# A black background with a square in the middle AI-generated content may be incorrect.

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| Policy Type: **Operational** | Policy Number: **11 – 03** |
| Policy Title: **Internet and Technology Use Policy** | Policy Approval Date: **May 8, 2024**  Review Date: **May 2026** |

# **Purpose**

The Grimsby 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 and on the Library’s network. 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 Chromebooks and wireless access to personal devices.

# **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.
* The Library assumes no responsibility for the security and privacy of transactions performed using library computer hardware, software, and/or internet services.
* Use of the Library’s computer hardware, software, or internet services for a purpose or action that is contrary to federal or provincial law or the Library’s Code of Conduct or other policies is prohibited.
* Children ages 12 and under are entitled to access all information and facilities in the Library.
  + As stipulated in the Library’s policy regarding the Safety and Conduct of Children in the Library, “parents or caregivers are responsible for supervising their child’s access to all library resources including the Internet and Media Lab technologies.”
* Upon request, staff may provide assistance with a customer’s personal device(s) that may require Library staff to operate, change settings, and/or install/update software on the device.
* The Library is not responsible for damage to property, equipment malfunction, configuration, and software changes or the loss or transmission of users’ data as a result of staff assistance.
* Staff may decline to provide assistance such as in situations that involve the disclosure of private information including financial and/or legal transactions, and/or requests that violate the Library’s Code of Conduct.
* Staff are available to provide assistance (by booking through ‘Book a Librarian’ on the library website) with Library technology resources but may not be able to provide advanced technical support beyond the scope of their professional capabilities, and time available.
* Assistance is also available through the Tech Savvy Teens program.
* Internet and Media Lab workstations are available on a first come, first served basis. The computer lab computers allow for an initial time limit of 120 minutes. Additional time can be requested should no one else be waiting for a computer.
* Users are reminded that they are in a public space. Library workstations are located in public areas shared by library users of all ages, backgrounds, and sensibilities. Individuals must consider other patrons and follow the Library’s Code of Conduct when accessing the Internet or electronic resources from the public workstations or through personal devices.
* The charge per copy for printing is determined by the Grimsby Public Library Board and users are financially responsible for all printing.
* Users are required to use earphones when accessing audio from library workstations or personal portable devices.
* Food and drinks are not permitted around the computers, library owned portable devices or peripherals.
* Customers will be automatically logged off the computer when the session expires. The browsing history will be cleared, and all files saved to the computer will be deleted and non-recoverable. However, all users should log off of all applications at the end of use.
* Chromebooks are available to borrow for use in library. Wifi Hotspots are available to borrow outside the library. This policy covers use and access to the internet for these devices as above. The cardholder is responsible for the appropriate care and use of the device. The patron account will be charged with the replacement cost for any lost or damaged device.

# **Contravention of Policy**

Any attempts to install software programs, or compromise system security are prohibited. Any user who misuses or damages equipment, intentionally introduces a virus or malware or attempts to modify any software or hardware will be prohibited from using Library technologies, including Internet service, and will be held liable for all damages.

The Grimsby Public Library Board reserves the right to remove library privileges if the user contravenes any of the Grimsby Public Library Board’s policies.

# **Appeal Process**

An appeal may be submitted, in writing, to the Chair of the Library Board for Board consideration. Only one appeal will be considered during the term of the suspension.

Correspondence to the Chair can be directed to:

Chair, Grimsby Public Library Board

Grimsby Public Library,

18 Carnegie Lane

Grimsby, Ontario

L3M 1Y1

E-mail: BoardChair@grimsbylibrary.ca

Application must be made, in writing, for re-instatement of library privileges; library privileges are not automatically re-instated.

The decision of the Library Board shall be considered final.

# **Related Policies**

* Code of Conduct Policy
* Rights of Children and Teens Policy
* Safety and Conduct of Children in the Library Policy