

Section:	Operational	Chairperson's Signature:	
Board Motion Number:	2022-15	Date Approved:	July 11, 2022
Pages:	7	Revision Dates:	November 19, 2024 May 19, 2026

Internet Access and Technology Policy

BACKGROUND

The Oxford County Library is committed to providing internet access and technology resources to members of the public. It is the goal of the Oxford County Library to provide universal access to ideas and knowledge while maintaining a welcoming and supportive environment for all.

Oxford County Library supports the principles of intellectual freedom and equitable access to information, recognizing that access to digital resources and technologies is essential for participation in today's society.

PURPOSE

This policy provides a framework that demonstrates Oxford County Library's commitment to open and universal access to technology and internet services that meet the changing needs of the community.

The policy also outlines customer responsibilities for the use of Library technology resources and internet access.

PROCEDURES

1.0 General Information

- 1.1 Oxford County Library, with support from the County of Oxford, provides access to technology and internet resources to ensure universal access.
- 1.2 Customers using Oxford County Library's equipment and wireless network must abide by the Library's *Code of Conduct*.
- 1.3 Library staff, at all locations, are committed to supporting customer's access to the internet and technology use through both informal and formal assistance and training where available.

2.0 Access

- 2.1 Oxford County Library provides access to technology resources and internet services to promote digital literacy and open access to information and online resources to everyone.

2.2 Public Computers / Technology

Section:	Operational	Chairperson's Signature:	
Board Motion Number:	2022-15	Date Approved:	July 11, 2022
Pages:	7	Revision Dates:	November 19, 2024 May 19, 2026

- 2.2.1 All customers will have access to in-branch technology, public computers and/or tablet stations. Non-registered visitors may request a guest pass to use the Library's public computers.
- 2.2.2 The Library reserves the right to set time limits or ask customers to limit their time on the public computers and/or other technology. Staff may adjust computer time and scheduling as necessary to ensure equitable access.
- 2.2.3 Food and drinks are not allowed in the public computer or makerspace areas of all Oxford County Library branches.
- 2.2.4 Computer / Technology Use may be denied if a customer's behaviour violates the Library's *Code of Conduct*.
- 2.2.5 Access to technology / computers will be limited within 10 minutes of closing.
- 2.2.6 Customers should save files to personal storage devices or cloud services. Files saved on public computers will be deleted automatically after a session ends.
- 2.2.7 Customers must log out of all personal accounts when finished using a public computer. The Library cannot guarantee the privacy of accounts left logged in.

2.3 Public Wi-Fi Network

- 2.3.1 The Library's public wi-fi network is available to everyone.
- 2.3.2 Customers must accept the County of Oxford's Public Access Terms and Conditions in order to use the wi-fi network.
- 2.3.3 The Library's public wi-fi network is an unsecured connection. Use of the network is at the customer's own risk. Those using the network are responsible for ensuring that their device is equipped with up-to-date security software.
- 2.3.4 The Oxford County Library and the County of Oxford assume no responsibility for any compromised or lost information through use of the public wi-fi network. This includes, but is not limited to:
 - 2.3.4.1 Electrical surges;
 - 2.3.4.2 Disruption of wireless service;
 - 2.3.4.3 Loss or theft of equipment;
 - 2.3.4.4 Security issues, hacking and viruses.

Section:	Operational	Chairperson's Signature:	
Board Motion Number:	2022-15	Date Approved:	July 11, 2022
Pages:	7	Revision Dates:	November 19, 2024 May 19, 2026

2.3.5 Customers may use personal devices in the Library provided cords, equipment, or device use does not create safety hazards or disrupt others. Devices causing a disruption to other customers or the integrity of the network may have access blocked.

2.3.6 Oxford County Library does not provide public access to wired (Ethernet) network connections. Customers may not plug personal devices into Library network ports or equipment.

3.0 Customer Responsibilities

3.1 Privacy

3.1.1 Customers are reminded that the computer workstations and the public wireless network are provided in a public area, therefore privacy is not guaranteed. Others may involuntarily be exposed to material displayed on a computer monitor.

3.1.2 Customers must respect the privacy of others when using the Library's Internet connections.

3.1.3 The Library does not monitor individual internet use; however, activity may be reviewed if required by law or when investigating violations of Library policy. Oxford County IT aggregates all system and network traffic logs for a period of 13 months for all systems. This data is used exclusively to monitor the safety and integrity of the network and systems, not customer activity.

3.2 Prohibited Use

3.2.1 The use of Oxford County Library's digital devices or services, including Wi-Fi and Makerspace technology resources may not include or involve any of the activities listed below.

3.2.1.1 Any violation of the Criminal Code.

3.2.1.2 Any violation of the Ontario Human Rights Code.

3.2.1.3 Any other unlawful activities such as defamatory, discriminatory, fraudulent, harassing, threatening, copyrighted, or obscene material

3.2.1.4 Displaying, recording, sending, or printing overtly sexual, fraudulent, harassing, or obscene messages, content, images, or videos.

3.2.1.5 Any attempts to bypass network security or gain unauthorized access to systems or data

Section:	Operational	Chairperson's Signature:	
Board Motion Number:	2022-15	Date Approved:	July 11, 2022
Pages:	7	Revision Dates:	November 19, 2024 May 19, 2026

3.2.1.6 Any violation or infringement on the privacy of other people or organizations.

3.2.1.7 Activities intended to cause harm through the introduction of computer viruses, malware, or any similar software intended to circumvent security or cause disruption of services.

3.3 Responsible Use

- 3.3.1 Customers shall not tamper with or willfully damage equipment.
- 3.3.2 Customers shall not install, download or modify software or system settings on library computers
- 3.3.3 Customers are responsible for any damage or loss that may result from their use of technology resources, including items found in the Library's Makerspaces.
- 3.3.4 Customers are required to pay the repair or replacement costs for damaged devices, equipment or spaces.
- 3.3.5 Failure to return digital devices or equipment borrowed will result in lost fee charges, up to or including full replacement costs.
- 3.3.6 Removal of any digital device or equipment without authorization is considered theft and may lead to legal prosecution.
- 3.3.7 All library customers are expected to use headphones/earbuds when accessing sound files. The Library is not obligated to provide headphones/earbuds.
- 3.3.8 Recording audio, video, or photography using library technology or spaces must respect the privacy of others and comply with the Library's *Code of Conduct* and all other policies.
- 3.3.9 Customers using artificial intelligence (AI) tools (e.g., text, image, or media generators) are responsible for ensuring that their use complies with applicable laws, including copyright and privacy legislation, and aligns with the Library's Code of Conduct. Customers are encouraged to critically evaluate AI-generated content for accuracy, bias, and reliability.

3.4 Compliance

- 3.4.1 Library staff are authorized to end the customer's computer / technology session if they are in violation of this policy or the Library *Code of Conduct*.
- 3.4.2 Anyone who misuses library technology or internet access may have privileges restricted or suspended. Repeated misuse will result in removal

Section:	Operational	Chairperson's Signature:	
Board Motion Number:	2022-15	Date Approved:	July 11, 2022
Pages:	7	Revision Dates:	November 19, 2024 May 19, 2026

from the Library and/or suspension of all privileges, exclusion from the Library and/or prosecution.

- 3.4.3 Customers who attempt to use the Library's public computers, internet access or technology for unlawful purposes or to install, modify or delete software will result in removal from the library and/or suspension of all privileges, exclusion from the Library and/or prosecution.

4.0 **Children & Teen Use of Internet and Technology**

- 4.1 Oxford County Library believes in the freedom of the individual and the rights and obligations of parents and caregivers to develop, interpret, and maintain their own code of values as a family. In support of that belief, parents/caregivers are responsible for supervising or restricting the use of the Library's technology by the children in their care.

Children and teens are entitled to access all information, equipment, and services in the Library.

4.2 **Filtering Software**

- 4.2.1 The Library's computers and/or tablets are not filtered. Public awareness, digital literacy, and parental guidance remain key to helping children use technology safely and responsibly.

- 4.2.2 Children's tablets / computers are available in many branch locations. These workstations pre-loaded with selected games and activities that do not require an internet connection. Parents are encouraged to review the games on these devices for use by children in their care. The Library may periodically review applications and may add/remove at the Library's sole discretion.

4.3 **Parental / Caregiver Responsibility**

- 4.3.1 Parents/caregivers are responsible for any damage or loss that may result from a child's use of technological resources, including access privileges to materials or online content they deem appropriate.
- 4.3.2 Library staff cannot act in place of, or absence of, a parent/caregiver and is not responsible for enforcing restrictions which a parent/caregiver may place upon a minor's use of technology.

5.0 **Technology Assistance**

- 5.1 Oxford County Library staff are committed to help people use or learn about available technology. Library staff may provide basic assistance with technology; however, customers are responsible for their own devices, accounts, files, and personal information.

Section:	Operational	Chairperson's Signature:	
Board Motion Number:	2022-15	Date Approved:	July 11, 2022
Pages:	7	Revision Dates:	November 19, 2024 May 19, 2026

- 5.2 Assistance provided by staff may be limited based on staff availability and complexity of the request.
- 5.3 Details on the levels of services offered at Oxford County Library Branches and part of the Library's Outreach Services are detailed in the *Service Delivery Model*.

6.0 Reference and Related Documents

6.1 Oxford County Library Policies

- 6.1.1 Oxford County Library. (2023, May). *Code of Conduct*.
- 6.1.2 Oxford County Library. (2022, July). *Children and Teen Services Policy*.
- 6.1.3 Oxford County Library. (2023, October). *Service Delivery Model*.
- 6.1.4 Oxford County Library. (2024, March). *Oxford County Library Strategic Plan 2024-2028*

6.2 Legislation

- 6.2.1 *Criminal Code*, R.S.O. 1990, c. H. 19.
- 6.2.2 *Human Rights Code*, R.S.O 1990, c. H. 19.

6.3 Position Statements

- 6.3.1 Canadian Federation of Library Associations. (2019, April). *Statement on Intellectual Freedom and Libraries*.
- 6.3.2 Canadian Federation of Library Associations. (2024, October). *Statement on Libraries and the Intellectual Freedom of Children and Youth*.
- 6.3.3 Ontario Library Association. (1998, November). *Position on Children's Rights in the Library*. OLA: Ontario Library Association.
- 6.3.4 Ontario Library Association. (2010, June). *Teen's Rights in the Public Library*. OLA: Ontario Library Association.
- 6.3.5 Ontario Library Association. (2020, January). *Statement on Intellectual Freedom and the Intellectual Rights of the Individual*. OLA: Ontario Library Association.