

Title Internet and Technology
Acceptable Use Policy
Policy Number CPL-15-02
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Purpose

The Caledon Public Library's Internet and Technology Use Policy applies to the use of all types of Library supplied hardware and software and of the Internet on the premises of the Library, on the Library's network or through Library provided hotspots. The Library provides public access to technology and the Internet in keeping with the Library's role in providing equitable access to information and online resources to meet the needs of the community. The Library provides Internet access through public computers and wireless access via personal devices and through the lending of wireless hotspots. All users of Caledon Public Library Internet workstations or wireless networks are required to read this policy and agree to its terms prior to use.

Guidelines

- The Internet is an unregulated medium which provides access to ideas, information, and images outside the confines of the Library's mission, collection, selection criteria and collection policies. The Library is not responsible for Internet content and assumes no responsibility for the security and privacy of on-line transactions or any damages, direct or indirect, arising from its connections to the Internet.
- Patrons are required to use the Internet and available technologies in a responsible and ethical manner. The Library's computers and connections to the Internet may not be used to access, transmit or create material which violates any Canadian federal or provincial law or for any illegal, obscene or offensive purposes including but not limited to accessing, viewing or dissemination of violent or pornographic images, hate literature, cyber bullying or for printing of copyrighted material (including articles and software) in violation of copyright laws.
- Portable devices, such as ChromeBooks, may be available to be borrowed by library card holders for use within the branch. These technologies are not to be removed from the Library. Wireless hotspots may be made available for borrowing outside of the library. The card holder is responsible for the appropriate care and use of the device – whether used in or outside of the library. The patron account will be charged with the replacement cost for any lost or damaged device.

- Users are reminded that they are in a public space and the Library encourages all users to be respectful and sensitive to the rights and interests of others. The Library reserves the right to monitor use to ensure policy compliance.
- The Library supports the right and responsibility of parents or caregivers to determine and monitor their child's use of the Internet and other technologies. Any restrictions on a child's access to the Internet are the responsibility of the parent or legal guardian.
- Library staff are available to assist users in getting started and to offer suggestions for effective searching or for accessing on-line instruction; however individuals who require extra help are encouraged to take advantage of available computer training sessions or scheduled support hours. Staff assistance may be limited by time and type of question. Staff will not alter settings, install software or attempt technical troubleshooting or repairs on a user's own equipment. Staff may assist the patron in sourcing a list of local tech support providers.
- The Library reserves the right to limit use of Library technologies during periods of peak demand. The number of users per workstation is limited to a reasonable number of people at a time at the discretion of Library staff.
- The charge per copy for printing is determined by the Caledon Public Library Board and users are financially responsible for all print requests.
- Users are required to use earphones when accessing audio from library workstations or personal portable devices. Earphones are also available for purchase at the Library if required.

Contravention of Policy

Failure to adhere to this policy will, as a minimum penalty, result in the loss of Internet use privileges, and may result in the suspension of all library privileges. Any user who misuses or damages equipment, intentionally introduces a virus or malware or attempts to maliciously modify any software or hardware may also be held liable for all damages. The use of the Library's Internet services for illegal purposes may result in prosecution.

Appeal Process:

An appeal or application for re-instatement may be submitted, in writing, to the CEO and Chief Librarian. Library privileges are not automatically re-instated. Only one appeal will be considered during the term of the suspension.

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