LONDON PUBLIC LIBRARY
POLICY

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

Effective Date: September 28, 2017   Review: September 2021

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PURPOSE:

London Public Library (LPL) technology services are consistent with LPL's Purpose and Core Values, Strategic Plan, and User First Service Philosophy. LPL provides access to technology in an effort to meet community needs relating to literacy; knowledge for living; 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 hardware, software and related equipment; staff responsibilities; and consequences of inappropriate behaviour and/or illegal activity by users.

DEFINITIONS:

"**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 LPL-owned computers and digital technologies.

London Public Library supports and is supported by federal and provincial legislation and municipal bylaws which govern public conduct, including but not limited to:
- *Copyright Act* and other legislation governing intellectual property;
- *Criminal Code of Canada* and other legislation governing public conduct; and
- *Trespass to Property Act*.

LPL will develop and implement technology use service policies, guidelines and procedures, under the authority of the *Public Libraries Act* and in accordance with the LPL Purpose and Core Values, Strategic Plan, and User First Service Philosophy.

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POLICY STATEMENT:

1. **Library Responsibilities**

LPL proactively facilitates and promotes digital literacy in the community by providing technology and computer software in all library locations and offering user education through staff assistance, library resources, programming, and instructional documentation.

LPL technology gives users access to library service delivery tools, such as the library catalogue, collections, self-serve functions (e.g. checkout and program registration, etc.) and to digital content including, but not limited to, e-resources and the Internet. Library technology provides access to Web-based communication tools such as email and social media, etc. In addition, LPL offers a variety of technologies and equipment that provide opportunities for users to create and manipulate content and to fabricate objects.

LPL provides specific technologies for those users who cannot use regular hardware, software and input/output devices.

LPL technology is as up-to-date as possible within reasonable parameters of relevance, feasibility and budget.

LPL respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired or transmitted. The Library will support privacy and freedom of information legislation protecting the rights of users.

2. **User Responsibilities**

Members of the public 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 staff. Users will respect the privacy of others and not interfere with use of technology. The *Rules of Conduct*, as outlined in the *Charter of Library Use*, apply to all computer users.

Users are not permitted to alter, tamper with or damage Library technology or software configuration. This includes, but is not limited to: attempting unauthorized entry to the

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Library's network or external networks; intentional propagation of computer viruses; violation of vendor software license agreements.

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 technology.

Users are not permitted to send unsolicited email messages, including the sending of "junk mail" or other advertising material, to individuals who did not specifically request such material (email spam).

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.

3. Staff Responsibilities

LPL staff are active intermediaries between users and Library technology and are essential to the provision of relevant, accessible, high quality technology-based library services.

Staff support people in gaining skills they require to be successful in a knowledge-based society, including supporting digital literacy to increase knowledge of useful technologies and to show how they work, their benefits and how they can be used efficiently, effectively and responsibly to achieve desired goals.

Library staff are responsible for ensuring that all rules of technology use are followed. Staff 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.

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4. Consequences of Misuse of LPL 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 property including technology. LPL will take action in a situation where such unlawful activity occurs, and will contact the police.

Any person violating Library 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)
Reviewed: September 24, 1997
              March 25, 1998
              September 26, 2001
              January 22, 2009
              February 21, 2013 (L13/10)

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