

VIKING MUNICIPAL LIBRARY
POLICY MANUAL
LIBRARY SERVICES

Prepared by: Sandra Nietfeld

Board Approved – November 2014

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13.0 INTERNET USE

The library will endeavour to provide Internet access to the public. The Internet, as an information resource, enables the Library to provide information beyond the limits of its own collection. This public access computer provides the opportunity to integrate electronic resources from information networks around the world with the Library's other resources. Recognizing that the Internet offers unrestricted and unlimited access to information, the Library makes no attempt to monitor, control, or restrict the content and type of material available therein.

The Internet is largely an unregulated medium and there is little international, federal, provincial or municipal control on its' users or content. While it offers a wealth of information that is personally, professionally and culturally enriching, it also enables access to some material that may be offensive, disturbing or illegal. The Library will not be held responsible for content of web sites accessed by the public. Not all Internet information sources provide accurate, complete or current information. Patrons need to be careful information consumers and question the validity of the information received.

Only parents or guardians may restrict the access of their own children to Internet resources. Parents are requested to supervise their children's use of the public access computers and the Internet. Unsupervised children who appear to be unable to use the computers or access the Internet without supervision will be asked to stop using the equipment.

All public access computers, the Internet and the other electronic resources provided by the Library are available equally to all library patrons and the public. Access will be made available on a first come first served basis, or by appointment.

Library staff cannot provide in-depth training on the Internet, computer hardware or software use or computer jargon.

Use of the public access computers is at the sole risk of patrons. The Library will not be responsible for damage to a patron's disc, CD, DVD, USB key or computer, or for any loss of data, damage or liability that may occur from a patron's use of these computers, whether from computer virus infection, or otherwise.

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- 13.1 Registration or sign-in is required prior to each use of the computers, providing your correct name. The Internet terminal may be reserved for two hours per session, this includes time required for downloading of files (if permitted). There shall be no downloading of copyright information.
 - 13.1.1 Time slots may be extended if there is not a previous booking and if the terminal is not in demand by another person.
 - 13.1.2 Booked appointments will only be held 10 minutes
 - 13.1.3 A log book will be maintained by staff to indicate level of use and to register when service was in use.
- 13.2 Library personnel can request proof of age. Access can be denied in the absence of the requested proof of age. Children under 10 **must** be accompanied by a parent or guardian. Children under 14 are required to complete an “Annual Parental Permission Form”, which must be signed by a parent or legal guardian before they are allowed access to the Internet.
- 13.3 Only two people are allowed a computer terminal at any one time.
- 13.4 Formatted CDs for saving files may be purchased from the Library. Nothing, is to be downloaded directly to the hard drive in the Library Computer. This will minimize the potential for the introduction of computer viruses to the public access computers.
- 13.5 Access to news groups is not supported.
- 13.6 To use the Internet terminal patrons must be familiar with operating and accessing the Internet. Library personnel may not be available to assist patrons with the Internet. Patrons must have basic computer skills which should include the use of a mouse and familiarity with the windows program.
- 13.7 The Library, and its staff, cannot control the availability of access to the Internet or to a specific information site a patron may wish to visit. There are various reasons for this:
 - a) The system may be out of service
 - b) Information sites change rapidly and unpredictably or is restricted to authorized individuals
 - c) The Library’s public access computers are temporarily out of service due to technical difficulties
 - d) There are too many visitors to an Internet information site and the host computer has temporarily closed or limited access to the site.
 - e) The host computer for the information site has changed its address or closed down

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- 13.8 Misuse and/or abuse of the terminal, Internet access, and/or the rules governing Internet access will result in suspension of Internet Access privileges.
- 13.9 **WARNING** The public access computers use virus-protection software, but this will not completely protect patrons from obtaining a virus from files downloaded on these computers.
- 13.10 Printing:
Printing is allowed only with library staff permission. Cost of printing is \$0.10 per page.
- 13.11 There will be no compensation for lost time due to transmission and/or other Internet related problems. Lost time will only be compensated in case of power outage.
- 13.12 All patrons, not just registered borrowers, are eligible to use the Internet service.
- 13.13 Charges:
 - 13.13.1 In support of the Alberta Public Libraries Act there will be no charge for access to available information on the Internet
 - 13.13.2 The library will not fund “pay for information” services (ie. TSE listings)
- 13.14 Wireless Hotspot Connection:
 - 13.14.1 Because wireless connections have a limited broadcast range and many factors can cause connection interference (both physical structures and electronic signals), the Library is not liable for any loss of connection and the resulting loss of data being transmitted.
 - 13.14.2 Through the Wireless Hotspot Connection, the Library is providing access through an unfiltered, unsecured wireless internet connection, without access to services available on the public wired network (e.g. Printing, Scanning, etc.)
 - 13.14.3 Wireless connections may be less secure than wired connections and can be intercepted. The Library is not liable for any loss suffered from data interception. The Library assumes no responsibility for the safety of User equipment.
 - 13.14.4 When accessing the Wireless Hotspot Connection, the user is agreeing to the terms and conditions of the Viking Municipal Library’s Internet Use Policy. This outlines acceptable behaviour and resulting loss of privileges.