfm?Section=interpretations&Template=/ContentManagement/ContentDisplay.cfm&ContentID=114161>

ALA. Freedom to Read Foundation.

<http://www.ala.org/ala/ourassociation/othergroups/ftfr/freedomreadfoundation.htm>

ALA. Intellectual Freedom Committee. **Statement on Library Use of Filtering Software.**

<http://www.ala.org/Template.cfm?Section=ifresolutions&Template=/ContentManagement/ContentDisplay.cfm&ContentID=13090>

ALA. Office for Intellectual Freedom.

<http://www.ala.org/ala/oif/Default622.htm>

ALA. Office for Intellectual Freedom) **Podcast Script: Online Social Networking and Intellectual Freedom**

<http://www.ala.org/ala/oif/ifissues/issuesrelatedlinks/podcastnetworking.htm>

Australian Library and Information Association Ltd. (ALIA). **Statement of Online Content Regulation.**

<http://www.alia.org.au/policies/content.regulation.html>

Australian Library and Information Association Ltd. (ALIA). **Statement of Free Access to Information.**

<http://www.alia.org.au/policies/free.access.html>

Australian Library and Information Association Ltd. (ALIA). **Statement on Public Library Services.**

<http://www.alia.org.au/policies/public.library.services.html>

Canadian Civil Liberties Association.

<http://www.ccla.org/>

Canadian Library Association (CLA). **Internet Service in Public Libraries – A Matter of Trust.**

<http://www.cla.ca/about/internetservice.htm>

Canadian Library Association (CLA). **Statement on Internet Access**

<http://www.cla.ca/about/internet.htm>

Canadian Library Association. **Statement on Intellectual Freedom**

<http://www.cla.ca/about/intfreed.htm>

Canadian Library Association. **Statement on Information and Telecommunication Access Principles**

<http://www.cla.ca/about/access.htm>

City of London. **Adult Books & Magazine Outlets By-law A-11**

<http://www.london.ca/Cityhall/CorpServices/CityClerks/bylaws/adultbooks.pdf>

City of London. **Adult Video & Cassette & Disc Outlets By-law A-10**

<http://www.london.ca/Cityhall/CorpServices/CityClerks/bylaws/adultvideo.pdf>

Department of Justice Canada. **Broadcasting Act.**

<http://laws.justice.gc.ca>

Department of Justice Canada. "Prohibited Programming Content," **Broadcasting Distribution Regulations.**

<http://laws.justice.gc.ca>

Department of Justice. **Criminal Code of Canada**

<http://laws.justice.gc.ca/en/showtdm/cs/C-46>

Department of Justice Canada. **Canadian Bill of Rights.**

<http://laws.justice.gc.ca>

Department of Justice Canada. **Canadian Charter of Rights and Freedoms**

http://Canada.justice.gc.ca/loireg/chart/const_en.html

Canadian Human Rights Act

<http://www.chrc-ccdp.ca>

CyberTip!ca [Canada's National Tip Line]

<http://www.cybertip.ca/en/cybertip/>

EPIC; Electronic Privacy Information Center

<http://www.epic.org>

Electronic Frontiers Foundation
<http://www.eff.org/>

Electronic Frontiers Foundation Canada
<http://www.efc.ca/>

Free Expression Policy Project (FEPP)
<http://www.fepproject.org>

Freedom to Read Foundation
<http://www.ftrf.org/ala/ourassociation/othergroups/ftrf/freedomreadfoundation.htm>

GetNetWise
<http://www.getnetwise.org/>

Heins, Marjorie, Christina Cho & Ariel Feldman, ***Internet Filters: A Public Policy Report***, 2006. Brennan Center for Justice at NYU School of Law Free Expression Policy Project
<http://www.fepproject.org/policyreports/filters2.pdf>

Industry Canada. ***The Cyberspace is Not a No-Law Land***
<http://strategis.gc.ca/internet>

Industry Canada. CyberWise.Ca
<http://www.cyberwise.ca/epic/site/cyb-cyb.nsf/intro>

International Federation of Library Associations and Institutions (IFLA/FAIFE). **Free Access to Information and Freedom of Expression: Statement on Libraries and Intellectual Freedom**
<http://www.ifla.org/V/press/pr990326.htm>

International Federation of Library Associations and Institutions (IFLA). **The IFLA Internet Manifesto**
<http://www.ifla.org/III/misc/im-e.htm>

International Federation of Library Associations and Institutions (IFLA). **Joint IFLA/IPA Statement on Freedom of Expression on the Internet**
<http://www.un.org/V/press/ifla-ipaf03.htm>

London Public Library. **Charter of Library Use: Computer Use and Internet Access**
http://www.londonpubliclibrary.ca/other/File/your_library/policies/chartercomputer.pdf

London Public Library's Kid's Space
<http://www.londonpubliclibrary.ca/static/100>

Media Awareness Network
<http://www.media-awareness.ca>

National Center for Missing & Exploited Children (U.S.)
http://208.254.21.169/missingkids/servlet/PublicHomeServlet?LanguageCountry=en_US&

National Coalition Against Censorship
<http://www.ncac.org/home.cfm>

National Research Council. Computer Science and Telecommunication Board. ***Youth, Pornography and the Internet: Committee to Study Tools and Strategies for Protecting Kids from Pornography and Their Applicability to Other Inappropriate Internet Content.*** Dick Thornburgh and Herbert S. Lin, eds.
http://books.nap.edu/html/youth_internet/

Ontario Film Review Board
www.pfrb.gov.on.ca

Ontario. **Public Libraries Act.**
http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90p44_e.htm

Ontario Provincial Police Child Pornography Section
http://www.opp.ca/Organization/InvestigationsOrganizedCrime/opp_000471.html

Peacefire
www.peacefire.org

Royal Canadian Mounted Police (RCMP). Integrated Technological Crime Unit
http://www.rcmp-grc.gc.ca/on/prog_serv/support_serv/itcu_e.htm

United Nations. **Universal Declaration of Human Rights**
<http://www.un.org/Overview/rights.html>

United Nations. Internet Governance Forum.
<http://www.intgovforum.org/>