



Woodstock Public Library Policy

Policy Name: Internet Services and Technology Policy

Category: Library Services

Version: 11 March 2025

POLICY STATEMENT

The Woodstock Public Library endorses the use of the internet as an essential source of information to complement traditional Library collections and as a communication tool, connecting individuals and communities. At the same time, the internet functions in an unregulated environment, and therefore, provides access to a wide variety of resources over which the Woodstock Public Library has no control.

SCOPE

This policy establishes the provision of public network services to access the internet, acceptable use of these services by patrons, staff responsibilities, and consequences of inappropriate behaviour or illegal activity by patrons.

POLICY, PROCEDURE, AND IMPLEMENTATION

1.0 Access to the Public Network

- 1.1 The Library provides members of the public with internet access through the Library's networked desktop computers and laptops as well as through the Library's wireless network which can be used with personal mobile devices.
- 1.2 Wired and/or wireless access to the internet via public computers or patrons' personal devices is provided free of charge. Patrons are expected to provide their library card as part of the sign-in process and must accept the terms and conditions to complete that process.
- 1.3 The Library provides workstations and tools with additional accessibility features.
- 1.4 To ensure equitable access to the public network and efficient use of resources, the Library reserves the right to set time limits or ask patrons to limit their time on the Library's public computers.

2.0 Internet Filtering

- 2.1 With the exception of filters on designated children's computers, the Library does not use filtering software. It is the position of the Board that filtering technology is not effective in making the internet safer nor in preventing criminal activity. This access to, and use of, the public computer network is compatible with the Woodstock Public Library's policy on Intellectual Freedom.
- 2.2 No filtering product can block all offensive sites. Filtering software does not replace the need for parental guidance. The Board assumes no responsibility for the currency of the filter, nor the content provided through it.

3.0 Use by Children

- 3.1 Children under 13 may access internet computers in the Children's department.
- 3.2 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. The Library Board accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of the internet.

4.0 Acceptable Use of Technology in the Library

- 4.1 Patrons must be aware that computers and other devices, regardless of whether on the Library's internet service or not, are being used in public areas which is shared by people of all ages, backgrounds, and sensibilities. Some content is age-inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other Library patrons and/or staff. The staff reserve the right to redirect patrons whose activities on public computers or their personal devices diminish the enjoyment of the library space by others.
- 4.2 Patrons should respect the privacy of other Library patrons. However, Library staff cannot guarantee privacy at the library workstations or when using personal mobile devices.
- 4.3 Patrons must respect the laws of Canada when using the public network. Use of the public network for illegal, actionable, or criminal purposes is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or solicitation, "hacking" or tampering with other computer systems, viewing, downloading and/or printing child pornography. Patrons who violate the rules may have their library privileges suspended or be required to leave the Library. Illegal use, within the definitions of federal or provincial legislation, will be reported to Police.
- 4.4 Patrons of the public network may not violate or circumvent copyright and other intellectual property rights and liability for infringement rests with the patron. The Library Board shall follow fair dealing copyright principles and shall advise patrons of their legal responsibilities.

- 4.5 Patrons should use caution before providing personal information over the internet. As the internet is not a secure medium, third parties may be able to obtain information about patrons' activities. The Library assumes no responsibility for internet content or damages, directly or indirectly, arising from its website, online services, or from its connections through to other internet services.
- 4.6 Patrons may not modify or otherwise willfully damage the Library's computer equipment, software, or network.
- 4.7 To summarize the items contained in section 4 of this policy, the Library will post an "Acceptable Use Agreement" as a landing page for reviewing before using the Library's internet. Consequently, anyone not adhering to the 'Acceptable Use Agreement' will have their library privileges suspended, and will be legally and financially responsible for damages.

5.0 Library Responsibilities

- 5.1 The Library proactively helps and promotes public access to quality information for all patrons. Library staff are available to assist with:
finding and evaluating the quality of an Internet site,
accessing the internet on public workstations and personal devices, and
accessing the Library's subscription e-resources and e-books.
- 5.2 The Library respects the right of patrons to privacy and confidentiality with regard to information sought or received, and resources consulted, acquired, or transmitted.
- 5.3 Library computers are equipped with anti-virus software. However, the Library does not take responsibility for the configuration, security, or files on personal devices resulting from connection to the Library's network. The Board assumes no responsibility for the security and privacy of online transactions, as the internet is not a secure medium, and third parties may be able to obtain information about the patron's activities. The Library is not responsible for any damages sustained while using a personal device.

RELATED DOCUMENTS AND POLICIES

Woodstock Public Library Access to Information and Protection of Privacy Policy
Woodstock Public Library Intellectual Freedom Policy
Woodstock Public Library Patron Code of Conduct

DOCUMENT REVISION RECORD

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