

## AD: PBA - Public Access Computers/Internet Access

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### **POLICY:**

#### **BACKGROUND**

In response to advances in technology and the changing needs of the community, the Lac La Biche County Library Board has established public computers providing access to the Internet and other electronic resources.

The Internet, as an information resource, enables the library to provide information beyond the limits of its own collection. These public access computers provide the opportunity to integrate electronic resources from information networks around the world with the Library's other resources.

#### **ACCESS POLICY**

1. The Internet is largely an unregulated medium and there is little international, federal, provincial, or municipal control of 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.
2. The Library does not monitor and has no control over the information accessed through the Internet and is not responsible for its content. Patrons are responsible for the Internet sites they reach and the information they access. Parents or guardians, not the Library or its staff, are responsible for the Internet sites and information accessed by their children.
3. All public access computers, the Internet and the other electronic resources provided by the Library are available equally to all library patrons. Only parents or guardians may restrict the access of their own children to these resources, subject to the guidelines related to length of time of usage.
4. The Library, and its staff, cannot control the availability of access to the Internet or to specific information sites. The capacity of the Library's Internet provider is limited, and access is not available at all times. As well, information sites change rapidly and unpredictably. Finally, 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.
5. Library staff, assigned to other library duties, cannot provide in-depth training on the Internet, computer hardware or software use or computer jargon during regular hours of operation. The first priority of the staff on duty is to the regular circulation duties in the Library. Trained Internet volunteers may be available for the assistance of the Internet user. However, if time and job commitments allow, staff can assist patrons in accessing the Internet, offer searching suggestions, and answer questions. The Library will provide materials to assist the patron while searching on the Internet



6. Use of the public access computers is at the sole risk of patrons. The Library will not be responsible for damage to a library member's USB, computer and/or laptop, smart device, 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.

#### ACCESS PROCEDURES

Computer and internet access procedures are administered by Library Staff and are included in the procedure manual.



### **GUIDELINES AND PROCEDURES**

1. The public access computers will normally be available during regular Library hours.
2. Use of the public access computers will be on an appointment basis. If there is no booking, computers will be available on a 'first come - first served' system. You must sign-in prior to using any of the computers, providing your correct name. Appointments may be made in advance, either in person or by telephone during regular Library hours.
3. Users of the public access computers are not allowed to go in Internet sites that promote hatred; display pornographic material or access inappropriate Internet sites. Access to computer management files is also strictly forbidden. Users that enter these sites or files will be asked to leave the computer station.
4. Further to point "3", misuse of the public access computers will result in the loss of computer access for thirty days. Subsequent events of computer misuse will result in the loss of computer privileges for one year.
5. In addition, any child under the age of 13 years must be supervised by an adult or have permission from the staff member in charge to be without adult supervision when using the internet.
6. Management of patron computer usage will be handled by library staff.
  - a) Time will be allotted in 1 (one) hour periods.
  - b) 25% of the computer stations will be designated as express stations with a time limit of 15 minutes.
  - c) Requests to download files must be made to staff and may be permitted. There shall be no downloading of copyright information.
  - d) At the end of a one-hour slot, a patron may sign-in for an additional time if no one has booked that time slot.
  - e) After two hours of computer use, a patron must leave the computer station if the computer is needed.
  - f) Requests for time extensions for academic/research purposes will be accommodated if possible.
  - g) Latecomers forfeit the portion of their reserved time slot already used and after ten minutes, another patron may be assigned that slot.
  - h) When there is more than one person at a computer at a time, the time slot applies to all users.
  - i) Headsets must be used if the computer session involves the use of sound. The library does not provide headsets due to sanitary reasons.
7. Personal software programs or unapproved computer hardware may not be used on the public access computers in order to prevent the spread of viruses.
8. The Library provides a printer for print usage and up to \$2.00 worth of copying will be provided when used for education or job-hunting purposes. Thereafter applicable charges will apply. Regular copying rates apply for non-academic purposes. Printing rates are posted in the library.



9. Access to the internet and some information sites may not always be available for the following reasons:
  - a) The Library's internet service provider lines are all busy or the system is otherwise out of service
  - b) The Library's public access computers are temporarily out of service due to technical difficulties
  - c) There are too many visitors to an internet information site and the host computer has temporarily closed or limited site access
  - d) The host computer for the information site has changes its address or closed down
  - e) Access to the information site is restricted to authorized individuals only.
10. Users of the internet terminal should be familiar with operating and accessing the Internet. Users must have basic computer skills which include the use of a mouse and familiarity with the Windows program.
11. If possible, trained Library Staff may be available to help you access the Internet.
12. Parents are requested to supervise their children's use of the public access computers and the internet. Children under the age of six years must be directly supervised by an authorized individual twelve years or older when they are using computers. ♦

