Technology Services Policy

Board motion number: 2024-022

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Policy type: Public

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Chair's signature: _____

Replaces: Public Internet Services Policy

Purpose:

The Board recognizes the transformative power of technology services as pivotal tools for information, communication, and education. In alignment with our core values of Inclusivity, Curiosity, Lifelong Learning, Intellectual Freedom, and Trust, this policy is dedicated to establishing a framework that ensures open and equitable access to these vital resources.

This document sets forth the board's direction and guiding principles that constitute the standard for public access to our technology services. It is crafted to reflect our vision of the library, in upholding these standards, we are committed to providing access to innovative and existing technologies.

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Scope:

This policy establishes the provision and acceptable use of the following Technology Services: The Public Network, Makerspace, SmartSpot Mobile Wireless Devices, Online Presence.

Such access is provided in keeping with the intellectual freedom statements of the Canadian Federation of Library Associations (CFLA-FCAB) and the Ontario Library Association (OLA).

Definitions:

Internet: The global system of interconnected computer networks that allows for the communication between networks and transmission of information and access to applications and websites.

Public Access Computers: Refers to the collection of computers available at each Library Branch for usage by Library Customers.

Public Network: Refers to the open, unsecured Wi-Fi network and the Public Access Computers available at each Library Branch for Library Customers to be able to connect to the Internet.

Makerspace: A space operated by the Orangeville Public Library, marketed as the 'Exploratorium', that allows Library Customers access to various technological equipment.

Social Media: Websites and applications that enable users to create and share content or to participate in social networking.

Library Customers: Individuals who have or do not have an active library card and use the library and its services at a physical branch location or online.

The Library: Refers to any individual, or the collective group of employees, employed by the Orangeville Public Library.

Library Branch: The physical space in which the library serves Library Customers (there are two Library Branches within Orangeville Public Library- the Alder Street Branch and the Mill Street Branch).

Policy:

Section 1: Information Quality

To make Library Customers aware of the risks of acquiring information while using the Library's Technology Services.

1.1 Resources will be made available to inform Library Customers about the reliability and appropriateness of information available through our Technology Services.

1.2 The Internet functions in an unregulated, global environment and, therefore, provides access to a wide variety of resources over which the Library has no control.

1.3 The Library is not responsible for the accuracy, quality, legality, appropriateness, or availability of the information accessed through the Library's Technology Services.

1.4 The Board assumes no responsibility for damages sought by Library Customers or third parties arising from accessing information through its Technology Services.

1.5 The Board will promote fair use copyright principles and the Library will provide resources to advise Library Customers of their legal responsibilities regarding these, however the Library is not responsible for a Library Customer's violation of any fair use copyright principles.

Section 2: Access

To ensure equitable access of the Library's Technology Services the following applies:

2.1 Fees may be waived in extenuating circumstances, to ensure fair accessibility.

2.2 Accessible workstations are available to access the Internet through the Public Network.

2.3 Access to the Library's Technology Services is available at no charge however Library Customers will need to agree to certain terms and conditions prior to use. The Library reserves the right to charge for certain programs, activities or materials used.

2.4 The Library does not use filtering software at its public internet (computer) stations. It is the position of the Board that the technology is contrary to the principle of intellectual freedom and that it is not effective in making the internet safer for children nor in preventing criminal activity.

2.5 The Library uses scheduling software to provide fair access to Technology Services. The Library has the ability to override the system and in certain situations will exercise that right.

2.6 In respect of the range of sensibilities and viewpoints of its diverse clientele, the Library reserves the right to redirect Library Customers whose activities on the Public Access Computers or their personal devices diminish the enjoyment for others in the Library Branch.

2.7 The Board assumes no responsibility for any damages sustained while using a personal device. It is recommended that all Library Customers have up-to-date virus protection on their personal computers or wireless devices when using any of the Technology Services. Any personal devices should never be left unattended in a Library Branch,

even for brief periods of time. The Board assumes no responsibility for theft, or loss of any kind sustained while using any of the Technology Services.

2.8   The Board assumes no responsibility for the security and privacy of online transaction nor for any damage to devices, configuration or files while using the wireless network or while connected to makerspace equipment. The use of the Public Network may not be employed for applications using large amounts of bandwidth.

Section 3: Privacy and Confidentiality

To ensure that the privacy and confidentiality of Library Customers using the Technology Services are safeguarded to a reasonable capacity achievable by the Library.

3.1   Due to the nature of Technology Services, privacy cannot be guaranteed.

3.2   Library Customers are advised to exercise caution when viewing or transmitting personal information while using Technology Services.

3.3   Usage statistics and analytics are collected however this data does not include details of activities or websites visited. In extenuating circumstances, the Chief Executive Officer may share computer use information with local police services.

3.4   Any files, cookies or temporary data generated through a Library Customers' use of Technology Services will be deleted upon reboot of a session or end of day.

Section 4: Use by Children

Regarding the use of Technology Services by children.

4.1   Children may access all information and use all facilities provided by the Library, including Technology Services.

4.2   Parents and guardians are responsible for the safe usage of any Technology Services by children in their care and will be responsible for any damages arising from their child's use of Technology Services.

4.3   The Library accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of Technology Services.

4.4   The Library does not use filtering software, and no filtering software will be applied to a child's usage of Technology Services.

Section 5: Prohibited Use

To ensure the legal and safe use of Technology Services:

Library Customers are subject to Federal, Provincial, and Municipal legislation regarding Technology Services.

The Library will make all reasonable efforts to ensure that all Library Customers do not use Technology Services for any prohibited uses.

Library Customers violating the rules may be asked to leave the Library Branch, have their access to Technology Services revoked, have their Library privileges suspended or may be reported to police depending on the violation.

Prohibited Uses of the Library's Technology Services include but are not limited to:

5.1 Attempt to gain unauthorized access to computer operating systems and computer files, passwords, or data belonging to others.

5.2 Participate in any illegal activity.

5.3 Display, record or print overt sexual images.

5.4 Send, record or print fraudulent, harassing, hateful or obscene messages or activities.

5.5 Take any action that would contravene copyright laws, privacy laws, licensing agreements and other intellectual property rights.

5.6 Violate the privacy of anyone including other Library customers.

5.7 Introduce computer viruses, malware or any similar software intended to circumvent security, cause disruption of service or infringe on the privacy of other people or organizations.

Section 6: Assistance from the Library

To provide guidance and support to Library Customers using Technology Services, the Board sets certain situations in which the Library can assist Library Customers and reserves the right to modify these whenever and wherever appropriate.

The Library can provide assistance with:

6.1 Accessing Technology Services on personal devices

6.2 Initiating searches for information, providing guidance on evaluating the validity of information

6.3 Accessing online resources made available in the collection

6.4 Learning how to use Makerspace equipment

Section 7: Online Presence

The Board recognizes the importance of online communication for enhancing outreach. We will evaluate channels annually based on financial resources and community needs

The Library will maintain a website offering the following features:

7.1 Information about services and operations

7.2 Access to the catalogue

7.3 Access to online resources available in the collection, such as subscription databases and e-books

7.4 A range of accessibility features aligned with and conforming to the Web Content Accessibility Guidelines (WCAG)

7.5 A calendar displaying upcoming program information with the option to print

The Library will maintain a social media presence that provides:

    7.6   Updates to Library Customers regarding information on services, events, and programs

    7.7   Timely responses to inquiries and feedback from Library Customers, however, the Library will exercise judgment in choosing which discussions to participate in

When communicating with the Library through its website or social media channels:

    7.8   Library Customers shall not use offensive, racist, sexist or derogatory language or media. The Library reserves the right to report and/or remove content that contradicts its policies, relevant guidelines, and relevant policies published by the Town of Orangeville (Social Media Policy).

Section 8: Responsibility of the Library Customer

To ensure that the Library Customer is aware of their responsibilities when using Technology Services.

When using Technology Services, the Library Customer will:

    8.1   Be aware of the Technology Services Policy, and the rights, risks and responsibilities the policy bestows

    8.2   Assume full cost incurred due to fines, damage, or replacement fees for any borrowed Technology Services

    8.3   Assume full cost incurred due to damages or replacement fees for any Technology Services used in a Library Branch

    8.4   Understand and agree to all the terms within any applicable agreements and waivers

    8.5   Take full responsibility for any damages or injuries sustained while using any Technology Services

    8.6   Not hold the Library accountable for any damages or injuries sustained while using any Technology Services

Section 9: Rapidly Changing Environment of Technology

In recognition of the ever-evolving technological landscape, this policy is designed to remain agile and adaptable. The review schedule for this policy will be reduced from the standard four (4) years to two (2) years to keep pace with technological advancements.

The CEO has discretion to deviate from these guidelines when circumstances warrant, ensuring flexibility in decision-making. We prioritize fair access to technology services and recognize that waivers may be necessary in certain situations.