



The Clarence-Rockland Public Library (CRPL) endorses the use of the Internet as an essential source of information to complement traditional Library collections. The Internet is also recognized as an essential communication tool, connecting individuals and communities of interest. This policy establishes the provision of public network services to access the Internet and the acceptable use of these services.

### **Section 1: Reliability and Appropriateness of Information on the Internet**

1. Resources will be made available to inform clients about the reliability and appropriateness of information available on the Internet.
2. The Library is not responsible for the accuracy of the information available on the Internet. This is the responsibility of the producer/originator or publisher.
3. The CRPL Board is not responsible for the quality, legality, appropriateness or availability of any Internet sources accessed through the Library's public network.

### **Section 2: Access to the Public Network**

1. The Internet functions in an unregulated, global environment and, therefore, provides access to a wide variety of resources over which the Library has no control. The Library endeavours to minimize the opportunity for unintentional exposure by people using Library space.
2. The Board directs the chief executive officer (CEO) to ensure that access to, and use of, the public network is compatible with CRPL **FN-04 Intellectual Freedom** policy.
3. The Library provides free wireless access to the Internet via clients' personal devices.
4. The Library provides free workstations to the public, which includes Internet access. Printing from these stations is not free, as mandated by CRPL **OP-13 Fees Other than Circulation** policy.
5. Access to these stations is limited according to the membership level of the individual as prescribed by CRPL **OP-12 Client Services** policy. Where a member of the public is not a client of the Library and wishes to use a workstation, access will be granted to those 15 years or under only with the consent of a parent or guardian who must also be present.

6. The Library reserves the right to set time limits or ask users to limit their time on the public computers. Employees reserve the right to adjust computer time and scheduling as necessary.
7. The Library does not use filtering software. It is the position of the Board that technology is contrary to the principle of intellectual freedom and that it is not effective in making the Internet safer for children nor in preventing criminal activity.
8. In respect of the range of sensibilities and viewpoints of its diverse clientele, employees will remind users that they are in a public space and will encourage all users to respect the sensibilities of others. Employees reserve the right to redirect users whose activities on the public computers or their personal devices diminish the enjoyment of the Library space by others.
9. The Library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the Library's network. Users should be aware that information sent to or from their devices can be captured by anyone else with a wireless device and appropriate software.
10. The Board assumes no responsibility for the security and privacy of on-line transactions, as the Internet is not a secure medium and third parties may be able to obtain information about the user's activities.
11. The Library is not responsible for any damages sustained while using a personal device.
12. The Library will not be responsible for any expenses incurred by, or the potential repercussions of a third party using personal/banking/credit card information that has been entered via the public network.

### **Section 3: Privacy and Confidentiality**

1. Use of the Library's public network falls under the provision of the CRPL **OP-01 Confidentiality and the Protection of Privacy** policy.
2. Privacy at the workstations is not guaranteed and users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed by users may be seen by other people. Employees will take reasonable measures to ensure privacy and confidentiality.

#### **Section 4: Use by Children**

1. Children may access all information and use all facilities provided by the Library.
2. The Library has not installed filtering software on any of its computers.
3. The Board will ensure that children's and youths' access to the Internet is compatible with the CRPL **OP-12 Client Services** and **FN-04 Intellectual Freedom** policies.
4. The Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the Internet resources.
5. Employees will:
  - a. Affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to materials and resources; and
  - b. Assist parents by providing guidelines for Internet safety.
6. Parents will:
  - a. Assume responsibility for deciding which resources and type of network access are appropriate for their children; and
  - b. Be made aware that the term 'children', as used by the Library, means up to, and including, the age of 15.

#### **Section 5: Acceptable Use**

1. To ensure equitable access to the public network and efficient use of resources, the Board sets rules for public network access and reserves the right to modify these whenever and wherever appropriate.
2. Users who deliberately violate the rules may have their Library privileges suspended.
3. The Acceptable Use Rules are:
  - a. Users should view the use of the computers for Internet access in the same way as they view the use of the general collection, that is, they are shared resources;
  - b. Users should view the use of the public computers and personal devices in the Library the same way as they view the use of any Library space and should restrain from activities that disturb others and use designated spaces for groups and audio (e.g. Skype, Zoom);
  - c. When viewing the Internet, users should be respectful of sensibilities of others;

- d. Use of the public network for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or solicitation, "hacking" or tampering with other computer systems, viewing, downloading and/or printing child pornography. Illegal use will be reported to the police; and
  - e. Users of the public network may not violate or circumvent copyright and other intellectual property rights. The Library encourages fair use copyright principles and employees will advise users of their legal responsibilities regarding these.
  - f. Misuse or abuse of computers or software is not acceptable. Offenders may be required to leave the Library. User-created files shall not be saved on the Library's computers. Files that are saved will be removed. Users may store files on personal removable storage media.
  - g. User-supplied software shall not be installed on the Library's computers, and users may not modify or reconfigure software installed on the Library's computers.
1. Employees will make all reasonable efforts to ensure that all users comply with the Acceptable Use Rules
  2. Any costs generated by the misuse or mistreatment of computer equipment must be paid by the offending party(ies).

### **Section 6: Assistance from Employees**

1. Employees will provide assistance with:
  - a. Access to the public workstations and personal devices;
  - b. Helping users begin their search for information; and
  - c. Access to subscription databases and e-books.

### **Section 7: The Clarence-Rockland Public Library's Website**

1. The Library will maintain a website that provides:
  - a. Information about services and operations;
  - b. Access to the catalogue;
  - c. Access to subscription databases and e-books;
  - d. A selected, evaluated and organized collection of reliable and current information sources available on the Internet; and

- e. A range of accessibility features through assistive technology conforming with WCAG 2.0 Level AA guidelines and staff assistance, upon request for people with disabilities.

### Related Documents

Clarence-Rockland Public Library **FN-04 Intellectual Freedom**

Clarence-Rockland Public Library **OP-01 Confidentiality and the Protection of Privacy**

Clarence-Rockland Public Library **OP-12 Client Services**

Clarence-Rockland Public Library **OP-13 Fees Other than Circulation**

### Revision History

Document Owner	Issue/Revision Date	Reason for change
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