

Chatham-Kent Public Library

Internet Access Policy

Purpose

Chatham-Kent Public Library (CKPL) recognizes the potential of the internet to link individuals and organizations to current and valuable sources of information and to integrate electronic resources from around the world into the Library's own collection. The Library fills a dual role – providing equitable access to the public and offering basic instruction to users on how to effectively use this information tool. The Library provides Internet access through Library owned computers and free wireless access within the Library's premises as well as through the lending of Connect CK devices for use in the community.

CKPL provides public access to the Internet in keeping with its strategic priorities to engage and inspire, offer access, connect and involve, and demonstrate social value.

Internet Use Guidelines

The Library provides free public Internet access for the use of Chatham-Kent Public Library cardholders.

Internet access is not guaranteed. The Library shall have no liability to any person due to Internet access being unavailable.

The Library reserves the right to impose user bandwidth restrictions at any time as required to provide equitable service to all.

Internet access is denied to patrons with overdue fines or charges of \$10.00 or more, patrons with expired Library cards, and Access Card patrons who have one or more overdue items. Connect CK devices may not be lent to Access Card patrons.

Visitors to the area are allowed access to the Internet at the library within reasonable limits. Visitors are required to present valid picture identification prior to being granted a temporary guest account.

Patrons are guests on the system and should act with respect and consideration for one another. By agreeing to the Library's Internet Access Policy, users agree to abide by the following terms and conditions.

Users accessing the Library's Internet services will refrain from:

1. Acting in such manner as to disturb other patrons. All patrons, including those using the Library's Internet services, are responsible for following the Library's

Rules of Conduct which are designed to provide a welcoming and safe environment for the enjoyment of the public and staff.

2. Using multiple cards and/or using other patron's Library cards.
3. Altering, tampering with or damaging the Library's hardware or software.

This includes but is not limited to:

- Bypassing the Library's computer reservation system or changing workstation configurations.
 - Interfering with network integrity or security.
 - Using encryption keys or locking mechanisms on computers and other devices.
 - Installing any software programs.
 - Subverting or attempting to subvert any security devices in either software or hardware format which the Library has installed.
 - Installing or attempting to install viruses or other programs designed to damage or alter software on the Library's computers and other devices, the local area network or the Internet, or seeking unauthorized access to any computer system.
 - Sending unsolicited commercial material or spamming.
 - Deleting or altering system files or programs.
 - Attempting to modify or gain access to files, passwords or data belonging to others.
4. Viewing, downloading, or uploading pornographic or sexually explicit content (websites, files, text, graphics etc.)
 5. Using the Internet access to conduct activities which are contrary to local, provincial or federal laws, including but not limited to copyright infringement, obscenity, child pornography, sedition and the incitement of hate. Any known illegal activity will be reported to the appropriate authorities immediately.
 6. Using the Internet access for purposes other than those consistent with the Library's mission and the Ontario Library Association's Statement on the Intellectual Rights of the Individual.

Users are personally and legally responsible for their actions while using the Library's Internet services. Users are also responsible for the actions of other persons the user allows to connect to the Internet via Connect CK devices they have borrowed. Any person violating Library rules for the use of Internet services risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

Users may be charged for loss or damage to Library computers and other devices.

The Library reserves the right to terminate Internet access at any time.

Internet users who are dissatisfied with the decision of Library staff to deny access to the Internet and/or specific resources accessed via the Internet may complete a Reconsideration of Restriction on Access form. The CEO/Chief Librarian will evaluate the electronic resource(s) in question and respond in writing to the complainant. If the decision of the CEO/Chief Librarian is unsatisfactory to the user, the user may request the matter be referred to the Library Board. The Library Board may review the decision, or decide not to review the decision, and the Library Board's decision shall be final.

Privacy

Privacy is not guaranteed. Users are responsible for the websites they visit and the content displayed on the screens.

Users are encouraged to make every effort to safeguard their confidential, personal or business information. CKPL does not guarantee the security of any personal information transmitted via the Internet using the Library's devices or wireless network.

Library computers are set up to not retain records of session activity nor saved files. Users are advised to log out of member websites, and delete their browsing history and temporary Internet files at the end of each session to ensure personal information is not accessible by subsequent users.

CKPL will not keep records identifying Internet users and their browsing history.

As with all criminal investigations, CKPL will cooperate with the police during an active investigation or when compelled to do so by subpoena.

The CKPL Privacy Policy contains information on the collection and storage of personal information related to CKPL cardholders. Visitor identification is viewed only to verify the visitor is not a CKPL cardholder, and is not recorded.

Monitoring Content

The Library recognizes that in addition to the many valuable resources available on the Internet, some resources are illegal, misleading and/or inaccurate. Others may be considered by some patrons to be offensive, objectionable and/or intimidating.

Users are responsible for determining what material they wish to access and assessing the accuracy, currency, reliability and legality of the information.

The Library cannot control or monitor the material which may be available on the Internet; however, where feasible, the Library has implemented control mechanisms to prohibit access to information deemed to be illegal or inconsistent with the

Library's mission and the Ontario Library Association's Statement on the Intellectual Rights of the Individual.

The Library currently uses commercial filtering software on its Internet access computers to block websites with sexually explicit content. The Library's filtering software does not monitor the use of electronic communication, including email and chat rooms.

The Library recognizes that filtering software is imperfect and may block some appropriate sites. Sites may be added to the filter's list of sites that should not be blocked at the request of a patron. Internet use guidelines continue to apply.

The Library assumes responsibility only for the information provided on its own web pages and social media posts. The Library is not responsible for any content linked to its website or posted on social media sites by other parties. Links to information resources do not imply endorsement.

Internet access computers are situated in a public area shared by patrons of all ages and sensibilities. Users are encouraged to be respectful of the rights and sensibilities of others.

Internet Use by Children

The Library supports the right and responsibility of parents or legal guardians to determine, monitor and guide their children's use of Library services and resources, including the use of the Internet. The Library does not act in place of or in the absence of a parent or guardian.

While the Library has software to filter content on Library computers, there is no guarantee that it will block all inappropriate sites. The Library assumes no liability in the event that a user reaches a site assumed to be filtered.

The Library is not responsible for children's use of Internet resources accessed via the Library's computers, patrons' wireless devices or Connect CK devices. Parents and guardians shall monitor and supervise their child's Internet access and ensure that their child does not access inappropriate, unsafe, or prohibited content.

Connect CK devices may only be borrowed by adult CKPL cardholders.

Printing and Downloading Information

Both printing and downloading are permitted. Computer print outs are available for purchase. Wireless printing may not be available in all locations.

CKPL is not responsible for any user misuse of copyrighted material.

Users are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct on the Internet.

Library Owned Computers

Public computers are available in all Library locations during open hours.

Users are allowed up to sixty minutes access per day subject to computer availability. Access may be limited during busy periods or extended during slow periods – at the discretion of staff.

Adult CKPL cardholders may borrow Connect CK devices for extended Internet access.

Wireless

Free wireless Internet access is available at all Library locations between the hours of 8:00 am and 9:00 pm, Monday through Sunday. There is currently no time limit on the use of the wireless network during these hours.

Adult CKPL cardholders may borrow Connect CK devices for extended Internet access.

Only web (HTTP, HTTPS) services are available through the wireless network. Other protocols (including but not limited to FTP, SMTP, POP3, SSH and Telnet) are not available.

To access the wireless network at the library or via a Connect CK hotspot, users need a laptop computer or other device with a wireless network card that is 802.11b or 802.11g compatible.

The Library can provide basic instructions on how to connect to the network but is not able to provide technical assistance. Library staff cannot troubleshoot problems related to users' wireless device or assist in making changes to devices, network settings and/or hardware configuration. No guarantee can be made that users will be able to make a wireless connection.

CKPL assumes no responsibility for the safety of equipment or for wireless device configurations, security, or data files resulting from connection to the Library's wireless access. Wireless users are responsible for the protection of their devices from viruses, spyware and spam. Users may be held responsible for any virus they introduce to the computer system.

CKPL's network is not secure. The Library recommends that personal data such as credit card, online banking information and passwords not be transmitted while

using the wireless network or Connect CK devices as the information could be monitored, captured or altered by unauthorized third parties.

Available power outlets may be used wherever a device's power cord will not present a tripping hazard or block access for patrons or staff. It is recommended that users charge their battery before coming to the Library.

This policy may be amended at any time by the Library without notice.

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Background Documents: Rules of Conduct; Privacy Policy; Circulation Policy; Social Media Policy

For more information or alternative formats of this document, please email cklibrary@chatham-kent.ca.