**LONDON PUBLIC LIBRARY
POLICY**

Title: Technology Use
Policy Type: Board Operational Linkage
Policy No.: C-T-01

Effective Date: January 21, 2021   Review: January 2025

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PURPOSE:

London Public Library (Library) technology services are consistent with the Library's Purpose, Core Values and Strategic Plan. The Library provides access to technology in an effort to meet community needs relating to literacy; lifelong learning; well-being; and community building.
The purpose of this policy is to outline Library responsibilities in providing technology for public use; user responsibilities in using Library technology; Library Employee responsibilities; and, consequences of inappropriate behaviour and/or illegal activity by users.

DEFINITIONS:

- **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.

SCOPE:

- This policy applies to all members of the public using or accessing Library Technology.
- The Library supports and is supported by federal and provincial legislation (as listed in the *Charter of Library Use*) and municipal bylaws, which govern public conduct.
- The Library will develop and implement technology use service policies, guidelines and procedures, under the authority of the *Ontario Public Libraries Act* and in accordance with the Library's Purpose, Core Values and Strategic Plan.

POLICY STATEMENT:

Library Responsibilities
- The Library proactively facilitates and promotes digital literacy in the community by providing technology and offering user education through Library Employee assistance, resources, programming, and instructional documentation.
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- Library Technology provides access to Library service delivery tools, such as the catalogue, collections, self-serve functions (e.g., checkout and program registration, etc.) and to digital content, including, but not limited to, Library digital resources and the Internet. In addition, the Library offers a variety of technologies and equipment that provide opportunities for users to create and manipulate content and to fabricate objects.
- The Library provides accessible technologies for users with disabilities
- The Library respects the right of users to privacy and confidentiality regarding information sought or received and resources consulted, borrowed, acquired or transmitted. The Library will support privacy and freedom of information legislation protecting the rights of users.

User Responsibilities
- Users are responsible for treating Library Technology with respect and care to ensure that all persons can enjoy equitable access to all Library resources.
- Users are responsible for acting with respect and consideration for one another and for Library Employees. Users will respect the privacy of others and not interfere with use of technology. The Library *Rules of Conduct* apply to all computer users.
- Users are not permitted to alter, tamper with or damage or alter Library Technology. This includes, but is not limited to, attempting unauthorized entry to the Library's network or external networks; intentional propagation of computer viruses; violation of vendor software license agreements, etc.
- Users are not permitted to circumvent the user authentication process to access Library Technology. Users are not permitted to allow others to use their accounts in order to access Library Technology.
- Users must adhere to *Canada's Anti-Spam Legislation (CASL)*, which generally prohibits the sending of unsolicited email messages, spam or other advertising material to individuals who did not specifically request such material.
- Users are not permitted to conduct any form of harassment via email, social media, etc. whether through language, frequency, or size of messages.
- Users are responsible for obeying the laws of Canada when using Library Technology. Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright and other intellectual property rights is prohibited.

Library Employee Responsibilities
- Library Employees support users in gaining the skills they require to be successful, including supporting digital literacy to increase knowledge of technologies.
- Library Employees are responsible for ensuring that all rules of technology use are followed. Employees will advise users of appropriate conduct as required and state consequences of not following the rules of conduct should unacceptable behaviour continue or be repeated.

Consequences of Misuse of Library Technology
- The Library will take action on any inappropriate behaviour related to use of Library Technology according to the Library's *Rules of Conduct*.
- It is an offence under the *Criminal Code of Canada* to steal or vandalize Library Technology. The Library will take action in a situation where such unlawful activity occurs, and will contact the police if required.

Any person violating the Library's rules for technology use 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
Director, Information Technology Services

KEYWORDS:

RELATED DOCUMENTS:

Access to Information and Protection of Privacy Policy
Charter of Library Use: Internet Service Policy
Charter of Library Use: Rules of Conduct
Charter of Library Use: Unattended Children Policy

DOCUMENT CONTROL:

Approved: January 26, 1997 (Policy # LS-35)
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