

QUINTE WEST PUBLIC LIBRARY

Computer and Internet Policy

Updated: May 4, 2022

PUBLIC COMPUTER AND INTERNET USE

Internet & computer access is provided at Quinte West Public Library locations as part of the library's mission to provide high quality library service to the community. Although the Internet provides access to valuable sources of information the library makes no guarantees regarding the accuracy, or completeness of information found. The library cannot protect users from information they may find offensive. All Internet users are required to read and acknowledge the library's Internet Access Waiver.

Regulation

The library does not monitor and has no control over the information accessed through the Internet and is not responsible for its contents. Patrons are responsible for the Internet content they access and the information accessed by their children. (Children are defined as under13.)

Parents or legal guardians are responsible for supervising their child's access to all library resources, including the Internet. Children need parental advice and guidance to make the most of the Internet experience.

Public Access Computers

Internet users will be required to read and acknowledge an on-screen waiver outlining rules for acceptable use. Internet users may book a computer on a first come first served basis using a QWPL library card or a Guest Login. Staff may be available to assist Internet users whenever time and knowledge permits. The library cannot provide complete technical support.

Patrons may reserve up to a *two* hour renewable time slot during regular hours. Patrons who have not booked a time slot may use the computers on a first come, first served basis.

Reserved Internet stations will only be held for a maximum of five minutes.

A maximum of two persons will be allowed at a computer at any one time.

The Internet is available during regular library opening hours until ten minutes

before library closing. The last appointment of the day will be for fifty minutes so that library staff can complete proper shut down procedures.

Use of the library's computers is at the sole risk of patrons. The library is not responsible for any damage to a patron's file storage device, any loss of data, damage or liability that may occur from a patron's use of the computer, whether from a computer virus or other cause.

As the computers are located in a public area that must be shared by users of all ages, backgrounds, and sensibilities, users are asked to consider this when accessing potentially controversial information and images. The library reserves the right to ask individuals to refrain from displaying such disturbing information or images.

Misuse and/or abuse of the computer, computer use area, Internet access and/or the rules governing Internet access will result in suspension of Internet access privileges at the discretion of the library staff.

Internet Access Waiver

Users of this internet service are bound by the terms of Quinte West Public Library's Code of Conduct as well as The Public Computer and Internet Use Policy.

Users will not be able to access the public network (both wired and wireless) unless they agree to this waiver.

The Quinte West Public Library supports the Canadian Federation of Library Associations' "Statement on Intellectual Freedom and Libraries" and provides unfiltered Internet access. As the library is a public area shared by patrons of all ages, backgrounds and sensibilities, internet users are required to use the computers with consideration for fellow patrons.

Parents or guardians, not the Library Board or staff, are responsible for their children's access to the Internet. Users of the Library's internet are subject to federal legislation, provincial guidelines and library policies regulating Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, hatred and sedition. Use of the Library's Internet for illegal purposes is prohibited and will result in loss of library privileges and may result in prosecution.

The Library's wireless access points are unsecured connections to the internet. The Library is not responsible for data transmitted or loss of information over

the wireless network. **Users should be aware that third parties may be able to obtain information about users' activities when using the wireless service to connect to the internet.** The Library assumes no responsibility for the security and privacy of on-line transactions, including credit card numbers, online banking information, and passwords.

Wireless users are responsible for the protection of their devices from viruses, spyware and spam by having up-to-date anti-virus software, firewalls, etc.

Library staff will provide basic instructions on how to connect to the network but are not able to provide technical assistance.

Printing services are available for both wired and wireless users for a fee of:
\$.15 per page (black/white) and \$.50 per page for colour.

Please click "Accept" on the right of the page to acknowledge that you have read and agree to the terms above.

Chromebook Lending

Laptops are available to borrow for **in-library use only**.

1. All patrons borrowing a Chromebook are subject to our internet policy.
Please read and agree.
2. Chromebooks can be borrowed by patrons 13 years of age and older. You must have a valid library card in good-standing in order to borrow a Chromebook.
3. Only one Chromebook may be borrowed on a card at one time.
4. Chromebooks can only be borrowed by the cardholder.
5. The loan period is 3 hours. If no one is waiting the time can be renewed by library staff.
6. The borrower is responsible for returning the Chromebook to the Circulation Desk.
7. While the Chromebook is checked out it is the sole responsibility of the patron who has borrowed it and should not be left unattended for any time.
8. The borrower is responsible for exiting out of the Chromebook thus ensuring that all personal information is wiped from the laptop.

9.Chromebooks not returned at the end of the loan day will be billed as lost on the library account.

10.Chromebooks must be returned to the Circulation Desk 15 minutes before the Library closes.

11.Replacement cost for a damaged, destroyed, or lost Chromebook is \$300.

Loanable Hotspots Terms of Use

Lending period : Wireless hotspots may be borrowed for up to 2 weeks.

Hold period: Patrons will be called when hotspot hold becomes available and the patron will be given 2 business days to pick up the device.

Eligibility : Quinte West Public Library card holders who are 18 years or older. One unit per family. A waiver must be signed before checking out the device.

Hotspot care: Hotspots are to be used in a climate controlled environment. Please return hotspots to the circulation desk not the drop box. All components must be present and in working order in order to be returned.

Overdue Hotspots : The overdue fee is \$1.00/day . Internet service will be suspended the day after the hotspot is due to be returned.

Service Coverage : Access to the internet is available in Ontario.

Service Accessibility: Service is available through Bell cellular networks. Service will be dependent on access to this network.

Content and Usage: Users agree to abide by the Quinte West Public Library's Internet Use Policy. Borrowers of the hotspots are subject to federal legislation, provincial guidelines and library policies regulating internet use, including the provisions of the Criminal Code regarding obscenity, child pornography , hatred and sedition. Use of the library's hotspots for illegal purposes is prohibited and will result in loss of library privileges and may result in prosecution.

Data: Hotspots have a daily data limit and will not be able to access the internet once this amount is reached. The device will be able to access the internet the following day when the data resets.

Privacy: Quinte West Public Library does not store any personal identifying information or searches

Loss or damages : The hotspot must be returned in person to the Quinte West Library checkout desk. Although a quick visual inspection of the device is performed upon its return, staff will complete a more thorough inspection of the hotspot. The hotspot will remain on the user's account until this inspection occurs. Users are responsible for any loss or damages that happen during the lending period. The fee for repairs or replacement is up to \$200.00

Patron access to device information: Through the <https://sentinel.kajeet.com/auth/login> website patrons can login in to see how much data they have used. You will need to put in the device identifier or library barcode on the device.