


Title	Internet and Technology Acceptable Use Policy	
Type	Operating	
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 or other internet-enabled kits and devices. The Library provides public access to technology and the Internet in keeping with the Library’s role in providing equitable access to information and tools 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, wireless networks or maker equipment 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, maker and media technologies and other devices and/or 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 or as part of a connectivity kit. Unless otherwise stated, these technologies are not to be removed from library premises. 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. Staff are authorized to terminate a customer's use of library technologies or connectivity if said use is in violation of this policy.
- 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 or technology tools 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.
- All users of any CPL makerspace studio or maker technologies must adhere to and acknowledge all compliance guidelines as referenced in [Appendix A](#). Users may also be required to complete relevant certifications or training in advance of accessing the Library's maker and media technologies.
- Maker space equipment must be used for lawful purposes only and cannot be used to create content that is unsafe, dangerous, inappropriate, or in violation of trademark or copyright. The Library reserves the right to disallow projects deemed inappropriate.
- 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

The Caledon Public Library Board reserves the right to remove the privileges of any library user found in contravention of the Caledon Public Library Board's policies.

Failure to adhere to this policy or other library policies may result in consequences deemed by library staff to be appropriate to the behaviour. This may include the loss of access to the

Library's Internet services and technologies, 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 or technologies for illegal purposes may be reported to relevant authorities and may be subject to 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.

Office of the CEO and Chief Librarian
Caledon Public Library
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Appendix A

Makerspace Studio Guidelines

Caledon Public Library (CPL) provides public access to maker technologies in keeping with its mandate of meeting the needs of the community by providing equitable access to information and resources.

These guidelines apply to all those who use the Library's makerspaces and maker tech. All users must also agree to abide by the guidelines referenced below as well as to those within the full Internet and Technology Acceptable Use Policy prior to using CPL's maker technology.

Guidelines

- CPL maker technology may only be available at specified times as determined by library staff. Supervision by library staff may be required to use CPL's maker tools, technology, and materials.
- A current CPL card is required to use the maker equipment and supplies. Guest access may be permitted upon request.
- Those 13+ may use the CPL makerspace. Those 12 and under must be accompanied by an adult 18+. Parents/Guardians are responsible and liable for their children's use of CPL maker tools and materials therein. Children, 12 and under, are not to be left unattended with the maker technology. Use of the Glowforge is limited to ages 18+.
- Reservations for the Makerspace may be done online, by phone or in person:
 - Book up to 30 days in advance
 - Maximum of three (3) hours per day, subject to availability
 - Maximum of two (2) bookings per week
 - Reservations will only be held for 15 minutes after the scheduled start time
 - A maximum of four (4) people are allowed inside the Recording Studio at one time

Staff may adjust the maximum times on a case-by-case basis. All reservations must end at least 30 minutes before the Makerspace closes.

- Computers assigned to the maker equipment are for use with the maker technology only. Users wishing to use computers for web browsing, etc. will be directed to use the public Internet stations.
- Customers using CPL maker equipment are required to remain with the equipment while their job is in progress. Customers completing 3D printing or Glowforge projects may be granted an exception to this rule due to the significant amount of time required to complete print jobs. Any further exceptions are at the discretion of library staff.

- No food of any kind is permitted near the maker technology. Only beverages in lidded containers may be brought near the equipment.
- A limited supply of materials for use with maker equipment is available for use by the public. Customers wishing to use their own materials in the CPL makerspace equipment must first seek approval from library staff. Library staff reserves the right to place limits on the use of library-provided materials.
- Files saved on the maker technology computers will be automatically deleted upon logoff. Users must save their work on their own external memory source to ensure that it is not lost. Users are not to save projects on the library Cricut Access or Glowforge accounts. If projects are saved, they will be deleted by library staff. USBs are available for purchase.
- Library staff are available for assistance. Customers who require extra help or training can schedule time with staff, based on staff availability, and are encouraged to attend maker programming, watch Library how-to videos and use the available instructional documents in order to gain the skills they require. Some equipment such as the 3D printer and the Glowforge requires proof of completion of related certification.
 - <https://my.nicheacademy.com/caledon/course/54753> (3D Printing)
 - <https://my.nicheacademy.com/caledon/course/55191> (Glowforge)

Once certification is complete, customers must complete a webform so that the certification status can be added to their library card account for future reference.
- Users are required to use the CPL maker technology and tools in a safe, responsible and ethical manner in accordance with the full Internet and Technology Acceptable Use Policy.
- Users who damage maker equipment through misuse and/or contravention of equipment procedures may be charged the repair or replacement cost of the equipment and/or damaged material. Any user who introduces a software virus, misuses or damages the equipment, or attempts to delete or modify either hardware or software, shall be held responsible for all damages.
- As per the Caledon Public Library Internet and Technology Acceptable Use Policy, the Board reserves the right to remove the privileges of any library user found in contravention of these guidelines. Failure to adhere to these guidelines may result in consequences deemed by library staff to be appropriate to the behaviour.
- CPL's maker equipment is an evolving resource; therefore, these guidelines may be revised to reflect changes to available technologies without notice and in advance of scheduled Board review.