

INTERNET ACCESS

PURPOSE

In keeping with its mandate the Lethbridge Public Library provides internet access to the public through public use computer workstations and wireless access.

The Lethbridge Public Library views the Internet and other publicly available Information & Communication Technology networks as public goods essential to participation in a democratic and information-driven society. The Library recognizes that access to Information & Communication Technology networks is an essential part of the universal access to information that Canadian libraries provide and support. The provision of internet access allows Lethbridge Public Library customers to connect to ideas and information on a global scale and with others in pursuit of knowledge, shared experiences and communication. Internet services also supplement the traditional recreational services provided by the Library. The purpose of this policy is to outline the conditions under which the Library provides public internet access.

PERSONS AFFECTED

Public/Employees

POLICY STATEMENT

It is the policy of the Lethbridge Public Library to provide internet access to the public through public use computer workstations and wireless access, and limits restrictions to access to information available online, while at the same time endeavoring to protect patron privacy.

PROCEDURES

Internet Access and Library Patrons' Rights

Lethbridge Public Library patrons have the following rights with respect to the Internet-based services the Library provides:

- The right to confidentiality and privacy in the use of electronic information networks to the extent possible given constraints such as proximity to other patrons and staff in public access settings. For legal and policy reasons, complaints from patrons that a user is engaging in prohibited or offensive conduct shall result in Library staff intervention. The same confidentiality standards and procedures that apply to other library/public transactions will apply to the use of Internet resources.
- The right to equitable access to electronic information networks.
- The right to access and read this policy and discuss it with appropriate staff and Library trustees.

Acceptable Use of Library-Provided Internet Access

While using the Library's network, users may not:

- Attempt to damage or disrupt service on the Library's computer networks, attempt to cause degradation of system performance, or tamper with any equipment belonging to the Library.
- Run network or packet sniffing software, operate wireless access points or utilize any other means to intentionally intercept other users' data.
- Submit, publish, or display any defamatory, abusive, obscene, threatening, or illegal material, material that targets individuals or groups protected under human rights legislation, harass other users, or distribute unsolicited advertising locally or remotely.
- Use Library computer networks for any illegal or criminal purpose.
- Violate copyright laws or software licensing agreements in their use of Library computer networks. Users must respect the legal protection provided by copyright and licensing of programs and data.

Acceptable Use of Public-Use Computer Workstations

To ensure that the Library's public use Internet computer workstations are used for intended purposes and in a responsible manner, all users are required to agree to the following principles for acceptable use:

- As public use computer Internet workstations are located in open areas shared by library customers of all ages, backgrounds, and sensibilities, individual users must be respectful of other library customers and respect their privacy when accessing the Internet from public workstations, in accordance with the Lethbridge Public Library's Code of Conduct.
- Users may not develop or use programs that infiltrate a computer or computer system and/or damage or alter the software components of a local or remote computer or computing system. No damage or destruction of the Library's computer hardware is permitted.
- Users may not seek information on, obtain copies of, or modify files, other data, or passwords belonging to other users. Users may not represent themselves as another person.
- The Library is not responsible for any fees a user may incur by use of the Internet.
- The Library cannot guarantee security and confidentiality of any transaction, particularly e-commerce transactions.
- The Library applies traffic shaping rules to Library networks that block certain protocols and packet types to maintain network performance and stability.

Acceptable Use of Wireless Internet Service:

Wireless access customers are expected to behave appropriately when using the Internet in keeping with the principles outlined in the Library's Internet Access Policy, Code of Conduct, the Canadian Library Association's Statement on Intellectual Freedom and Statement on Internet Access and Sections 163 (Offences Tending to Corrupt Morals) and 318 (Hate Propaganda) of the Criminal Code. Inappropriate behaviour will result in suspension of Internet privileges.

Customers use the Library's wireless network at their own risk. Data transmitted on the wireless network is not encrypted and therefore is not secure. Any information customers send using the wireless network could potentially be intercepted by a third party.

The Library will not be responsible for any information that is compromised, or for any damage caused to customers' hardware or software due to power surges, security issues, hacking, or viruses. Customers are responsible for protecting their personal wireless devices from viruses and other security threats.

The Library does not filter wireless access. Customers wishing filtered access should purchase/install filtering software for their personal laptop or other wireless device. In the case of children aged 17 and under, it is the responsibility of parents or legal guardians to ensure that adequate filtering software is installed on the personal wireless device which their child uses in the Library, should they so choose.

The Library is not responsible for laptops or other personal wireless devices left unattended.

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

Children's Access and Use of the Internet in the Library

Recognizing that children's access to the Internet requires monitoring by parents/guardians/adult caregivers, the following acceptable use statements apply to all children twelve (12) years old or younger, wishing to use the public access workstations in the Library:

- Public access computer workstations in the children's areas are for use by children (12 years or younger) only, or a parent/guardian/adult caregiver accompanied by their child.
- The Library does not filter viewable content on Library networks. We therefore encourage adult supervision of children (12 years or younger) while accessing the Internet on Library networks. The Library is not responsible for the content accessed by children on Library networks.

RESPONSIBILITIES

To ensure that all users of public use Internet workstations adhere to this Internet Access Policy, the Library shall:

- Develop, maintain and post Internet Access Guidelines.

- Make reasonable efforts to ensure compliance with the Internet Access Policy.
- Make users aware of the Library's Internet Access Policy through signage, and brochures.
- Take reasonable measures to ensure the privacy and confidentiality of Internet users.
- Restrict public use computer workstations in the children's areas to use by children with their parents, guardians or adult caregivers.
- Provide staff assistance to library Internet users.
- Take immediate measures regarding violators of the Internet Access Policy in accordance with the Code of Conduct.

REFERENCES

- Code of Conduct policy, LOP-LO1
- Access to Information Policy, LB29
 - Intellectual Freedom Policy, LB17
- Criminal Code of Canada
 - Section 163 (Offences Tending to Corrupt Morals)
 - Section 318 (Hate Propaganda)

REVISION HISTORY

- February 27, 2015: New policy to mirror the spirit and intent of the City of Lethbridge policy
- June 6, 2023: Revised