



AURORA PUBLIC LIBRARY BOARD

INTERNET ACCESS AND PUBLIC WORKSTATION USE POLICY

PURPOSE

Aurora Public Library (APL) provides Internet and public computer workstations to registered members and visitors as part of its mission. These services complement the Library's traditional resources by offering users access to a wide range of electronic information beyond the Library's physical and digital collections. This policy sets out the terms and conditions for the use of these services and helps ensure that the Library remains a welcoming and respectful environment for all users.

2. Scope

This policy applies to all individuals who use the Library's public computer workstations and internet services, including public computers located in the Creative Studio and devices lent by the Library (such as laptops, tablets, and similar equipment).

This includes the use of Library provided hardware, software, applications, and workstation peripherals such as keyboards, mice, and USB ports, as well as customer provided storage devices used with Library computers.

2.1 Wi-Fi Access

The library provides access to public Wi-Fi within the building; however, the Wi-Fi network is owned, operated, and supported by the Town of Aurora. As a result, this policy applies only to Library managed public computer workstations and internet connections. The Town is responsible for the operation, security, filtering, performance, and availability of the public Wi-Fi service. Users of the Town's Wi-Fi must comply with the Town of Aurora's terms of use.

2.2 Accessibility and AODA Compliance

APL is committed to providing accessible public computer services in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). The Library offers an accessible workstation designed to accommodate users with disabilities and will make reasonable efforts to provide additional accommodations upon request.

3. Statement on Internet Use

The internet is an unregulated global network that provides access to a wide range of information, including material that may be inaccurate, incomplete, outdated, controversial, offensive, or inappropriate. APL does not monitor, control, or endorse the content accessed through the internet and is not responsible for the information obtained by users.

Public workstations designed for general use are not equipped with filtering software and the Library does not restrict access to online content except where required by law. Users are responsible for evaluating the accuracy and reliability of the information they access.

4. Responsibility of Parents and Guardians

Parents and guardians are responsible for supervising and guiding their children's use of both the internet and public computer workstations.

Public workstations designated for children include filtering software intended to limit access to age-appropriate content. APL does not guarantee the accuracy, effectiveness, or completeness of any filtering software. Selecting a filtered workstation for a child is the sole responsibility of the child's parent or guardian.

The Library supports the rights of children and youth to access age-appropriate information; however, parents and guardians are solely responsible for monitoring and guiding their children's online activity.

5. User Privacy and Data Security

The Library is not responsible for any data downloaded, created, or left behind during a user's session.

Users are responsible for safeguarding sensitive information including passwords, personal data, and login credentials when using public workstations.

At the end of a workstation session, users will be automatically logged out. Any files saved to the desktop or local drive will be deleted and cannot be recovered. Users are responsible for ensuring that their work is saved to a personal storage device before the session ends. Users should log out of all online accounts before leaving the workstation.

6. Network Protection and Service Availability

Aurora Public Library reserves the right to:

- Terminate any internet or workstation session at any time
- Withdraw internet access entirely
- Modify or restrict access to the internet or public workstations, in whole or in part, to support operational requirements or protect the Library's systems and users

These measures may include restrictions implemented to protect Library systems from malware, security threats, or misuse.

The Library may reserve public workstations for training sessions, programs, maintenance, or upgrades when necessary.

7. Code of Conduct for Internet and Workstation Use

All users of Library public workstation and internet services must adhere to the following Code of Conduct:

7.1 Permitted Use

- Use public workstations and the internet for lawful, educational, informational, and recreational purposes that comply with Library policies.

7.2 Prohibited Activities

Users must not:

- Attempt to modify, access, or damage files, passwords, or data belonging to others
- Seek unauthorized access to any computer, system, or network
- Damage, alter, or tamper with Library software, hardware, or equipment
- Display, send, or receive content that is illegal, obscene, or reasonably deemed offensive
- Engage in noisy, disruptive, threatening, or abusive behaviour, including foul language, while using Library computers or internet services.
- Use Library computers in any manner that violates federal, provincial, or municipal law, including copyright, privacy legislation, and the Criminal Code of Canada
- Attempt to bypass or disable filtering on children's workstations

8. Staff Assistance

Library staff can provide basic assistance with public workstations; however:

- Staff cannot enter personal, confidential, financial, or legal information on behalf of users
- Staff cannot provide advanced technical support beyond the scope of their duties
- The Library is not responsible for damage to personal devices or loss of data resulting from staff assistance

9. Liability

Aurora Public Library is not responsible for:

- The content of any material accessed through the internet
- The privacy or security of confidential or sensitive information transmitted online
- Loss or damage to personal files, storage devices, or equipment used with Library computers
- Any direct or indirect damages or claims arising from the use of public workstations or internet access
- The availability, security, privacy, or performance of the public Wi-Fi network, which is owned and operated by the Town of Aurora

10. Guidelines and Procedures

To ensure equitable access and efficient use of resources, APL establishes procedural guidelines for the use of public computer workstations and internet Service. These guidelines may be updated or modified as necessary to support Library operations.

11. Related Policies

- Rules of Conduct
- Accessibility Policy
- CLA Position Statement of Intellectual Freedom

Assisted by: Mario Baleno, Manager, Information Technology

Jodi Marr
Chief Executive Officer

Approval Date:	Motion #:...
Date of Last Revision: June 2020	