



**Type:** User Services

**Authority:** CEO

**Resolution No.:** BMPL 2018-129 on 6-21-18; POL-SYS.2018.87

**Associated Documents:**

**PUB 2018.87.1** Commitment Statement

The Blue Mountains Public Library endorses the use of the Internet as an essential source of information to complement the library, museum, and archival collections. The Internet functions in an unregulated, global environment and, therefore, provides access to a wide variety of resources over which the BMPL has no control. This policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

**PUB 2018.87.2** Computer & Internet Usage

1. Computer Usage and internet access via the public network is provided free of charge to users in good standing and guests.
2. To ensure equitable access to the public network and efficient use of resources, the Library sets rules for public network access and reserves the right to modify these whenever and wherever appropriate. Users who have delinquent or banned accounts due to behaviour or outstanding materials may be denied access until their Library Status and Accounts are brought into good standing.
3. Users must respect the laws of Canada when using the public network.
  - 3.1. Users of the public network may not violate or circumvent copyright and other intellectual property rights and liability for infringement rests with the user. The Board shall follow fair use copyright principles and shall advise users of their legal responsibilities regarding these.
  - 3.2. Illegal use shall be reported to the police.
  - 3.3. Offenders may also be required to leave the property. In the case of the employees and volunteers, appropriate disciplinary action shall be taken;
4. Users are expected to comply with Library policies relating to computers. Failure to do so, or the misuse or abuse of the computers and programs, shall result in loss of computer privileges. Repeated offences shall result in loss of library privileges.
5. The Library does not allow access to general pornography, sites which are depicting extreme violence, or sites promoting hate literature (as defined by the Criminal Code of Canada, section 163). Although no filters are in place, staff have the right to instruct users to shut down any sites of this nature.
  - 5.1. The CEO has authority to determine what sites or images fall within this category.
  - 5.2. These sites and images are prohibited anywhere in the buildings, regardless of use of BMPL computers or personal devices.
6. Users are not permitted to add, delete, save or modify or reconfigure software installed hardware on workstations. For special requests, the Manager of Technical and Virtual Services may make modification as needed.

**PUB 2018.87.3** Use by Children

1. Children are deemed to be any person age 12 and under.

2. Children may access all information and use all facilities provided by the Library without restrictions. If a parent/guardian does not feel their child should be unattended on computers, it is their responsibility to supervise them.
3. The CEO shall ensure that children and teen access to the Internet is compatible with the policy on Children's and Teen's Services, and the policy on Intellectual Freedom.
4. Parents/Guardians are responsible for their children at all times. By accepting a Borrower/User Card on behalf of their child they are agreeing that they shall:
  - 4.1. Assume responsibility for deciding which resources and type of network access are appropriate for their children;
  - 4.2. Be made aware that the term 'children', as used by the BMPL, means up to, and including, the age of 12;
  - 4.3. Be responsible to monitor children's use.

#### **PUB 2018.87.4 Workstations**

1. All users may use these workstations on a first come, first served basis for periods of 45 minutes.
2. Users may extend their time beyond 45 minutes if another patron is not waiting for the workstation.
3. Workstations provide access to the Online Public Access Catalogue (OPAC) and are available on a first come first served basis.
4. A maximum of two people are permitted at a workstation at any one time.
5. Specialized Workstations
  - 5.1. The Children's workstation is intended for use by children under the age of seven (7). Workstations are available on a first come first served basis.
  - 5.2. Museum research stations must follow the same rules as library stations, but time allowances are by reservation with the Curator.

#### **PUB 2018.87.5 Mobile and Desktop Printing**

Mobile Printing is also available via the library website and app.

1. Printing may be sent from anywhere over the internet and may be picked up at the L.E. Shore Memorial Library.
2. Staff have the right to hold any print job pending payment.

#### **PUB 2018.87.6 Reliability and Appropriateness of Information on the Internet**

1. The Library is not responsible for the quality, accuracy or content of information found on the Internet. This is the responsibility of the producer/originator or publisher of the information.
2. Resources shall be made available to inform users about how to assess the reliability and appropriateness of information on the Internet.

#### **PUB 2018.87.7 Blocked Websites**

1. The Library blocks malicious and potentially malicious websites that pose a threat to the security of our network:
  - 1.1. Spyware, Phishing and Other Frauds, Keyloggers, Potentially Unwanted Software, Bot Networks, Malicious Embedded Links, Mobile Malware and Advanced Malware Command and Control.

- 1.2. Sites that camouflage their true nature or identity, or that include elements suggesting latent malign intent.
- 1.3. Sites found to be hosting known and potential exploitive code.
2. Users may request a page be unblocked by providing the URL to the [info@TheBlueMountains.ca](mailto:info@TheBlueMountains.ca) email with a brief explanation.

#### **PUB 2018.87.8 Assistance from Employees**

1. Employees shall provide assistance with:
  - 1.1. Access to the public workstations;
  - 1.2. Helping users begin their search for information;
  - 1.3. Access to subscription databases and e-books;
  - 1.4. Basic procedures such as turning on the computer, assisting with memory key usage, software, or internet usage questions, etc.
2. Employees are generally unable to teach software usage without an appointment. Such assistance is available with an appointment.
3. Research assistance requires an appointment and shall be subject to fees. (See Information Services).
4. Users should refer any specific questions or problems they encounter with the systems to the library employees as they may need to be referred for repairs.
5. Employees may not provide technical support for users at home.
6. Employees may provide safe surfing tips to children or parents.

#### **PUB 2018.87.9 Privacy and Confidentiality**

1. Use of the public network falls under the provision of the *Access to Information and Protection of Privacy Policy*.
2. Users must respect the privacy of others; however privacy at the workstations is not guaranteed by the Library.
3. Employees shall take reasonable measures to protect the privacy and confidentiality of a user's use of the Internet; and
4. Users must protect their own passwords by not saving usernames and passwords in cookies on any computer, and by logging out of all files and user screens prior to completing their log in session.
5. Due to the nature of the system, downloads or history may be viewable even though a unique login has been used.
6. Personal information shared with third parties on public networks are not protected by privacy policies.

Original Approval: 6-21-2018  
Amended On: \_\_\_\_\_

## Appendix

The following statements may be placed on access points such as PC's or Wireless at the time of initiating a session.

### Public Access Agreement

By using the Library computers and tablets, you agree to the following:

1. No food or drink is allowed at the computers.
2. The Library blocks malicious and potentially malicious websites that pose a threat to the security of our network. The Library also blocks advertisements that slow down the performance of our public computers.
3. Using the Internet to access, display, download, upload, print, forward, or email materials considered as pornographic, criminal, or hate literature (as defined by the Criminal Code of Canada, section 163) is not permitted.
4. The Library has no control over the information accessed through the Internet and is not responsible for its content.
5. The Library, Board and employees assume no responsibility for any damages, direct or indirect, arising from its Web site or from its connections to other Internet services.
6. Users are responsible for any infringement of legislation governing access to information including copyright and other intellectual property rights.
7. Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration.

### Wireless Access Agreement

By using the Wireless network, you agree to the following:

1. Your wireless device is fully protected with up-to-date security software;
2. The Library cannot guarantee rates of speed or continuity of service;
3. Use of the wireless service with personal devices is at the your own risk;
4. The Blue Mountains Public Library is not liable for any loss, damage, security infringement or injury which you, or your devices may sustain as a result of using the Wi-Fi;
5. You are responsible for any actions taken from your device, whether intentional or unintentional.
6. The Library employees are available to assist with general technical questions but not technical support; and
7. The Library is not responsible for loss or theft of unattended equipment.