

## LONDON PUBLIC LIBRARY POLICY

**Title of Policy:** Internet Service  
**Policy Type:** Board Operational Linkage  
**Policy No.:** C-C-04  
**Effective Date:** January 21, 2021

**Review:** January 2025

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### **PURPOSE:**

London Public Library's (Library) Internet Service is consistent with the Library's Purpose, Core Values and Strategic Plan. The Library provides free Internet access in an effort to meet community needs relating to literacy, knowledge, well-being and community building.

The purpose of this policy is to outline Library responsibilities in providing this public service; Library use of filtering software; user responsibilities while on Library Property and connected to the Internet; Library Employee responsibilities; and consequences of inappropriate behaviour or illegal activity by users.

### **DEFINITIONS:**

- **Internet** means a globally connected network system facilitating worldwide communication and access to data resources through a vast collection of private, public, business, academic and government networks.
- **Library Internet Service** means the service of providing access to the Internet by the London Public Library through networked Library Technology or the Library's wireless service.
- **Library Property** means land and buildings and anything attached to the land, such as a bench or shed.
- **Library Technology** includes all components of computer equipment such as the CPU, monitor, keyboard, mouse, input/output ports and devices, laptops, mobile devices, security devices, as well as printers, scanners, copiers, and other digital equipment, software and software use licenses.
- **Other Wireless Service** means any non-Library wireless service accessed through any device, software or provider that provides access to the Internet.
- **User** means any person utilizing the services of the Library.

### **SCOPE:**

- This policy applies to members of the public accessing the Internet on Library Property using devices capable of connecting to the Internet. This includes:

- - Any Library Technology connected to the Internet;
  - Personal laptops and mobile devices using the Library's wireless network; and,
  - Personal laptops and mobile devices on Other Wireless Services available on Library Property.
- Library Technology and Library Internet Service are provided to ensure equitable access to Internet content and Library resources.
- The Library recognizes that in addition to the many valuable resources available on the Internet, some resources are illegal, misleading and/or inaccurate. Others may be considered by some people to be offensive, objectionable and/or intimidating.
- The Library supports the *Copyright Act* and other laws governing intellectual property, the *Criminal Code of Canada* and other legislation governing access to and communication of information, knowledge, opinion, creative thought and intellectual activity and privacy.
- The Library endorses the *Canadian Federation of Library Association (CFLA) Statement on Intellectual Freedom and Libraries*, and in providing access to the Internet, acts in accordance with the *Canadian Charter of Rights and Freedoms*, which states that every Canadian has freedom of thought, belief, opinion, and expression.
- The Library develops and implements Internet service policies, guidelines and procedures, under the authority of the Ontario *Public Libraries Act* and in accordance with LPL's Purpose, Core Values, and Strategic Plan.

## **POLICY STATEMENT:**

### **Library Responsibilities**

- The Library promotes digital literacy and Internet safety through various means, such as information and referral services so that people may better benefit from the use of the Internet.
- The Library respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, borrowed, acquired or transmitted.
- The Library endeavors to minimize the opportunity for unintentional exposure by people on Library Property to content accessed by another user. Due to space limitations, the Library advises users that they are in a public space and encourages them to be respectful of the rights of others.
- The Library supports the right and responsibility of parents or legal guardians to determine, monitor and guide their children's use of Library materials and resources. The Library does not act in place of or in the absence of a parent. The Library proactively supports children, parents and guardians in safe use of the Internet.
- The Library applies industry-standard content filtering on computers specifically designed for use by children and/or teens or those computers that are located in or immediately adjacent to spaces specifically designed for use by children and/or teens.

The Library promotes user awareness that filters are not 100% effective. The Library assumes no liability in the event that a user reaches a site assumed to be filtered.

## **User Responsibilities**

- Users are responsible for determining the reliability, currency and accuracy of sites accessed and information discovered using the Library Internet Service.
- All Library users, including those connected to the Library Internet Service, are responsible for following the Library's *Charter of Use* and *Rules of Conduct*, which are designed to provide a welcoming and safe environment for the enjoyment of the public and Library Employees so that all persons may enjoy the benefits of the Library.
- Users are required to respect the rights of others when accessing Internet sites on Library Property. Users must be aware that computers and other devices are being used in public areas shared by people of all ages and sensibilities. Some content is age inappropriate for children and some may be offensive, objectionable and/or intimidating to other users and/or Library Employees. Users are responsible for respecting the privacy of others.
- Users are responsible for determining the legality of any sites they access. Users are subject to federal, provincial and municipal legislation regulating Internet use and must not use the Internet for illegal purposes including copyright violation, obscenity, child pornography, sedition and the incitement of hate. The use of the Library Internet Service for these and any other illegal purposes is prohibited.
- Users must be aware that the Internet is not a secure medium and that third parties may be able to obtain information about their activities or themselves. Users are responsible for any fees, losses or damages that occur as a result of any online transactions they conduct using the Library Internet Service. The Library assumes no responsibility for the security and privacy of online transactions.

## **Library Employee Responsibilities**

- Library Employees can assist users in determining the reliability, currency and accuracy of sites accessed and information found using the Internet.
- Library Employees are responsible for ensuring that all rules of or about the Library Internet Service are followed, for advising patrons of inappropriate conduct, and for explaining consequences of not following the *Rules of Conduct*. Employees do not monitor or censor content.

## **Consequences of Misuse**

- The Library will take action on any inappropriate behaviours related to use of the Library Internet Service, such as intimidation, harassment, bullying, hate speech, etc., according to the Library's *Rules of Conduct*.
- The Library will take action in a situation where unlawful activity occurs or is believed to have occurred, and will contact the police if required.

- Any person violating Library rules for the use of Library Internet Service or Other Wireless Services on Library Property risks suspension of Library privileges, exclusion from the Library for a period of time, banning and/or prosecution.

**INQUIRIES:**

Director, Customer Services and Branch Operations  
CEO & Chief Librarian

**KEYWORDS:**

**RELATED DOCUMENTS:**

Charter of Library Use: Rules of Conduct  
Charter of Library Use: Unattended Children  
Charter of Library Use: Technology Use  
Privacy Policy  
Workplace Harassment Prevention  
Workplace Violence Prevention

**DOCUMENT CONTROL:**

Approved: January 26, 1997  
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Reviewed: March 25, 1998  
Reviewed: September 26, 2001  
Reviewed: November 21, 2007 (L07/57.1)  
Reviewed: November 19, 2008 (L08/57)  
Reviewed: November 26, 2009 (L09/70.1)  
Reviewed: November 25, 2010 (L10/81.1)  
Reviewed: November 24, 2011 (L11/89.1)  
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