

Internet Access and Acceptable Use Policy

Policy Number:	PS-002
Policy Category:	Board Manual, Public Service Manual (Sect. 5.22)
Approved by:	OPL Board
Accountability:	Director, Innovation and Integration
Approval Date:	
Effective date:	April 2023
Next Review Date:	April 2026
Supersedes:	April 2020 , November 28/13, Sept. 25/08, Sept. 23/04, Nov. 27/03, Oct. 29/98(Motion #: 13.11.111, 08.09.82, 04.09.236, 03.11.131, 98.64)

Purpose Statement

The purpose of this policy is to set the framework for public access to the internet for all library customers, including equitable access to technology containing the internet, while maintaining a welcoming and supportive environment free from discrimination and harassment, and ensuring usage conforms to all applicable laws.

Scope

This policy applies to staff and members of the public that use Oakville Public Library's (OPL) internet services (wired and wireless networks), digital devices and technology.

Policy Statement

The internet enables OPL customers to connect to ideas and information from around the world while offering access to many valuable local, national and international resources. OPL provides internet access (wired and wireless) in all branches through library-supplied public access desktop computers, laptops, tablets, and digital devices. In conjunction with the Town of Oakville, OPL provides free access to its "Public Wireless" network following the user's acceptance of the Town of Oakville's Public Access Terms and Conditions. By agreeing with these terms, OPL is able to provide secure and equitable access to this technological resources.

Internet users are further subject to all the applicable federal, provincial, and municipal legislation and by-laws that regulate internet use, including, but not limited to, provisions of the Criminal Code regarding obscenity, child pornography, sedition and the incitement of hate. Use of Library's internet services for a purpose or action that is, or the library reasonable believes to be, contrary to the law or any of the Library's Rules of Conduct or policies is prohibited. Library computers cannot be used for illegal, unethical, or criminal purposes or for access to unauthorized areas. The library assumes no responsibility for infringement of copyright and other intellectual property rights. The library will block sites that are in violation of the above laws and does not take responsibility if the customer is using personal network/data within any of our properties.

OPL offers an array of filtered access but assumes no responsibility for the accuracy and effectiveness of any installed commercial filter nor any liability in the event the filter is not 100% effective. Filtering on selected computers is intended to block sexually explicit, or hate, material. Public awareness and parental guidance remain key to making the best possible use of internet resources. Parents/adults are responsible for any child in their care and their use of digital devices and services, including the use of the Creation Zone equipment, the internet, and wireless access through personal or library-provided devices. Parents/adults are responsible for any damage or loss that may result from a child's use of technological resources, including access privileges to materials or online content they deem appropriate. OPL cannot and does not act in place of, or absence of, a parent or legal guardian and is not responsible for enforcing restrictions which a parent or guardian may place upon a minor's use of this technology. On its website, www.opl.ca, OPL includes links to websites that provide guidance on internet safety.

Users must not install, modify, delete or download software onto library computers or alter or misuse the hardware in any way. The library will not be held liable for the security of users' equipment or software, privacy of online transactions, service interruptions, or for any direct or indirect claims for damages arising from access to internet services. The library cannot guarantee access to any or all software, programs or resources. Digital devices, services, and work tables are located in public areas and are shared by library customers of all ages, backgrounds, and sensibilities. Users are asked to consider other library customers when accessing or using public or personal resources within the library, and to refrain from displaying or creating content that may be considered offensive to others. By using the library's services, the customer agrees to abide by existing policies, guidelines, terms and conditions.

Staff will respond to complaints or observed incidents of misuse by any customer. The library will invoke consequences for failure to observe and comply with the Internet Access and Acceptable Use Policy. Complaints about illegal content will be passed on to the police.

Definitions

Digital Devices — Electronic devices provided by the Library for use by the library customers, such as laptops, computers, tablets, printers, projectors, Creation Zone equipment, coding robots, self-checks, sorters, OPL Express, et cetera.

Digital Services — Electronic services provided by the Library such as high-speed internet, wireless access, printing, 3D printing, computer training, et cetera.

Filter — Software designed to control access to access to information on the internet.

Intellectual Freedom — Refer to the Library Board's policy dated June 28, 2012
<https://www.opl.on.ca/about/policies/intellectual-freedom>.

Internet — The internet is a global system of interconnected computer networks carrying an extensive range of information resources and services, such as the World Wide Web and the infrastructure to support email.

Wireless — Technology that allows an electronic device to exchange data wirelessly using radio waves over a computer network.