

# Public Internet Use Policy

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**Date Reviewed:** December 17, 2022

**Motion Number:** 2023-31

## **Purpose**

The East Gwillimbury Public Library (EGPL) offers public Internet access as part of its mandate to meet the informational, educational, and recreational needs of the community. The purpose of this policy is to outline customer access/responsibilities and Library responsibilities.

## **Scope**

This policy applies to all users who access the Library's internet or use internet workstations. The terms and conditions of this policy require customer consent prior to using the internet workstations or the wireless network. The Library may suspend or terminate all internet workstation and wireless privileges if the Library staff reasonably believe that a customer has violated this policy.

## **Access to Computers and Internet**

Information and resources available on the Internet can expand and enhance the materials offered at the Library. Internet workstations are available in both the Holland Landing Branch and the Mount Albert Branch.

Wireless internet access is also available at both branches for those who provide their own devices to access the internet.

The Library offers loanable hotspot devices to customers with a library card in good standing (please refer to the Circulation Policy for a list of library card types that may borrow an internet hotspot). The Library does not store or monitor the activity on these devices.

The Library does not censor content on any of its modes of internet access. Some websites may contain information that some library customers will find controversial or inappropriate. Library customers access the internet at their own discretion. The internet is not a secure medium. Library users are responsible for their online security and for protecting their personal information while using the Library's internet services.

## **Guidelines**

### Library Cards

- Customers do not require a library card to use the internet workstations. Use of the Library's wireless network is free and does not require a library card.
- Customers require a library card to borrow a hotspot.

### Internet Workstations

- The Library reserves the right to manage the length of time for internet sessions.
- The Library provides internet workstations that are adapted for people with disabilities.
- 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. The Library is not responsible for lost work or files.

### Children & Youth

- Children's internet workstations are not filtered, and it is the responsibility of parents/guardians to monitor their child's internet access at the Library.
- The Library reserves the right to manage the length of time for internet sessions.
- Children at the age of 9 or under must be supervised by a parent when using computers in accordance with the Library's Children and Youth Services Policy.

### Visitors to the Library

- Non-residents of East Gwillimbury may use the internet workstations or wireless network as guests of the Library. Visitors wishing to use the internet workstations, or the wireless network must request access through a service point.
- All restrictions set out in this policy apply to guests, including those regarding internet permission for children and youth.

### Wireless

- The Library's wireless network is available to customers in the Library during the Library's regular hours.
- Customers must supply their wireless device. The Library does not guarantee the reliability or security of a customer's connections to the network or to the internet.

### **Responsible Computer and Hotspot Use**

- It is expected that users will access the internet in such a way that does not disturb others and is respectful to their fellow customers.
- Installing, downloading, or modifying any software on the internet workstations or hotspot is prohibited.
- Any damage to Library computers or their peripheral devices is the responsibility of the customer. Abuse of the equipment or the service will result in the customer being denied further access to the internet workstations and the wireless network. Malicious damage may result in prosecution.
- Customers are expected to respect existing laws regarding copyright. The Library assumes no responsibility for infringement of copyright and other intellectual property rights.
- Customers may not use the internet workstations, hotspots, or the Library's wireless network for any illegal activity or to place material on the internet related to any illegal activity. Customers are subject to federal and provincial legislation regulating internet use, including the provisions of the *Criminal Code* regarding obscenity, child pornography, sedition, incitement of hate, anti-spam legislation, etc.

- Any illegal activity will result in the customer being denied further access to the internet workstations, hotspots, and the wireless network.
- The Library reserves the right to terminate a customer's public or wireless internet connection at any time, or to withdraw a customer's wireless access or hotspot use privileges entirely, should misuse of the internet be detected.
- The Library is not responsible for unattended laptops or other devices. The Library is not responsible for any damages sustained by customers' wireless devices or their contents while using the Library's wireless network or hotspots.

### **Library Customers' Rights**

Library customers have the right to confidentiality and privacy in the use of electronic information networks to the extent possible given certain constraints such as proximity of other customers and staff in public access settings. Complaints from customers that a user is accessing legally prohibited material may result in an EGPL staff member intervening. The same confidentiality standards and procedures that apply to other library/public transactions will apply to the use of internet resources. EGPL will make a best effort not to store any individual information on customer internet use or other EGPL electronic information sources. EGPL may store cumulative, generic statistics to assure equitable access or measure service utilization and direct information subscription purchases.

Library customers have the right to equitable access to electronic information networks.