

**TEMISKAMING SHORES PUBLIC LIBRARY  
POLICY**

**SUBJECT: Internet Access and Computer Use**  
**APPROVAL DATE: September 19, 2018**  
**AMENDMENT DATE: June 22, 2022**  
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**POLICY NO: Facilities-4**  
**MOTION NO: 2022-51**

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**Internet and Library Computer and Device Use Policy**

The Temiskaming Shores Public Library Board is committed to ensuring access to information through technology. Access to digital information is fundamental for supporting continuous lifelong learning. Recognizing its role to provide access to electronic information, the Temiskaming Shores Public Library provides computers, internet access and wifi for use by the public. To assure fair access for all persons, the Library has established rules and procedures that regulate the time, manner, and place of Internet and library computer and wifi access. At the same time, the Board recognizes that the Internet functions in an unregulated environment, and therefore provides access to a wide variety of resources over which the Temiskaming Shores Public Library has no control. This policy establishes the provision of public network services to access the Internet, acceptable use of these services by users, staff responsibilities and consequences of inappropriate behavior or illegal activity by users.

**Section 1: General**

1. The Temiskaming Shores Public Library endorses as policy the Statement on Intellectual Freedom of the Canadian Federation of Library Associations. At the same time, the Temiskaming Shores 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.
2. All users of Temiskaming Shores Public Library, including users of the Library's Internet services, wifi and library computers and devices, are also expected to follow the Library's Patron Code of Conduct, which is designed to ensure a welcoming environment.
3. Library staff are available for assistance with library related technology; however, individuals who require extra help are encouraged to take advantage of the Library's Gadget Helper program. Help requests can be placed in person or by calling the library. Staff assistance may be limited by time and type of question. Temiskaming Shores Public Library is not responsible for any changes patrons make to their computer settings.
4. Food and drinks are not permitted around the computers, library owned portable devices or peripherals.
5. Patrons are required to use earphones when accessing audio from library workstations or personal portable devices.

6. Files created or downloaded by the user should not be saved on public computers or devices. Saved files will be automatically removed when the computer or device logs out or restarts. Patrons should store their files on personal removable storage media or on personal devices. The Library is not responsible for any loss of data incurred by the user
7. The library does not provide email accounts but patrons may access their own email accounts through library computers and devices.

### **Section 2: Internet Access**

8. The library provides members of the public with Internet access through the library's networked desktop computers and laptops as well as through the library's wireless network which can be used with personal mobile devices.
9. Users are expected to provide their library card as part of the sign-in process to access the internet on library computers. Visitors and those who are from outside the Library's service area will be provided with a Facilities Use membership to access Internet services.
10. To ensure equitable access to the public network and efficient use of resources, the Library reserves the right to set time limits or ask users to limit their time on the library's public computers
11. The Temiskaming Shores Public Library provides Internet access for conducting research, retrieving information, exploring ideas, facilitating communication, and accessing the full array of resources available through the World Wide Web. These are fundamental to supporting continuous lifelong learning for people of all ages. Unlike the selection of library materials on library shelves, however, librarians do not select the offerings of the Internet. Because not all Internet sites are accurate and complete, and some sites may be offensive, library users are encouraged to exercise critical judgment in accessing these sites. The Temiskaming Shores Public Library neither censors access to materials nor protects users from information they may find offensive. Use of the network is subject to the Temiskaming Shores Public Library's Confidentiality of Patron Information Policy Circ-5.

### **Section 3: Acceptable Use of Technology in the Library**

1. Users must be aware that computers and other devices, regardless of whether on the library's Internet service or not, are being used in public areas which is shared by people of all ages, backgrounds, and sensibilities. Some content is age-inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other library patrons and/or staff. The staff 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.

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2. Users should respect the privacy of another library patron. However, library staff cannot guarantee privacy at the library workstations.
3. Users must respect the laws of Canada when using the public network. Use of the public network for illegal, actionable or criminal purposes 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.
4. 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 library shall follow fair use copyright principles and shall advise users of their legal responsibilities.
5. Users should use caution before providing personal information over the Internet. As the Internet is not a secure medium, third parties may be able to obtain information about users' activities. The library assumes no responsibility for Internet content or damages, directly or indirectly, arising from its website or from its connections through to other Internet services.
6. Users may not modify, or otherwise willfully damage, the library's computer equipment, software or network.
7. To summarize the items contained in Section 3 of this policy, the library will post an "Acceptable Use Agreement" to be reviewed before using the library's Internet. Consequently, anyone not adhering to the 'Acceptable Use Agreement' will have their library privileges suspended and will be legally and financially responsible for damages.

### **Section 4: Library Responsibilities**

1. The library proactively helps and promotes public access to quality information for all users. Library staff are available to assist with:
  - a) finding and evaluating the quality of an Internet site.
  - b) accessing the public workstations and personal devices
  - c) accessing the library's subscription e-resources and e-books
2. The library respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted.
3. The library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the library's network. 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. The library is not responsible for any damages sustained while using a personal device.

**Section 5: Use by Children**

1. Children may access all information and use all facilities provided by the library. Children’s access to the Internet is compatible with the library’s Children’s Services policy, the Library’s Teen Services policy and the Temiskaming Shores Public Library’s position on Intellectual Freedom.
2. Parents and guardians are reminded that the restriction of a child’s use of a library computer, including Internet and wireless access, is their responsibility. The Library Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child’s use of the Internet resources.

**Section 6: Responsibility and Authority of Staff**

Library employees are responsible for implementing the Internet and Library Internet and Computer Use Policy. Library employees are expected to take prompt and appropriate action to enforce the policy, and are authorized to terminate a usage session by anyone who fails to comply. Library employees may refuse to provide assistance to a patron if they believe that it will require them to view offensive material on a computer display screen or in printed form, but then they must immediately request assistance from a supervisor or take appropriate action in the absence of a supervisor.

**Section 7: Failure to Comply**

Failure to comply with the **Internet and Computer Use Policy** will result in a request from staff to discontinue the activity. Continued violations will result in a request to leave the library facility, and may lead to revocation of library privileges, including the right to visit library buildings and grounds.

**Section 8: Appeal**

The Appeal process shall be in accordance with the Library’s Patron Exclusion and Appel Policy, Facilities-7.

**Related policies**

Children’s Services Policy—Child 1

Teen Services Policy—Child 2

Patron Code of Conduct—Facilities-6

Patron Exclusion and Appel Policy—Facilities-7

Confidentiality of Patron Information—Policy Circ-5

(September 2022)