

Mississauga Library Board Governance Policies

Policy Type:	Library Services	Policy Number:	LS-03
Policy Title:	Terms of Use For Library Public Internet Services	Initial Policy Approval Date:	November 16, 2022
		Last Review/Revision Date:	November 16, 2022
		Year of Next Review:	November 2024

Section 1: Policy Statement

The Mississauga Public Library Board enacts the following Policy according to the *Public Libraries Act, R.S.O. 1990, c. P.44*.

The Director, Library is responsible for the administration of this policy and may develop required operational procedures for the library under this policy.

Section 2: Purpose

The Mississauga Library System (the Library) provides library services to meet the life-long informational, educational, cultural and recreational needs of all Mississauga citizens. In support of this purpose, the Library provides public internet services to users of all ages. Library public internet services includes access to the internet through Wireless Mississauga at library locations, the use of library public computers, and Chromebooks and laptops available to use at the Library. Customers can also borrow Chromebooks and Wireless Hotspots for use outside the library.

The Library requires that customers using these services respect these Terms of Use guidelines and accept them prior to borrowing or logging into Library devices.

The Library invites customers to make use of the Internet and our public computers, subject to the following responsibilities:

Section 3: Responsibilities of Customers Using Library Public Internet Services

- Library Internet workstations are located in a public environment shared by customers of all ages. Customers should be considerate about what they are viewing in a public space.
- Customers using internet services in a public space should respect the privacy of others by refraining from observing or commenting on what is being viewed by other users.
- Internet users will be respectful of others and their behaviour should not be disruptive or threatening.
- Internet users are responsible for the sites they select. Customers cannot access illegal materials or violate copyright laws on public computers, Chromebooks or on devices accessed through Library Hotspots or Wireless Mississauga. Customers who violate provincial and federal laws are responsible for their own actions and could be subject to legal action by relevant authorities.
- Children are entitled to access all information and facilities in the Library. As with other library materials, the library supports the right and responsibility of parents or legal guardians to determine and monitor their children's use of the Internet, library materials and resources.
- Customers will not alter Library hardware or software in any way. Altering includes damaging equipment, interfering with network integrity or security, changing workstation configurations and downloading or installing software.
- Customers will ensure that they are not acting maliciously towards others using Library provided Internet Services including but not limited to:

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- Sending spam or threatening emails to others
- Participating in any hacking activity to gain access or spread malicious code including such things as viruses, worms etc.
- Attempting to access files, passwords, or data belonging to other users.
- Customers will respect the borrowing and usage rules provided by staff for use in the branch and at home. Customers may be asked to discontinue use of these services one time or for an extended period of time if they aren't following the guidelines

Section 4: Internet Content

Customers are encouraged to evaluate the information they locate on the Internet for its reliability and accuracy, and be careful about how they use it. Some information found on the Internet may not be accurate, complete, or current. The Library is not responsible or liable for the content or quality of material retrieved and the actions and decisions customers make as a result of this information.

Section 5: Privacy

Customers should be careful about the types of activities that they participate in on public networks and/or on public computers. It is important to note that the Internet and any device connected to it is not a secure medium and third parties may be able to access and/or obtain information about the user and their activities. The Library assumes no responsibility or liability for the security or privacy of online communications or transactions.

The City, as the owner of Wireless Mississauga, does not monitor individual internet usage, except in cases where we are compelled by law to do so. The City may, however, monitor the overall system usage for the purposes of ensuring network performance, measuring resource usage or for the purposes of maintaining security.

Section 6: Internet Filtering

Public networks may have content filters applied in order to promote safe and private use of the Internet. As filters are not 100% effective, customers should be aware that the Library is not responsible or liable for content that may or may not be blocked by the content filters.

Section 7: Compliance with Laws

Customers using public internet are subject to federal, provincial and municipal laws including the Criminal Code regarding obscenity, child pornography, incitement of hate and sedition. Customers must also ensure when copying or distributing material found on the Internet that they do not violate copyright or other intellectual property rights. The Library is not responsible or liable for such activities. Use of Library workstations, Chromebooks, Wireless Mississauga or Hotspots for illegal or unethical purposes is not permitted and may result in civil and/or criminal prosecution. Customers using Library Public Internet Access Services agree to comply with all laws and regulations applicable to their library use including but not limited to, the laws already referred to in this paragraph and all confidentiality, privacy and security laws.

Section 8: Library Not Liable

Customers assume personal liability for any damages, direct or indirect, arising from any access to or use of the library computers and Internet.

The Library provides Internet access as a privilege. The Library reserves the right to terminate a public internet session or access to computers at any time if the access does not follow its rules and regulations. Misuse of the Internet may result in any or all of the following: expulsion from the Library, loss of library privileges, or civil and/or criminal prosecution.