

Chatham-Kent Public Library

Internet Access Policy

Purpose/Objective

Chatham-Kent Public Library recognizes the potential of the Internet to link individuals and organizations to current and valuable sources of information and to integrate electronic resources from around the world into the Library's own collection. The Library fills a dual role – providing equitable access to the public and offering basic instruction to users on how to effectively use this information tool. The Library provides Internet access through Library owned computers and free wireless access within the Library's premises.

Internet Use Guidelines

The Library provides public Internet access for the use of Chatham-Kent Public Library cardholders. Visitors to the area are allowed access to the Internet within reasonable limits. CKPL Internet access is not guaranteed.

Internet access is denied to patrons with overdue fines or charges of \$10.00 or more and those with expired Library cards.

Visitors are required to present valid picture identification prior to being granted a temporary wireless account.

By agreeing to the Library's Internet Access Policy, users agree to abide by the following terms and conditions.

Patrons accessing the Internet within the Library should refrain from:

1. Acting in such manner as to disturb other patrons. Patrons should avoid loud or disruptive behaviour, including noisy conversations. Users are expected to show the same courtesy to others as they would in any other area of the Library.
2. Using multiple cards and/or using other patron's Library cards.
3. Tampering with Library owned computers or printers. Users should not attempt to correct problems themselves and should report any problems to Library staff.
4. Using encryption keys or locking mechanisms on the computers.
5. Viewing pornographic or sexually explicit content (websites, files, text, graphics, etc.) Should such items be found, the individual(s) responsible will have their privileges revoked.

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6. Deleting or altering system files or programs.
7. Using the Internet access to conduct activities which are contrary to local, provincial or federal criminal laws. Any known illegal activity will be reported to the appropriate authorities immediately.
8. Using the Internet access for purposes other than those consistent with our mission and the Ontario Library Association's *Statement on the Intellectual Rights of the Individual*.

Each user is personally and legally responsible for his/her actions while using the Library's Internet access. The Library reserves the right to deny access to any individual violating the terms and conditions as outlined. Internet users who are dissatisfied with the decision of Library staff to deny access to the Internet and/or specific resources accessed via the Internet may complete a Reconsideration of Restriction on Access form. The completed form will be forwarded to the Director of Library Services for review. The Director will re-evaluate the electronic resource(s) in question and prepare a written response for the complainant. If unresolved at this point, the Library Board may agree to re-visit the Request for Reconsideration.

The Library also reserves the right to impose user bandwidth restrictions at any time as required to provide equitable service to all.

Privacy

Privacy is not guaranteed. Computer users are responsible for the sites they visit and the content displayed on the screens.

CKPL does not guarantee the security of any personal information transmitted via the Internet using the Library's computers or wireless network.

Library computers are equipped with a "clean slate" program that erases daily all record of session activity and any saved files. A user's browsing history and temporary Internet files are not saved at the end of each session and are not accessible by subsequent users.

CKPL will not keep records identifying Internet users or their browsing history.

Visitor identification is viewed only to verify the visitor is not a CKPL cardholder, and is not recorded.

As with all criminal investigations, CKPL will cooperate with the police during an active investigation or when compelled to do so by subpoena.

The CKPL Privacy Policy contains information on the collection and storage of personal information related to CKPL cardholders. The policy may be found on the [Library Policies page](#) of the CKPL website.

Monitoring Content

The Internet is a global, unregulated network, which contains some material of a controversial nature. The Library cannot control or monitor the material which may be available on this world-wide network; however, where feasible, the Library has implemented control mechanisms to prohibit access to information deemed to be illegal or inconsistent with our mission and the Ontario Library Association's *Statement on the Intellectual Rights of the Individual*.

The Library currently uses commercial filtering software on its computers to block websites with sexually explicit content. The Library's filtering software does not monitor the use of electronic communication, including email and chat rooms.

The Library recognizes that filtering software is imperfect and may block some appropriate sites. Sites may be added to the filter's list of sites that should not be blocked at the request of a patron. Internet use guidelines continue to apply.

Internet Use by Children

Parents/guardians are required to co-sign Library cards for all children under 16 years of age. With their signature, parents/guardians are indicating their responsibility for their children's use of Library services and resources, including the use of Internet resources accessed via the Library's computers and wireless network.

Parents/guardians acknowledge with their signature on their child's Library card that while the Library has software to filter content on Library computers, there is no guarantee that it will block all inappropriate sites. The Library is not responsible for children's use of Internet resources accessed via the Library's computers or patrons' wireless devices.

Printing and Downloading Information

Both printing and downloading are permitted. Computer print outs are available for purchase on a cost-recovery basis. Wireless printing may not be available in all locations.

The Chatham-Kent Public Library is not responsible for any user misuse of copyrighted material.

The Chatham-Kent Public Library is not responsible for any virus received via the Internet. It is the users' responsibility to protect their devices from viruses and hackers (i.e. through the use of anti-virus software, firewalls, etc.)

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Users may be held responsible for any virus they introduce to the computer system.

Library Owned Computers

Public computers are available in all Library locations during open hours.

Users are allowed up to sixty minutes access per day, either by advance booking or walk-in business, subject to computer availability. Access may be limited if demand dictates or at the discretion of staff.

Wireless

Free wireless Internet access is available at all Library locations between the hours of 9:00 am and 9:00 pm, Monday through Saturday. There is currently no time limit on the use of the wireless network during these hours.

CKPL Internet access is not guaranteed. Access may be limited or unavailable due to technical problems and servicing, system interference, volume of user traffic, power outages, etc. CKPL shall have no liability to any person due to Internet access being unavailable.

Only web (HTTP, HTTPS) services are available through the wireless network. Other protocols (including but not limited to FTP, SMTP, POP3, SSH and Telnet) are not available.

Direct access to a mail server is not available. In order to send and receive email using the wireless connection, patrons will need to use a web-based mail service (such as Hotmail, Yahoo!, Gmail, etc.)

To access the wireless network, users need a notebook/laptop computer or other device with a wireless network card that is 802.11b or 802.11g compatible. Users who are not sure if their wireless device has this functionality should check with the manufacturer or supplier of the equipment.

The Library makes no guarantees as to the compatibility of any equipment with the Library's wireless network. Users need to know how to configure their own wireless device for wireless network access. Library staff cannot troubleshoot problems related to users' wireless device or assist in making changes to devices, network settings and/or hardware configuration. Library staff is not able to provide technical assistance and no guarantee can be made that users will be able to make a wireless connection.

CKPL assumes no responsibility for the safety of equipment or for wireless device configurations, security, or data files resulting from connection to the Library's wireless access.

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CKPL's network is not secure. The Library recommends that personal data such as credit card, online banking information and passwords not be transmitted while using the wireless network as the information could be monitored, captured or altered by third parties.

The Library has tried to make wireless access as available as possible in our libraries however users may encounter some "dead" spots where wireless reception may be limited. Users having trouble accessing the Internet or staying online should move to a different location within the Library.

Available power outlets may be used wherever a device's power cord will not present a tripping hazard or block access for patrons or staff. It is recommended that users charge their battery before coming to the Library.

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