

# Public Internet and Technology Policy

## Scope

Richmond Public Library (the “Library”) provides access to the internet, public computer stations, and other electronic devices to:

- Support both individual and self-conducted education as well as formal education at all levels.
- Ensure access for citizens to all sorts of community information.
- Facilitate the development of information and computer literacy skills.

from [UNESCO Public Library Manifesto](#)

The Library’s Public Internet & Technology Policy applies to all types of computers and mobile devices, both owned by the Library and used on the Library’s premises or network.

The Library reserves the right to modify these policies and guidelines when and where appropriate.

## Content

As the Internet is an unregulated, worldwide environment, the Library takes no responsibility for the content or quality of information. Customers should be aware that the Internet is not a secure medium and that third parties may be able to obtain information about customers’ activities.

The Library does not manage or filter the content of the information accessed on the internet on its public workstations or Wi-Fi network, with the exception of designated children’s workstations. This policy is in keeping with the Library’s long-standing tradition of providing a safe and welcoming environment for children where they may find materials that are both age-appropriate and of interest to them. However, the Library assumes no responsibility for the accuracy and effectiveness of any installed filter. Unfiltered internet access will continue to be provided in other areas of the Library, and the Library will not limit children’s access to these stations. Parents and guardians are reminded that the restriction of a child’s use of a Library computer, including internet and wireless access, is their responsibility.

## Responsibilities

The Library provides access to the internet, computers, and other electronic devices because of their overwhelming value to the community. Safe, effective use of the Internet is best achieved when the Library and customers co-operate in providing a learning environment that is safe and comfortable for all. Both the Library and internet/technology customers have responsibilities in this regard.

The Library will:

- Make available an open Wi-Fi network, as well as public workstations for internet access, word processing, and other public information needs.
- Provide a workstation use policy that ensures equitable access to the Internet and efficient use of resources.
- Provide a safe, welcoming environment for all its members.
- Protect the privacy of its customers and maintain the confidentiality of their legitimate use of internet and technology resources by implementing reasonable security and confidentiality measures to the best of its ability.
- Train library staff in the effective, safe use of the internet, how to provide effective internet orientation training programs for the public; and how to effectively carry out this Public Internet & Technology Policy.
- Promote public awareness of the Public Internet & Technology Policy.
- Enforcing this policy and taking appropriate action in response to violations.

Customers will:

- Use the library's internet and technology resources in a responsible, ethical, and legal manner. Follow all applicable laws, regulations, and library policies related to internet and technology use.
- Recognize that the internet contains a wide variety of resources, including those that some may consider controversial or offensive. Respect the sensibilities of others when accessing sites that may reasonably be offensive to others.
- Be knowledgeable of what the internet contains and develop skills in navigating the internet to ensure they are accessing the sites they want.
- Exercise caution when sending personal and financial information via the internet.
- Assume responsibility for supervising their child's access to the internet and ensure that the child is educated on internet safety and navigating skills.
- Assume responsibility for saving their work and protecting their privacy by logging out at the end of their session.
- Be aware that use of the internet for illegal purposes, including copyright violation, is prohibited and may result in prosecution.
- Not install or use any software or hardware that may compromise the security or confidentiality of the Library's internet and technology resources or the data stored on them, including but not limited to tracking devices such as keyloggers.
- Report any suspected security breaches or other violations of this policy to library staff.
- Respect the confidentiality of any information they may access or receive through the Library's internet and technology resources, and must not disclose this information to unauthorized individuals.
- Agree to follow the [Terms of Use](#), and know that failure to follow them will result in suspension of library privileges.

# Terms of Use

## Account Policies

- Computer access is available to library customers with a valid library card, or with a One Day Pass.
- Library cards are non-transferrable – you must use your own card to log in.
- Library cards with fines in excess of \$25 and/or outstanding billed items must be paid at the 1st Floor Ask Me desk in advance of computer use.
- To maintain a safe computer environment, the library retains web logs and log in information for identification purposes in case of misuse.

## Sessions and Time Extensions

- Initial computer sessions are 45 minutes each, extensions are allowed.
- You have a maximum of 180 minutes of computer use per day.
- Depending on availability of computers, additional time may be allowed at the discretion of staff.

## Acceptable Use

Library customers must use the internet and technology resources provided by the Library in a responsible, ethical, and legal manner. Customers must comply with all applicable laws, regulations, and library policies, and must not engage in any activity that is illegal, harmful, or interferes with the rights of others.

## Improper Use

Improper use of computers will result in suspension of library privileges. Examples of improper use include but not limited to:

- Accessing sites or transmitting materials that violate any Canadian federal or provincial law, such as defamatory, discriminatory, or obscene materials.
- Installing or using any software or hardware that may compromise the security or confidentiality of the Library's internet and technology resources or the data stored on them, including but not limited to tracking devices such as keyloggers.
- Engaging in any activity that disrupts or interferes with the normal operation of the Library's internet and technology resources.
- Viewing sexually explicit materials.
- Sending fraudulent, harassing, or obscene email messages.

- Violating the privacy of another library customer.
- Swearing and/or offensive language.
- Making excessive noise.
- Using other people's library cards.

## Risks

The Library cannot guarantee the security of its internet and technology resources. There is a risk that third parties may attempt to access users' personal information, install tracking devices such as keyloggers, or engage in other malicious activities. Customers should take appropriate precautions to protect their personal information and devices.

## Monitoring and Enforcement

The Library reserves the right to monitor and audit all use of its internet and technology resources. Any violation of this policy may result in disciplinary action, up to and including revocation of library privileges and/or legal action.

## Confidentiality

Customers must respect the confidentiality of any information they may access or receive through the Library's internet and technology resources, and must not disclose this information to unauthorized individuals.

## Privacy

- The Library is committed to protecting the privacy of its customers and will only collect, use, and disclose personal information in accordance with applicable privacy laws and its privacy policy.
- If you have finished your work before the end of your allotted time, log off before leaving the computer to protect your privacy. The computer will automatically log you off at the end of your session.

## Disclaimer

The library is not responsible for any damages or losses that may arise from the use of its internet and technology resources, including but not limited to loss of data, viruses, or unauthorized access.

## Minors

Parents and legal guardians are responsible for their children's use of the Library's internet and technology resources. The Library recommends that parents or guardians monitor their children's internet use.

## Policy Updates

This policy may be updated or amended from time to time as required by changes in technology or applicable laws and regulations. Customers will be notified of any changes and must review and agree to the updated policy before continuing to use the Library's internet and technology resources.

## Equipment

- For hygienic reasons the Library does not lend headphones.
- Sound cannot be on without the use of headphones or ear buds.
- The Library accepts no responsibility for loss of your work or for damage to CDs, DVDs, flash drives, or disks caused by library computers or software.
- Non-alcoholic beverages in covered containers are allowed, but food is not.

## Save Your Work!

- You will receive warnings at 10 minutes, 5 minutes and 1 minute before the end of your session. Work that is not saved or printed before the end of your session will be lost. Files cannot be saved onto the hard drive of this computer.

Download Printable PDF [Here](#).

*Updated: May 11, 2023*