



Collingwood Public Library

Policy Type: **Operational**

Policy Number: **OP – 20**

Policy Title: **Technology Use**

Policy Approval Date: **September 23, 2021**

Policy Review Date: **September 2025**

Section 1: General

The purpose of the Technology Use policy (TUP) is to ensure the effective protection and proper usage of information technology assets and other equipment provided by the Collingwood Public Library. Contraventions of the TUP could disrupt the operation of the Collingwood Public Library and any breaches will be treated seriously.

Section 2: Technology assistance parameters

The role of library staff is that of helper, facilitator, guide, or coach. Patrons who need more than basic assistance are encouraged to attend scheduled Library computer classes, enroll in professionally provided computer education programs, or consult the technical support appropriate to their devices or software.

Patron assistance

- a) Library staff may assist patrons in locating resources, professionals, and manufacturers so that patrons can address their own computer and device issues.
- b) The library is not responsible or liable for assisting patrons who require aid when dealing with private or sensitive information and may decline helping if uncomfortable with the subject.
- c) Library staff will not assist with online financial transactions (buying, selling, banking, tax preparation) beyond making website suggestions, and providing basic web navigation.
- d) Library staff will not engage in repair, troubleshooting, or technical support for personal devices that normally a responsibility of hardware and software manufacturers' support personnel.
- e) The library will not guarantee access to electrical outlets for wireless users, and suggest that users bring a fully charged battery. Patrons may not plug their device into any outlet that has been provided for the library's own computers.

Section 3: Computer use and internet access

General



It is the policy of the Collingwood Public Library to maintain access for patrons to local, national and international sources of information and to provide an atmosphere that encourages access to knowledge and sharing of information. Before patrons can use the Internet they must agree to the terms of use found on each computer being accessed.

Reservations

Computers must be booked through the computer reservation system. Extensions to the 30 minute block of time are available in 15 minute increments, pending availability. A patron is limited to two hours total of reservation time per day. Extended computer sessions can be arranged in advance with library staff for exceptional circumstances, such as online exams or completing lengthy official documents.

Terms of use / etiquette

- a) The Collingwood Public Library Board reserves the right to remove any patron's computer/internet access and privileges if the patron contravenes the rules in this policy. Public discrepancies on appropriate use will be immediately dealt with by staff.
- b) As time permits, library staff will only instruct patrons in basic computer use.
- c) Library staff cannot be expected to be familiar with all resources on the internet.
- d) The patron and/or the caregiver are liable for any damage done, by said person(s), to an internet workstation, hardware or software, and for any illegal or unethical acts performed through the library's workstations.
- e) Committing illegal or ethical violations of acceptable internet use will result in the loss of Internet privilege at the library, and could also result in financial and /or criminal charges.
- f) The availability of information via the internet does not constitute any endorsement of that information. Patrons are responsible for verifying the accuracy of any material.
- g) The library cannot ensure access to all resources at any given time.
- h) Certain copying or distribution of material on the internet may infringe on the copyright laws of Canada. The Collingwood Public Library is not responsible for such infringements. The copyright law is available for consultation at the library.
- i) Patrons are responsible for the integrity of content for messages sent from their account, whether sent as email, electronic postings, social networking or instant message, they must therefore meet standards as if they were tangible documents.
- j) Patrons will not use their e-mail account, social networking account or instant messaging to create, distribute, view or listen to any images, sounds, messages or other materials that are obscene, harassing, racist, malicious, fraudulent or libelous, nor use the account for any activity that may be considered unethical, immoral or illegal.
- k) Patrons will not intentionally seek information about, browse, obtain copies of or modify files, passwords or tapes belonging to other people, no matter where they are located, unless specifically authorized to do so by those individuals.
- l) Patrons will not attempt to decrypt any encrypted material unless authorized to do so.

- m) Patrons will respect intellectual property rights and laws, including those for local and remote network data information. This includes private, confidential or restricted data, as well as copyright and licenses to the use of, or access to, information or programs. The patron is responsible for accessing whether or not a program(s) data has copyright on it.
- n) Any patron who introduces a virus, misuses or attempts to delete or modify either hardware or software will be prohibited from using this service and will be held liable for all damages.
- o) The library renounces any liability or responsibility arising from access to, or use of, information obtained through the internet, or any consequences thereof. Furthermore, the library disclaims any responsibility for any corruption or damage to patron computer files/discs/USB drives sustained while using the library public use computers.
- p) For security purposes it is the patron's responsibility and imperative to log off confidential sites before leaving the computer.
- q) In time disputes, the reservation system clock will be deemed accurate.

Access to the public network

- a) The library will ensure that access to, and use of, the public network is compatible with the Collingwood Public Library policy FN – 04 Intellectual Freedom.
- b) Wired and/or wireless access to the internet via public computers or users' personal devices is free.
- c) The internet functions in an unregulated, global environment providing access to a wide variety of resources over which the library has no control.
- d) The library does not filter computers in any locations in order to enable unrestricted access to information and resources when needed for research and information-seeking purposes.
- e) The library reserves the right to set time limits or ask users to limit their time on the public computers. Staff reserves the right to adjust computer time and scheduling as necessary.
- f) In respect of the range of sensibilities and viewpoints of its diverse clientele, staff will remind users that they are in a public space and encourage all users to respect the sensibilities of others. Staff reserves the right to redirect or remove users whose activities on the public computers or their personal devices diminish the enjoyment of the library space by others.
- g) The library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the library's network. Users should be aware that information sent to or from their devices can be captured by anyone else with a wireless device and appropriate software.
- h) The library assumes no responsibility for the security and privacy of online transactions, as the internet is not a secure medium and third parties may be able to obtain information about the user's activities.
- i) The library is not responsible for any damages sustained while using a personal device.
- j) Public computers reset at the end of each session but the library will not be responsible for any expenses incurred by, or the potential repercussions of, a third party using personal/banking/credit card information that has been entered via the public network.



Privacy and confidentiality

- a) Use of the library's public network falls under the provision of the library's policy OP – 01 Confidentiality & the Protection of Privacy.
- b) Privacy at the workstations is not guaranteed and users must respect the privacy of others. Internet workstations are situated in public areas, and content being viewed by users may be seen by other people. Staff will take reasonable measures to ensure privacy and confidentiality.

Use by children

- a) Children may access all information and use all provisions provided by the library.
- b) The board will ensure that child and youth access to the internet is compatible with policy OP – 10 Children's and Teens' Services and policy FN – 04 Intellectual Freedom.
- c) The library accepts no responsibility for enforcing restrictions which a parent or guardian places on a child's use of internet resources.

Section 4: Public access catalogue (PAC)

The Collingwood Public Library is a member of the County of Simcoe Library Co-operative (CSLC) consortium, which manages the Public Access Catalogue (PAC) as part of the integrated library system (ILS). The PAC terminals are intended for CPL catalogue access and browsing, viewing library account information, placing holds and renewing items. Terminals are not intended for internet browsing.

Section 5: Accessibility

Devices

In compliance with the AODA (Accessibility for Ontarians with Disabilities Act) and the CPL mandate, the library provides free access to adaptive technology software and hardware, for patrons with disabilities, to adapt how specific tasks can be performed. This technology provides patrons with an alternative way to communicate and access information. The library provides a computer workstation and assistive devices that are adapted for patrons with disabilities.

Training and support for assistive technology

Training on the use of accessibility software and assistive devices is essential for patrons to derive maximum performance from the technology specific to their needs. The Community Engagement & Learning Services Coordinator will provide one-on-one assistance for patrons



who require the use of assistive technology to attend onsite events. One-on-one assistance regarding the use of accessibility software is also offered. An appointment must be made to receive this training.

Section 6: Wi-Fi internet

For County of Simcoe Cooperative Library Public Wireless Internet Policy, see Appendix A

Hotspot

Hotspots are available to eligible patrons to assist in digital literacy skills, networking, or recreational needs. When a patron borrows a mobile hotspot they must follow the terms of the TUP. These terms and conditions are in addition to the Mobile Wi-Fi Hotspot Device User Agreement.

Terms of use

- a) The library has no responsibility or liability from any loss or corruption of data, or from data interception or other consequences of your use of an unsecured wireless communications service.
- b) Patrons are required to abide by the library's TUP and understand that misuse of library resources, including the use of someone else's card and/or behavior that disrupts others, may result in a suspension of library privileges.
- c) Patrons should be aware that the use of the internet / Wi-Fi for illegal purposes is prohibited and may result in prosecution.
- d) Parents and legal guardians are responsible for their children's use of the Internet. As with other library materials, parents and guardians must assume responsibility for deciding which resources are appropriate for the children in their care.
- e) The library reserves the right to terminate a connection at any time or to withdraw wireless access entirely.
- f) The library will limit traffic to the protocols supported on the wired public access with two exceptions: Post Office Protocol 3 traffic will be allowed, as will Virtual Private Network. However, the Library reserves the right to make changes to the protocols provided based upon future requirements.
- g) The library reserves the right to impose user bandwidth restrictions as required and without notice.

Eligibility and fee structure

- a) Patrons must have a valid library card and PIN (Personal Identification Number) in order to use the wireless network. "Internet Access Only" cards are available for non-members.
- b) The Simcoe County login page will appear (the Collingwood Public Library is part of CSLC, providing the wireless Internet nodes - refer to Appendix B)



- c) There are currently no time limits set on use of the wireless network.

Indemnification

Patrons agree to hold harmless and indemnify the library, its directors, officers, employees and agents, from and against all third party claims and legal proceedings of every kind whatsoever arising from or in any way related to your use of the Network, including all legal costs incurred by the library in the defense of such claims and proceedings.

Security

- a) The library does not provide encryption or other security measures to protect information you send or receive over the Internet. As with any Internet connection, there is no inherent security. We caution you to use prudence in your transmission of confidential or sensitive information over the Internet.
- b) The library recommends that credit card, banking information and passwords NOT be transmitted while using the wireless network.
- c) It is the responsibility of users to protect their devices against any potential abuse, such as viruses, malware or breach of privacy.
- d) The library assumes no responsibility or liability for any direct or indirect damages resulting from the use of its wireless access points.

Section 7: Hardware

Purchasing and selection

The Technology Coordinator (TC) will work to identify and mitigate known harms or health concerns associated with the introduction of new IT. Employees with a concern about the harms or health concerns associated with existing IT are encouraged to present their information to the TC and Health and Safety Committee for discussion.

Recommendations for any hardware purchases, along with supporting documentation, are to be reviewed by the TC and Town IT contact prior to presentation to the Library CEO.

Considerations for cost, features, expandability, etc. will be reviewed by the TC prior to recommendation to the CEO.

E-Waste and energy efficiency

If information and/or communication property is:



- a) Current resale value of \$5000 (five thousand dollars) or less;
- b) Worn-out, unusable, and obsolete to the extent that the item is no longer economical or safe for continued use by the Library or the Town of Collingwood;

The property shall be disposed of by the following method:

- a) All monitors and printers will be taken to a recycling center for E-waste recycling.
- b) The Collingwood Public Library will commit to an energy efficient initiative by ensuring non-essential systems and/or equipment be programmed for sleep mode or by powered down, and that methods for reducing electricity consumption be evaluated on an annual basis for potential ways of reduction.

Maintenance

The library has established a formalized Technology Plan to determine the approximate lifespan of all technology. This plan will establish how much money is to be put aside for repair and replacement costs.

Section 8: Additional services

Printing

Patrons may print information from the computer/Internet workstations at a cost per page (refer to Appendix A). Establishing printing costs is the responsibility of the Board.

Service charges

For service charge list, see Appendix C. Patrons are responsible for any charges incurred on the internet.

Using electronic equipment

The Collingwood Public Library has electrical outlets throughout the building. Members of the public may use these electrical outlets for any personal computer or personal audio equipment with earphones providing that the noise created does not adversely affect other library patrons. The policy is based on allowing use to naturally evolve based on our current electrical infrastructure. Restrictions may be imposed if the electrical load is too great or the noise is too loud.



Related documents

Collingwood Public Library OP – 01 Confidentiality & the Protection of Privacy

Collingwood Public Library FN – 04 Intellectual Freedom

Collingwood Public Library OP – 10 Children's and Teens' Services

County of Simcoe Library Cooperative Public Wireless Internet Policy– See Appendix A

Beyond Books Loan Agreement - Tech Connected WI-FI Hotspot– See Appendix B

Service Charges – See Appendix C



Appendix A

COUNTY OF SIMCOE LIBRARY COOPERATIVE

PUBLIC WIRELESS INTERNET POLICY

Purpose:

The County Library Co-operative and its member libraries accept a mandate to provide access to information of all types in as wide a range of formats as possible. In pursuit of this and with the assistance of the County Information Technology Department, the participating libraries provide free wireless access in library facilities. Most mobile Internet devices can be used to gain connectivity to the wireless network without a network jack though the library can make no guarantee as to the compatibility of any equipment with the network. Hours of access will be those of the hours of opening of this library.

Terms and conditions:

- All users are asked to read and must agree to the following terms and conditions before accessing the network.
- Users agree that they have read will abide by the Internet Use Policy of the library branch in which they access the wireless network, and shall in addition comply with the following:
- Users of the wireless service must be registered library patrons or provide identification in order to obtain a temporary access account.
- Users acknowledge that wireless access points are unsecured connections to the World Wide Web and are advised to act accordingly when sending proprietary or personal information.
- Users shall not use the network for any unlawful purpose or to access or distribute material which is obscene, threatening, or offensive.
- Users shall not attempt to gain unauthorized access to any network or service, cause disruption to the network in any way, or propagate computer worms, viruses and other types of malicious programs.
- Users acknowledge that the Library and / or the County of Simcoe may be required to release network access logs to law enforcement agencies in respect to a criminal investigation.
- Users shall accept any and all risks that may be involved in accessing the network. The library or the County of Simcoe will not be responsible for any compromised information or loss through events such as electrical surges, disruptions to the service, loss or theft of the mobile device or any other events that may prejudice equipment or data.
- Users acknowledge that bandwidth is limited and shall minimize activities which put unreasonable pressure on these resources (eg. Downloading multi-media content). Unauthorized downloading may result in the loss of access privileges.
- Users shall be required to rely on the battery in their device. The library does not have sufficient outlets and trailing cords represent health and safety hazard.
- Printers are not available to the network. To print, patrons must save the file to an external storage device (USB drive) and then print from one of the library's computer workstations.
- To use the Wireless Internet connection patrons will need their own mobile device, a wireless network interface card and their own headphones if they plan to access audio files.
- The library cannot assist you with your device, card or configuration. The library cannot accept the liability of handling your equipment. The library will not be held responsible for any damages sustained while using your device within the library's premises or while using the library's wireless network.



Appendix B

BEYOND BOOKS LOAN AGREEMENT - TECH CONNECTED WI-FI HOTSPOT

I, _____, (please print) understand that by borrowing, or allowing my child to borrow, equipment from the Collingwood Public Library that I am responsible for the equipment and all its components. I agree to abide by all the Collingwood Public Library policies applicable to the equipment.

Borrowing and Use

I understand that the equipment has a loan period of three (3) weeks, and am permitted to one (1) renewal that must be done in person. Renewal of equipment CANNOT be done over the phone or online.

I understand that the equipment MUST be returned directly to a library staff member during regular hours. Staff will complete this form at time of check-in. Please DO NOT return equipment in the drop box after hours.

I understand that while the equipment is checked out by me or my child, I am completely responsible for its safety and use. I am responsible for any damage or loss to the Equipment that results from accident, theft, misuse or neglect. The equipment must not be left unattended and must be used in a responsible manner.

I have read and agree to the library's OP- equipment lending policy and agree to use the equipment in a responsible manner, consistent with the educational and informational purpose for which they are provided and not for any unauthorized, unethical, or illegal purposes.

Security

I understand and take complete responsibility for its safety and use. I am responsible for any damage or loss to the equipment that results from accident, theft, misuse or neglect.

I agree to indemnify and hold the Collingwood Public Library and its employees, officers, and agents, harmless from and against all liabilities, claims, actions, proceedings, damages, losses, costs and expenses, including attorneys' fees, for all injuries or death of any person, or damage to any property occurring or arising from or connected with, directly or indirectly, my possession, use, and return of the Equipment.

I will not tamper in any way with the equipment (hardware or software). I am responsible for saving any work I wish to preserve to my own external memory source. Personal software may not be loaded on to equipment.

Fees

I agree to return the Equipment, or have my child return the equipment, in the same condition as when borrowed and to reimburse the Library for all costs associated with damage to this Equipment; and I agree to pay replacement costs should the equipment be lost or stolen. I have reviewed and understand the replacement costs outlined on page 2 of this Beyond Books Loan Agreement.



By signing this document, I acknowledge that I am legally bound to adhere to all parts of it.

Borrower's signature _____ Date _____

Terms of Use

I understand that the equipment is an initiative by the New Horizons for seniors programming to assist with technology training and digital literacy and is ideal for patrons who do not have access to high speed or consistent Internet.

Fees

I accept full financial responsibility for the equipment and agree to pay all costs associated with damage to or loss of the device and/or the accessories while checked out to me. (Replacement cost is \$300 for a lost or damaged device; \$50 for a lost or damaged cord or carrying case; and a \$7 processing fee in addition to the replacement cost.)

Your signature indicates your agreement to the following above and that the equipment is in working order at the time of check out. NOTE: Borrowers under 18, this agreement must be signed by a parent/legal guardian.

Borrower's signature _____ Date _____

For Library Staff Use Only

Library Card # 20075000 _____ Hotspot # _____ Due _____

CHECK-OUT

Staff: Please check off to indicate that all pieces of equipment are present at time of check-out.

___ Hotspot ___ Charging cable ___ Charging block ___ Carrying case ___ Staff Initials

CHECK-IN

Staff: Please check off to indicate that all pieces of equipment are present at time of check-in.

___ Hotspot ___ Charging cable ___ Charging block ___ Carrying case ___ Staff Initials



Appendix C

SERVICE CHARGES

A list of services, materials and the associated charges are as follows:

Printing:	Black and white	\$0.15 per page
	Black and white	\$0.30 per page double sided
	Coloured	\$0.50 per page
	Coloured	\$1.00 per page double sided
Photocopying:	Black and white	\$0.15 per page
	Black and white	\$0.30 per page double sided
	Coloured	\$0.50 per page
	Coloured	\$1.00 per page double sided
Sending Faxes:	Within Canada \$2.00 for the first page \$1.00 for each additional, plus HST	
Receiving Faxes:	As reply to a fax \$0.15	