

Georgina Public Library Board Policy Manual

Policy Title: Public Access to Computers and Internet Services

Intent

The primary function of Georgina Public Library (GPL) is to provide access to information within or outside our Library system. Basic to the Library's goal is the "Statement of the Intellectual Rights of the Individual" adopted by the Ontario Library Association (1985). Computer hardware, software, and internet access enables the Library to connect customers to ideas, information, and commentary from around the World and to offer access to valuable local, national, and international resources. The Library provides free, unfiltered high-speed internet access on public computers, WiFi access, and mobile internet hotspots as an extension of information services.

The purpose of this Policy is to set out the terms and conditions for public computing at the Library, and to ensure that internet use conforms with all applicable laws and the Library is maintained as a welcoming and supportive environment free from discrimination and harassment.

Regulations

1. A valid Georgina Public Library card is required; out-of-town visitors may request a guest pass.
2. Computer sessions are one half-hour long, with the option to extend if demand allows.
3. Mobile internet hotspots may be borrowed for 21 days, with the option of 2 renewals if there are no holds on the hotspot. Hotspots may be borrowed by GPL cardholders at least 16 years of age, in good standing. Short term, institutional, and online memberships are not eligible to borrow hotspots.
4. Specific software, hardware, and technology resources may vary from branch to branch.
5. Access to internet service provided by the Library is offered on a first-come, first-served basis and may be subject to time limits. Technology quality and speed may vary by location.
6. While every effort is made to have technology resources available for customer use, the Library may at times reserve technology resources for specific programs, services or upgrades and repairs.
7. Not all sources on the internet provide accurate, complete, or current information. It is the user's responsibility to assess the validity of the information found.

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8. The Library does not monitor or have any control over or responsibility for the content of the information accessed remotely through the internet.
9. The Library does not apply content filtering on public computers or WiFi. In alignment with the principles of intellectual freedom, users have unrestricted access to the internet. Parents/guardians are encouraged to supervise their children's use of the internet and library technology resources.
10. Library staff have no obligation to assist in the accessing of illegal/offensive materials and disclaims all responsibility for material accessed by patrons.
11. Public internet activity must comply with Canada's Anti-Spam Legislation.
12. Parents /guardians are responsible for supervising their children's use of the internet and technology resources and are encouraged to be active partners in their online exploration. The Library does not act in place of a parent or guardian in monitoring access.
13. Children under 10 years of age must be accompanied by a parent or guardian when using the Library computers.
14. Children under 16 years of age must have a permission form signed by their parent/guardian on file before being allowed unsupervised access to internet computers. Permission will be noted on minor patron records by the designation of "juvenile+" for children up to age 12, or "teen", for children ages 13 to 15. Parents have the right to rescind computer access for their children under the age of 16, or to ask that their child aged 13-15 remain as a "juvenile+" until the age of 16.
15. Unsupervised access is open to all patrons 16 years of age and older. Patrons who are 16 or 17 years of age have a "teen" designation, changing to "adult" after their 18th birthday.
16. "Juvenile+" patrons have access to the children's computers only. "Teen" and "adult" patrons have access to the adult computers only.
17. Use of library cards is non-transferable. Failure to comply will result in blocked access.
18. Inappropriate use of the internet or failure to comply with Library policies and procedures will result in loss of computer privileges for up to 90 days, or permanently for repeat offenses. Library staff are the sole arbitrators of inappropriate use. Inappropriate use includes but is not limited to:
 - Spamming, phishing, or hacking
 - Uploading or distributing viruses or malicious code
 - Viewing or sharing illegal/offensive content, including pornography, hate speech, or discriminatory material
 - Using packet sniffers or hacking tools
 - Tampering with or bypassing security settings
 - Installing unauthorized software or hardware
 - Engaging in illegal downloading or copyright infringement

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19. Director/Managers/Supervisors have the authority to block access to computer/internet services in situations of abuse or disregard of policies.
20. **Privacy:** Library computers are public workstations; privacy cannot be guaranteed. Users are advised to log out and clear browsing data before ending their session. The Library uses software to collect anonymous usage data and may use remote access software for troubleshooting. No attempt is made to link accessed information to personal identities. Concerns about privacy can be directed to the CEO/Director or a Library Manager.
21. The Library disclaims 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. If a personal device must be accessed, be advised that it is at the patron's own risk.
22. **Copyright:** certain copying or distribution of material found on the internet may infringe on the copyright laws of Canada. The Library disclaims any liability or responsibility for such infringements by patrons. Users are solely responsible for ensuring that any downloaded, printed, or shared content complies with copyright laws. The Library accepts no liability for violations of copyright or intellectual property laws by patrons.
23. Patrons are responsible for any charges incurred on the internet, including printing.
24. Users should be aware that others might be able to view the information displayed on computer monitors, and that the internet is not secure and third parties may be able to obtain information about users' activities.
25. The Library assumes no responsibility for the security and privacy of transactions performed using computer hardware, software, and/or internet services.
26. The Library is not responsible for the privacy or security of confidential or sensitive information transmitted over the internet service.
27. The Library provides accessible computers with specialized hardware and software at our Keswick and Peter Gzowski (Sutton) Branches. These computers are intended for the use of patrons who require the accessibility features they provide. Patrons are not required to provide proof of their accessibility requirements. Accessible computers are booked in one-half (1/2) hour increments in accordance with regulation 2 (above).
28. Staff assistance is not available to troubleshoot technical personal laptop/device issues.

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29. Library WiFi is open access for all. This policy also applies to users connecting via personal laptops/devices, WiFi, ethernet, or mobile hotspots. Use of Library networks is at the user's risk.

Attachments:

Parental Computer Use Permission Form

POLICY HISTORY:	
Initial Draft	November 22, 2006
Draft Presentation Review	December 7, 2006
Board Presentation:	February 15, 2007
Board Adoption:	February 15, 2007
Board Review:	October 23, 2014; March 17, 2016; May 17, 2018; February 18, 2021; June 19, 2025