



Approved: July, 2015

Policy Type: Operational

Last Review/Revision:

Policy Title: Public Network Access Policy

Year of Next Review: 2017

INTENT

To provide public network access at the Renfrew Public Library which:

- is consistent with the Library's mission
- endorses intellectual freedom and protection of privacy
- and provides a valuable information resource

For the purposes of this policy, unless otherwise specified, "public network(s)" is defined as including both wired and wireless networks.

SCOPE

The foundation of this policy is the Library Board's endorsement of these related policies and statements:

- Renfrew Public Library Mission Statement
- Renfrew Public Library, Code of Conduct Policy
- Canadian Library Association and Ontario Library Association Statements on Intellectual Freedom

RESPONSIBILITIES

The Library's responsibilities are:

- To provide orientation and training opportunities for all customers
- To maintain a web site that is appropriate for all ages
- To provide an environment free from sexual harassment and to discourage Internet use that denies others a safe environment

- To affirm and acknowledge the rights and responsibilities of parents and guardians to monitor and determine their children's access to Library materials and resources, including those available through the Internet by taking certain measures designed to assist in the safe and effective use of these resources by all minors
- To offer customers and parents the choice of filtered/unfiltered Internet access on the wired network.
- To make every effort to protect the privacy of customers
- And, to enforce this policy, including the Terms of Use for both Public Computers and Wireless Access (Appendix "A" and "B" of this document).

Customers' responsibilities are:

- To be aware that use of the Internet for illegal purposes, including copyright violation, child pornography, obscenity, and hate literature, is prohibited and may result in prosecution
- To respect the sensibilities of others when accessing sites that may reasonably be considered offensive to others in a shared public space
- To recognize that the Internet contains a wide variety of resources including resources that some may consider upsetting or offensive
- To exercise extreme caution when sending personal and financial information
- To be aware that use of the Library's public network for illegal purposes is strictly prohibited
- And, to know that violation of this policy, including the Terms of use for Public and Wireless access will result in suspension of library privileges

Parents' responsibilities are:

- To assume responsibility for deciding which library resources and type of network access are appropriate for their children
- To know that children are understood to include children up to and including age 16

Revised from existing policies of the Ottawa Public Library

Public Network Access Policy

Appendix A

Terms of Use: Public Computers

1. Customers are required to abide by the Library's Public Network Access Policy and understand that misuse of library resources, including the use of someone else's card and/or behaviour that disrupts others, may result in a suspension of library privileges.
2. Customers should be aware that the use of the Internet for illegal purposes is prohibited and may result in prosecution.
3. As with other library materials, parents and guardians must assume responsibility for deciding which resources are appropriate for the children in their care. To address the issue of access, parents or guardians have the choice of selecting filtered or unfiltered Internet access. Filtered access for children is available in the children's department. Filtering technology is imperfect, however and parents and legal guardians are responsible for their children's use of the Internet.
4. Customers must have a valid Library card in order to book a workstation. "Guest Access" is available through the Circulation Desk for non-members. Juvenile cards (for children up to and including the age of 14) can access only filtered workstation access, unless a parent requests otherwise.
5. There is a 120-minute total limit on workstation use, per day, across the Library system, not per location. Computer use is dependent on availability. There is no guarantee of 120 minutes of use. Bookings can be made in advance at the discretion of library staff.
6. Workstations not in use can be booked, provided:
 1. No one else has reserved the workstation
 2. You still have unused time remaining that is not 10 minutes or less until the next booking
7. Customers will be automatically logged off the workstation when the session expires. All material saved to D:\My Documents will be erased.
8. The Library reserves the right to make changes to the protocols provided based upon future requirements.
9. The Library reserves the right to impose bandwidth restrictions as required and without notice.
10. Non-Library hardware (e.g. Laptop computers) shall not be connected to the network under any circumstances.

Public Network Access Policy

Appendix B

Terms of Use: Wireless Access

1. Users are required to abide by the Library's Public Network Access Policy by clicking "Agree" prior to being able to access the Wi-Fi
2. Users should be aware that the use of the Internet for illegal purposes is prohibited and may result in prosecution.
3. As with other library materials, parents and guardians must assume responsibility for deciding which resources are appropriate for the children in their care. This includes what children access using portable electronic devices such as smart phones, iPads, etc.
4. Users are responsible for providing their own devices, and configuring these devices to ensure that they function properly. The Library cannot guarantee that every device will be compatible with its network.
5. Library staff may only provide limited assistance to users in accessing the network. If assistance is required beyond what is given in the Library's general instructions, users should contact either the company that sold the equipment, or the manufacturer of the hardware or software.
6. The Library will not guarantee access to electrical outlets for wireless users, and suggest that users bring a fully charged battery. Users may not plug their device into any outlet that has been provided for the Library's own computers.
7. The wireless network will be unavailable between the hours of 11 PM and 7 AM.
8. The wireless network is not secure, and traffic on the network is unencrypted. Data sent to and from user devices could be captured by someone else. The Library recommends that credit card, banking information and passwords NOT be transmitted while using the wireless network.
9. It is the responsibility of users to protect their devices against any potential abuse, such as viruses, malwares, or breach of privacy. The Library assumes no responsibility or liability for any direct or indirect damages resulting from the use of its wireless network. The library reserves the right to withdraw wireless access to a user to protect the network as required.

Public Network Access Policy

Appendix B (Continued)

10. In order to protect its network and users, the Library reserves the right to terminate a connection at any time or to withdraw wireless access entirely.
11. Users will be logged out of the wireless network after ten minutes of inactivity.
12. Printers are not available on our wireless network. Users requiring printing support are asked to save their file to an external storage device (i.e. USB drive), and then print from one the of Library's public workstations.