

Board Motion Number:	2022-15	Date of Review:	2025
Date Approved:	July 11, 2022	Chairperson's signature:	

Internet Access and Technology Policy

BACKGROUND

The Oxford County Library is committed to providing internet access and technology to members of the public. It is the goal of the Oxford County Library to provide equitable access to ideas and knowledge while maintaining a welcoming and supportive environment for all.

PURPOSE

This policy provides a framework that demonstrates Oxford County Library's commitment to open and equitable access to technology and internet services that meet the changing needs of the community.

PROCEDURES

Oxford County Library, with support from the County of Oxford, provides access to technology and internet resources to ensure equitable access to information.

Customers using Oxford County Library's equipment and wireless network must abide by the library's *Code of Conduct*.

Library staff, at all locations, are committed to supporting customer access to the internet and technology use through both informal and formal assistance and training where available.

Access

Oxford County Library provides access to technology resources and internet services to promote digital literacy and open access to information and online resources to everyone.

1. Public Computers / Technology

- a. All library customers will have access to in branch technology. Library members have access to OCL's public computers. Non-registered visitors may request a guest pass to use the library's public computers.
- b. The library reserves the right to set time limits or ask customers to limit their time on the public computers and/or other technology. Staff may adjust computer time and scheduling as necessary to ensure equitable access.
- c. Food and drinks are not allowed in the public computer or makerspace areas of all Oxford County Library branches.
- d. Computer / technology use may be denied if a customer's behaviour violates the library's *Code of Conduct*.
- e. Access to library technology / computers will be limited within 10 minutes of closing.

Board Motion Number:	2022-15	Date of Review:	2025
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2. Public Wi-Fi Network

- a. The library's public wi-fi network is available to everyone.
- b. Wi-fi users must accept the County of Oxford's Public Access Terms and Conditions in order to use the network.
- c. The library's wi-fi network is an unsecured connection. Use of the network is at the users' own risk. Those using the network are responsible for ensuring that their device is equipped with up-to-date security software.
- d. The Oxford County Library and the County of Oxford assume no responsibility for any compromised information or loss through use of the public wi-fi network. This includes, but is not limited to:
 - i. Electrical surges;
 - ii. Disruption of wireless service;
 - iii. Loss or theft of equipment;
 - iv. Security issues, hacking and viruses.

Customer Responsibilities:

1. Privacy

- a. Customers are reminded that the computer workstations and the public wireless network are provided in a public area, therefore privacy is not guaranteed. Others may involuntarily be exposed to material displayed on a computer monitor.
- b. Customers must respect the privacy of others when using the Library's Internet connections.

2. Prohibited Use

- a. Users of the Library's public computers, technology and public wireless network are subject to federal, provincial, and municipal laws, including provisions of the *Criminal Code*. Customers shall not access, receive or transmit content that:
 - i. displays overt sexual images;
 - ii. violates any Canadian legislation such as defamatory, discriminatory, copyrighted, fraudulent, harassing, or obscene materials.

3. Responsible Use

- a. Customers shall not tamper with or willfully damage equipment.
- b. Customers are responsible for any damage or loss that may result from their use of technology resources, including items found in the library's Makerspaces.
- c. Customers are required to pay the repair or replacement costs for damaged devices, equipment or studio spaces.

Board Motion Number:	2022-15	Date of Review:	2025
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- d. Failure to return digital devices or equipment borrowed will result in lost fee charges.
- e. Removal of any digital device or equipment without authorization is considered theft and may lead to legal prosecution.
- f. The library is not obligated to provide an electrical source.
- g. All library customers are expected to use headphones/earbuds when accessing sound files.

4. Compliance

- a. Library staff are authorized to end the customer's computer / technology session if they are disturbing others, or are in violation of this policy or *Code of Conduct*.
- b. Anyone who misuses library technology or internet access may have privileges restricted or suspended. Repeated misuse will result in removal from the library and/or suspension of all library privileges, exclusion from the library and/or prosecution.
- c. Customers who attempt to use library computers, internet access or technology for unlawful purposes or to install, modify or delete software will result in removal from the library and/or suspension of all library privileges, exclusion from the library and/or prosecution.

Children & Teen Use of Internet and Technology

Oxford County Library believes in the freedom of the individual and the rights and obligations of parents and caregivers to develop, interpret, and maintain their own code of values as a family. In support of that belief, parents/caregivers are responsible for supervising or restricting the use of library technology by the children in their care.

Children and teens are entitled to access all information, equipment, and services in the library.

1. Filtering Software

- a. The library's computers and/or tablets are not filtered. Public awareness and parental guidance remain key to making the best possible use of all library technology.
- b. Children's tablets / computers are available in many library locations. These workstations pre-loaded with selected games and activities that do not require an internet connection. Parents are encouraged to review the games on these devices for use by children in their care.

2. Parental / Caregiver Responsibility

- a. Parents/caregivers 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.

Board Motion Number:	2022-15	Date of Review:	2025
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- b. Library staff cannot act in place of, or absence of, a parent/caregiver and is not responsible for enforcing restrictions which a parent/caregiver may place upon a minor's use of technology.

Staff Assistance:

Oxford County Library staff are committed to helping people use or learn about available technology. Staff are available at all branches to provide basic technology assistance. One-on-one assistance is available at select branches and can be made available to customers at any location by advanced request.

Limited staff assistance may be available to those accessing the public wireless network with personal devices. Mobile printing is available at select branches and may be sent from anywhere over the internet. Staff have the right to hold any print job pending payment.

References and Related Documents

Oxford County Library Policies

Oxford County Library. (2022, June). *Code of Conduct*.

https://www.ocl.net/Portals/OxfordCountyLibrary/documents/policies/Code%20of%20Conduct_2022.pdf?ver=2022-06-23-131235-147

Legislation

Criminal Code, R.S.O. 1990, c. H. 19.

Position Statements

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