

Policy Type:	Library Services	Policy Number:	LS-03
Policy Title:	Terms of Use For Library Public Computing & Internet Services	Initial Policy Approval Date:	
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		Year of Next Review:	2028

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. This policy applies to all Library-provided public internet services, networks, devices, and technology-enabled resources used by the public. The Library supports the rights to intellectual freedom, under the constitution and the law in Canada. Endorsements of applicable position statements can be found in the Collection Policy.

Section 2: Purpose

The Mississauga Library System (the Library) provides library services to meet the lifelong informational, educational, cultural, and recreational needs of all Mississauga residents. In support of this purpose, the Library provides public internet services to users of all ages that support digital inclusion, equitable access, and safe participation in online environments.

Library public internet services include access to the internet through the Wireless Mississauga network, the use of public computers, and loanable devices including portable computing devices and other loanable technology. Customers can also borrow loanable devices for use inside or outside the library.

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

Section 3: Responsibilities of Customers Using Library Public Internet Services

The Library invites customers to make use of the Internet and our public computers and loanable devices, subject to the following responsibilities. Customers may be asked to

discontinue use of these services temporarily or permanently if they are not following the guidelines.

- Library public computers are located in a public environment shared by customers of all ages. Customers must be considerate about what they are viewing in a public space and ensure that onscreen content remains appropriate for a shared public setting whether they are using personal or library provided devices.
- Customers using internet services in a public space must respect the privacy of others by refraining from observing or commenting on what is being viewed by other users.
- Customers must be respectful of others, and their behaviour must not be harassing, discriminatory, threatening, or disruptive.
- Customers using Internet services are responsible for the sites and services they select. Customers cannot access illegal materials or violate copyright laws on public computers, loanable technology, or on devices accessed through Library Hotspots or Wireless Mississauga. Customers who violate applicable laws are responsible for their own actions and could be subject to legal action by relevant authorities. Any unauthorized use of copyrighted materials to train generative artificial intelligence (AI) technology is expressly prohibited.
- 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 monitor their children's use of the Internet, library materials, resources, and devices.
- Customers must not alter Library hardware or software in any way. Altering includes damaging equipment, interfering with network integrity or security, changing device or software configurations, downloading or installing software, or unplugging library equipment. Connecting personal storage devices that contain malware or that compromise Library systems is not permitted.
- Customers must ensure that they are not acting maliciously towards others using Library provided Internet Services including but not limited to:
 - Sending spam or threatening emails to others or impersonating others.
 - Participating in any hacking activity to gain access or spread malicious code, including viruses and worms.
 - Attempting to access files, passwords, or data belonging to other users.
 - Creating or distributing deceptive digital content, including AI-generated deepfakes.
- Customers must respect the borrowing and usage rules provided by staff for use inside or outside of the library.

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.

Customers should be aware of misinformation, disinformation, fraudulent websites, scams, and misleading AI-generated content, and are encouraged to use digital literacy supports offered by the Library.

The Library provides access to emerging technologies, including artificial intelligence (AI) tools, to support learning, creativity, and innovation, and expects customers to use these technologies responsibly, ethically, and in compliance with all applicable laws and Library policies. Customers are responsible for understanding the limitations, risks, and ethical considerations associated with AI-generated content and for ensuring that their use of such technologies does not cause harm to others or the Library.

Section 5: Privacy

Customers should be careful about the types of activities that they participate in on public networks and/or on public computers. The Internet and all connected devices should be considered insecure, 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 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 all applicable federal, provincial, and municipal laws. This includes, but is not limited to, laws related to cybercrime, unauthorized access, online harassment, fraud, identity theft, copyright and other intellectual property rights, and 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, Wireless Mississauga, or loanable technology 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 services or the Internet. Customers are welcome to seek assistance from Library Staff, but The Library is not responsible for any damages to personal equipment or data as a result of staff assistance.

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.

Section 9: Safe Use of Library Loanable Technology

Customers using or borrowing Library loanable technology are responsible for the reasonable care, safe handling, and timely return of all devices and accessories, including any peripherals such as chargers, cables, carrying cases, and hotspot components. Devices are routinely reset and data wiped between uses; however, customers are responsible for backing up and removing their personal information before returning equipment. Customers using or borrowing Library loanable technology are subject to the same terms of use as with using other Library public Internet services.

Section 10: Accessibility and Inclusive Use

The Library is committed to providing equitable and inclusive access to public internet services in accordance with the *Accessibility for Ontarians with Disabilities Act (AODA)* and other applicable legislation. Adaptive and assistive technologies may be available at Library locations to support accessible use of computers, devices, and digital resources. Customers may request assistance from Library staff for additional accessibility features. Policy documents and key information related to public internet services will be made available in accessible formats upon request.