Waterloo Public Library Policy

Category: Public Service
Policy Number: 6-7
Policy Name: Internet and Computer Use
Revision: 2.0

Purpose:
In keeping with WPL's purpose to satisfy the multiple literacy needs of the community, WPL provides public access to Internet at all of its locations. Equitable access to public Internet is responsive to public needs and provides the ability for all members of the community to benefit from the transformational opportunities of basic technology and the engagement and learning experiences afforded by it.

Introduction:
The Internet provides access to a wealth of information, entertainment and lifelong learning as well as tools for sharing ideas and data in a worldwide forum. However, not all sources provide accurate, age appropriate, current, or legal information that is philosophically acceptable to everyone, and some content may be sexually explicit, controversial or offensive. As an unregulated online environment the Internet presents challenges that range from, on the one hand, the practical difficulty of accessing relevant and reliable content out of the overwhelming quantity of information available to, on the other hand, illegal activity that can cause harm.

Policy:
WPL collaborates with customers to provide safe, effective and equitable access to Internet in a learning environment that is comfortable for everyone. In the interest of good public service, the Library trains staff to assist customers with navigating the Internet and accessing information. The Library also provides customers with one-on-one tutorial sessions on Internet searching.

The Library has no control over the Internet and assumes no responsibility for content of sites on the Internet. Customers must evaluate the reliability and validity of information accessed. At www.wpl.ca staff include recommended links to other websites that meet the guidelines of the Collection Development Policy.

Children and young adults have access to all materials in the library, including the Internet. As with other library materials responsibility for monitoring a child's access to Internet and other electronic products rests with parents and guardians. WPL does not act in the place of or the absence of a parent or guardian and is not responsible for enforcing any limitations which a parent or guardian may place on a child's use of the Internet.

The Library assumes no responsibility for the security of on-line transactions and cannot guarantee privacy on the Internet. Messages and information about a user's activities may be subject to unauthorized interception by third parties.

Library Responsibilities

The Library and its staff will:
- Make customers aware of the Internet Access Policy and Computer Use Guidelines through signs and brochures and on the Library website.

- Use reasonable efforts to ensure compliance with the Policy and Guidelines.
- Offer a mix of filtered and unfiltered Internet workstations.
- *Commercial filtering software will be updated regularly. However, customers should be aware that no filtering product is able to block all offensive sites.*
- Take measures to protect the privacy of customers by the use of privacy screens on selected workstations.
- Offer assistance to customers when time and knowledge permits. *Library staff may not be familiar with all software available for use. Customers are encouraged to consult the many* other resources in the Library *for help.*

Customer Responsibilities

All customers are expected to use the resources in a responsible manner and to comply with these Use Guidelines:

o Workstations are in public areas shared by people of all ages and sensibilities. Each user is ultimately responsible for the selection of sites and should be aware that other library users may be involuntarily exposed to what is displayed. Staff are authorized to ask customers to stop using the Internet if their use is disturbing others.

o At registration, the parent or guardian of a child 12 years of age and under must sign a statement accepting responsibility for the child's computer and electronic resources use.

o Parents or guardians are responsible for monitoring their children's Internet activity and choice of workstations. Filtering software does not replace the need for parental guidance.

o Customers must respect the time limits posted on the workstations.

o All users are expected to respect the privacy of others using the Library computers.

Limitations & Disclosures

o The library's wireless network is not secure; we cannot guarantee the safety of your traffic across the wireless network.

o We do not assume any responsibility for the configurations, security, or files on your laptop resulting from connection to the library's network.

o Information sent to or from your laptop can be captured by anyone else with a wireless device and appropriate software. The Library is not responsible for any information that is compromised.

o Library staff are not able to provide technical assistance to you, and there is no guarantee that you will be able to make a wireless connection.

o If you need assistance, please contact the manufacturer of your laptop or software.

o Waterloo Public Library is not responsible for any changes you make to your computer settings.

o To successfully connect to Waterloo Public library's wireless network, you must click on the I AGREE button from the Internet Access Policy page.

Prohibited Activities include the following:

o Use of workstations for illegal or criminal purposes or to seek access to unauthorized areas

o Infringement of copyright and other intellectual property rights; the library assumes no responsibility for such infringements

o Subverting, or attempting to subvert, any security devices in either software or hardware format

o Attempting to install viruses or other programs designed to damage or alter software

o Damaging or altering equipment, software or configurations

- o Sending unsolicited commercial material or "spamming"
- o Misrepresenting oneself as another person
- o Attempting to modify or gain access to files, passwords or data belonging to others
- o Any activity, which interferes with or disrupts computer access, is prohibited.
- o Vandalism or theft of library property

Consequences of Violating Computer Use Guidelines:

The customer will be informed of how WPL's rules were violated. Depending on the severity of the misuse, the consequences of violating the Computer Use Guidelines may include one or all of the following:
- o staff may give a verbal warning;
- o computer privileges may be revoked for a period of time;
- o the customer may be expelled from the Library for a period of time.

Customers using the Library's computers for illegal activities will be subject to prosecution.

Document Revision Record

Revision Level	Revision Date	Change
1.0	June 26, 2003	Initial Release
2.0	March 26, 2014	Reviewed & Updated