



PROVINCIAL INFORMATION & LIBRARY RESOURCES BOARD
PROVINCIAL ADMINISTRATION DIVISION

POLICY

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Approved by: <i>Calvin Taylor</i>	Date Issued: June 7, 2002 (April 1, 2005) (April 1, 2006) (January 2, 2008)	File:U:\GovernancePolicies\IT\Internet and Computer TechnologyPolicy .wpd

Background:

The Provincial Information and Library Resources Board provides public access to computer technology at all 96 of its sites. Clear guidelines are required to properly manage this resource thus ensuring optimum benefit to the people of Newfoundland and Labrador.

Policy:

Public access computers are available for use by the general public at all public library locations throughout the province. Additionally, printing services, scanning services and equipment rentals are available at selected sites. In order to ensure effective use and maintenance of these services, they shall be provided, operated, maintained, and supported in accordance with the attached Internet and Computer Technology Guidelines.

Provincial Information and Library Resources Board Internet and Computer Technology Guidelines

1.0 General

The Provincial Information and Library Resources Board (PILRB) has developed the Internet and Computer Technology Policy and Guidelines to govern the use of public access computers and related technologies, which are made available to the general public of Newfoundland and Labrador through the Board's 96 Public Libraries located throughout the Province. Additional services and equipment rentals are available at selected sites.

The guidelines contained in this document are an integral part of the Internet and Computer Technology Policy. All patrons of the Provincial Libraries Board are requested to become familiar with these guidelines and follow them in the day to day use of public access computers and related technologies.

2.0 Before you can use the Computer Technology

The following are initial requirements for any member of the general public who wishes to use the public computer systems of the Provincial Information and Library Resources Board:

- S You must sign the schedule before using the computer. Signing the schedule constitutes your agreement to adhere to the PILRB Internet and Computer Technology Guidelines. Violation of these guidelines could result in Internet privileges being suspended or revoked in accordance with the Removal of Internal Library Privileges Policy.
- S You must display a valid library card and be a member in good standing with no outstanding fees. Tourists and out of province visitors may be granted access to computers provided a valid piece of identification is on file (e.g. drivers licence, social insurance/security number, other picture I.D., etc.)
- S All appropriate disclaimers are agreed to and signed by adults. In the case of youths, a parental disclaimer form is to be signed by an adult parent or guardian.
- S You must provide basic statistical information as required by each library site.
- S The Provincial Information and Library Resources Board assumes no responsibility for any damages, direct or indirect, arising from use of any WWW Server or from its connections to other Internet Service Providers.
- S Whereas software downloaded from the Internet may contain a virus, the library assumes

no responsibility for virus infected files which are transferred to a patron's storage media.

- S The Provincial Information and Library Resources Board assumes no liability for any loss or damage to the user's data or for any damage or injury arising from invasion of privacy in the user's computer accounts, programs, or files.
- S Library staff reserves the right to terminate a patron's session and/or remove computer and library privileges in cases where patrons refuse to adhere to these guidelines. This will be done in accordance with the Removal of Internal Library Privileges Policy.
- S Library staff may adopt additional restrictions not listed in these guidelines with approval of the local library board and the Divisional Manager in consultation with PILRB Headquarters.

2.1 Time Limits and Pre-bookings

In using public computers, there is a time limit of 30 minutes. However, additional time can be allotted under the following conditions:

- S There is no one waiting to access the computers
- S You are registered for a Distance Education Course(s)
- S You are participating in a PILRB-approved project, in which case, a special booking may be required.
- S You have a need for, and are using, the special features of an adaptive technology equipped workstation.

Pre booking for each upcoming week begins on Saturdays.

- S If you have not arrived ten minutes after your scheduled booking, the computer will be made available to other patrons.
- S Schools or other educational institutions can pre-book blocks of time during the day.

3.0 Guidelines for Use of the Internet

3.1 General

The current Internet connection may slow down as users access large graphics or files. If you experience a speed problem and do not require graphics, you can turn off the graphics to speed up your search as explained in the World Wide Web Users Guide.

Not all sources on the Internet provide accurate, complete or current information.

- S Users are advised to be good information consumers, questioning the validity of the information.
- S The Internet and its available resources may contain material of a controversial nature.
- S Patrons are reminded that information given out over the Internet is not secure and may be subject to interception by third parties.
- S Patrons are also reminded that some information on the Internet may be illegal. Other information may be offensive to some, but not illegal. Industry Canada has published a document called "Illegal and Offensive Content on the Internet". This document is available for review at your local public library.

Libraries are public buildings. Please do not display, text or graphics which may reasonably be construed as offensive to the public. Upon receipt of a complaint from a patron or library staff person, library staff shall ask the patron to exit the Internet Site. If the patron refuses to comply, some or all of his/her internet privileges may be suspended in accordance with the Removal of Internal Library Privileges Policy.

3.2 Internet Content

The Internet may contain material that is inappropriate for viewing by children. The library staff is not in a position to monitor and supervise children's use of the Internet. As with other library materials, a child's access to the Internet is the responsibility of the parent/legal guardian in accordance with the requirements of the Parental Consent Form contained in **Attachment 1**. This form is also available at all library locations.

A software mechanism has been installed to help prevent access to certain sites considered to be of an adult nature. However, given the extent of the Internet, no software mechanism is fail-safe and the Provincial Information and Library Resources Board will not be held responsible for children's access to information or graphics through computers at the library. Sites which are blocked can be accessed under the conditions that the patron is over 19 and can provide proof of age when requested by staff. A patron who is under age 19 and wishes to access sites which are normally blocked must provide the appropriately completed form signed by a parent or legal guardian. In all such cases, the PILRB reserves the right to refuse such requests if the rights and privileges of other patrons are compromised.

3.3 Browsers

Internet Explorer software, with a variety of plugins is provided as the Internet World Wide Web browser.

- S You will be able to view the Internet in full graphics, use telnet and the browsers' File Transfer Protocol (FTP)
- S You will not, however, have access to newsgroups
- S Configuring the browsers for email is not permitted. The PILRB does not provide public E-mail accounts
- S You are not permitted to change, alter, or edit "Preferences" in the browsers.
- S The library does not provide public Email or access to Usenet News. Staff can assist you with information on getting access to Email.

3.4 Responsibilities of Patrons

Patrons are responsible for their own activities while online and must respect intellectual property, privacy and copyright laws.

- S Library computers may be used only for legal purposes.
- S Patrons committing illegal activities will be dealt with in an appropriate manner, such as loss of privileges, legal and cost-recovery action.
- S Patrons using library computers to commit illegal acts may also be subject to prosecution by provincial or federal authorities.
- S Patrons may not use personal software on library computers.
- S Patrons may not attach computer equipment or peripherals to the library's computers or network. Some additional equipment and peripherals have been installed in key areas by PILRB staff to facilitate specialized projects and provide additional services.
- S Patrons must follow proper etiquette to protect the rights and privacy of the other patrons who will also be using library services. Proper etiquette includes several important requirements as outlined in **Attachement 2**. These requirements are also posted at all library sites.

3.5 The Librarian's Role

Please note that library staff will, as time permits, assist patrons with basic equipment functionality; basic training in the use of desktop software; and basic training in the use of the Internet. However, for more detailed instruction, there are circulating books and reference books available in many libraries as well as manuals and on-line help in virtually all libraries to assist computer users.

4.0 Downloading and Printing

Downloading and printing are permitted at a cost per diskette and/or CD\R. More information and instructions can be found in the World Wide Web Users Guide. To this end the following should be noted:

- S Please avoid downloading large documents or files during peak library hours.
- S Patrons are not permitted to access the data storage devices, but files saved to the computer can be transferred to the appropriate media by staff.
- S Patrons can bring in personal storage media in good physical condition. ALL media must be given to staff for the transfer of files to or from public workstations. If staff consider the media provided by the patron to be in poor physical condition, or if the virus software detects a virus on the storage media, it will not be used.
- S Alternatively, new storage media can be purchased at the library desk.
- S Only library staff are permitted to transfer files onto media.
- S Library staff will not be held responsible for any damage or loss of information on storage media belonging to a member of the public.

5.0 Service Charges

Each public library provides a variety of programs and services which may vary from site to site. Although services such as lending of books are provided without charge, there are several services and materials for which a fee shall be charged. A list of the services and the associated charges are contained in **Attachment 3** and shall also be posted in all public libraries.

6.0 Computer and Peripheral Guidelines

Guidelines for the use of specialized equipment and peripherals are as follows:

6.1 Scanner

Where available, scanners are attached to public computers in the library. The following guidelines apply:

- S All patrons who wish to use the scanner for the first time must be given a short training session on the operation of the scanner.
- S If the staff member feels that the patron will not be able to use the scanner properly,

additional training may be provided at the discretion of library staff.

- S Patrons are to be informed that if they need help in the operation of the scanner, they should ask a staff member for help.
- S Patrons must be informed that any copyrighted material is not permitted to be scanned unless they have written permission from the author or publisher.
- S Scanner glass surface should be checked for dirt and finger prints. Should any dirt or finger prints be found on the scanner surface, library staff should be consulted who will clean the unit with a soft cloth and an appropriate amount of glass cleaning product.
- S Any apparent damage or technical trouble with the scanners must be reported to library staff who will then take appropriate action.
- S If patrons have problems operating the scanner, they should first consult the library staff. If he/she is unable to solve the problem, training documentation and/or the IT help desk will be consulted as appropriate.

6.2 Digital Camera

Some libraries are equipped with digital cameras. These units are available for borrowing by patrons under the following conditions:

- S The digital camera can be used by adult patrons in the library only if a separate room can be provided to preserve the privacy of other patrons.
- S The digital camera can be signed out for external use by an adult patron under the following conditions:
 - The patron is over 18 years of age
 - Holds a valid library card with no outstanding fees
 - Has valid photo ID with name, address and age
 - The patron must fill out and sign a sign-out agreement
 - A charge will apply in accordance with **Attachment 3** of these guidelines.
 - Maximum sign-out period is three days.
- S The patron must be shown how to correctly operate the camera by a staff member.
- S The patron must be informed that they are responsible for any missing parts and/or damage to the camera.
- S The patron must read, understand, agree to, and sign a contract before they may leave with the camera. Section 7 of this document contains the sign out agreement contract which will be used for this purpose.

6.3 Videoconferencing

Videoconferencing capability is available in some libraries on an experimental basis and is provided as part of a specific project. Patrons wishing to avail of videoconferencing capability must be a contributing member of a PILRB-approved project.

6.4 Training Labs

The Provincial Information and Library Resources Board provides computer technology training to the public of Newfoundland and Labrador. This is accomplished by the use of laptop training lab technology. Although not available for rent by the general public, the PILRB does rent the labs to private businesses and non-profit organizations depending on availability of the labs.

7.0 PILRB Equipment Loan Contract

DESCRIPTION OF EQUIPMENT

Name of Equipment: _____

Manufacturer's Name: _____

Serial Number: _____

Asset Number: _____

On Loan From (Library): _____

On Loan for Time Period: _____ to _____

Name of Borrower: _____

Library Card Number: _____

Picture ID: _____

AGREEMENT

It is agreed, as borrower of the above named equipment, that I take full responsibility for it while in my possession. Should the equipment be lost or stolen, I agree to take full financial responsibility to replace it with equipment of equal quality as approved by PILRB. I also agree to assume responsibility for the costs of repairs to equipment which is damaged or becomes inoperable, due to misuse, while in my possession. The repairs are to be carried out by PILRB or its designate. Further, it is understood that the equipment will be checked in by _____ (Librarian/Library Technician) and must be in perfect working order. Otherwise it will be my responsibility to cover the costs of the needed repair. I agree (upon return), to remain with the equipment until it is confirmed to be in proper working condition.

NAME: _____

ADDRESS: _____

PHONE NUMBER: _____

SIGNATURE: _____

Equipment charge per day (payable upon receipt of equipment)

Digital Camera \$5.00 \$10.00 weekend rate

Maximum sign out period is three days.

Attachment 1



PROVINCIAL INFORMATION & LIBRARY RESOURCES BOARD
48 St. Georges Ave, Stephenville, Newfoundland & Labrador, A2N 1K9

Internet Disclaimer and Release

The Internet and its available resources may contain material of a controversial nature. It is not the policy of the Provincial Information & Library Resources Board to censor access to material, although a software mechanism has been installed to prevent access to certain sites for the protection of minors.

These sites can be accessed under the following conditions: the patron is over 19 and can provide proof of age when requested by staff; or if a patron is under age 19 but has provided the appropriate completed form signed by a parent or legal guardian.

The parent or guardian must either sign the form in the library or one piece of identification with the signature of the appropriate parent or guardian must be submitted with the signed form. Parents or guardians may wish to permit children to access sites temporarily and this can be arranged by completing the appropriate section of the form. Library staff however, cannot control the availability of information links which often change rapidly and unpredictably. Parents of minor children must assume responsibility for their children's use of the Internet through the library's connection. Parents are encouraged to read and discuss safe use of Internet with their children. Some sources are available online are:

<http://www.ala.org/parents/greatsites/safe.html> from the American Library Association
<http://www.safekids.com/> from National Center for Missing and Exploited Children

PARENTS NAME (Please Print) _____

MINOR'S NAME (Please Print) _____

ADDRESS _____

CITY/TOWN _____ PHONE NUMBER _____

I hereby grant permission that _____ can have access to the full Internet, presently under controlled access. This access is to: (please check one option)

Permanent Access Temporary Access

Dates of Temporary Access: _____

The permission granted relieves the Provincial Information and Library Resources Board and its employees from any and all liability by the above noted minor. The Library reserves the right to telephone and verify that a parental signature have been given.

PARENT / GUARDIAN SIGNATURE _____ DATE _____

Attachment 2 Computer Etiquette

In the use of public library computers and other library services, patrons are required to adhere to proper etiquette in order to protect the rights and privacy of others. The required etiquette for patrons who use public library technology consists of the following:

- Patrons must be mindful at all times that other patrons are using library services.
- Excessive noise and other disruptive activities are not permitted.
- Patrons are to take proper care of the equipment they are using.
- Computers are intended to be used by one patron at a time. Several patrons at one computer terminal is not permitted.
- Public library computers may be used for a variety of activities. While most activities are permitted, patrons are reminded that not all activities are seen as appropriate for all patrons. If the use of a computer is seen as inappropriate or offensive, the patron using the computer will be asked to discontinue the activity.
- The PILRB currently blocks Internet content which may be considered offensive. Additionally, the PILRB may chose to block access to various games and other internet services if the use of such services is disruptive to others.
- Patrons are to avoid using the computers for illegal purposes.

NOTE:

This notice must be posted at each computer work station.

Attachment 3 Service Charges

A list of the services and materials and the associated charges are as follows:

- Printing:
 - Color \$ 1.25 per page
 - B/W \$ 0.15 per page

- Digital Cameras:
 - \$ 5.00 per day
 - \$10.00 for a weekend rate (3days)

- Meeting Rooms:
 - \$10.00 per hour plus HST

- Photocopying:
 - This is at the discretion of local boards. The following is recommended:
 - \$0.15 per page single sided
 - \$0.20 per page double sided

- Training Labs:
 - \$100.00 per day \$300.00 per week
 - \$10.00 per day or \$30.00 per week per laptop

- Sending Faxes:
 - Within Canada \$2.00 for the first page \$1.00 for each additional
 - Outside Canada \$3.00 for the first page \$1.00 for each additional

- Receiving Faxes:
 - As reply to a fax: No charge
 - Unsolicited faxes: \$1.00 for first 1 to 4 pages \$0.25 for each additional (5th page & onward)

- Supplies:
 - CD/R \$ 2:00 each
 - CD/RW \$ 3.50 each
 - Diskettes \$ 1.20 each

Attachment 4

COPYRIGHT NOTICE

The creation of digital images is available on a self-serve basis, except in cases where the patron is unable to make copies him or herself because of a disability. Equipment available for this purpose may include a scanner, digital camera and/or CD burner.

All patrons are requested to refrain from copying materials for which they do not have copyright permission to reproduce.

If you are unsure about the copyright status of an item or if you have a question about copyright please call Cancopy at 1-800-893-5777.

NOTE:

This notice must be posted adjacent to public scanning machines in all libraries.