



Policy Statement

The Welland Public Library provides Internet service in accordance with the Primary Roles of the Welland Public Library. The Welland Public Library is a learning, reference and information support facility serving all residents in the community. The Library acts as an information facilitator.

The Welland Public Library supports the individual's right to intellectual freedom as embodied in the Canadian Charter of Rights and Freedoms and endorses the Statement of Intellectual Freedom adopted by the Canadian Library Association and the Statement on the Intellectual Rights of the Individual adopted by the Ontario Library Association.

The Library's Internet access is intended primarily as an information resource permitting users to connect to electronic resources outside the library. The library does not monitor and has no control over the information accessed and cannot be held liable for its content.

Parents or legal guardians of children assume complete responsibility for the child's use of the Internet. The library does not provide filtered Internet workstations. While recognizing that the Internet provides access to a vast array of tools and resources for different age levels and points of view, the Welland Public Library does not act in place of or in absence of a parent and is not responsible for enforcing any restrictions which a parent or guardian may place on a minor's use of this resource.

As with any information source, users are advised to evaluate the validity of the information found on the Internet. Some resources are excellent and may supplement other information in the library collection; others may not be accurate, current, or complete. Some information or images may be controversial, offensive, or inappropriate for children. Due to the constantly changing nature of the Internet, information may not be available at times, may have moved to another location or even been deleted.

Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright or other intellectual property rights is prohibited. Welland Public Library assumes no responsibility for any direct or indirect damages arising from the use of its connection to Internet services.

Public Internet Access Guidelines:

1. All users are expected to abide by the conditions and terms of the Internet Policy, and use of the Library workstations is conditional on the user's acceptance of this Policy.
2. A valid Welland Public Library card or a Guest Pass is required to log on to an Internet workstation. Visitors to the community who do not hold a valid library card will be allowed access to the Internet with a Guest Pass. Patrons without a library card may obtain and use one Guest Pass per day. Time extensions or additional guest passes may be issued at the discretion of Library staff.

3. A valid library card allows access to the Internet for up to 90 minutes each day. An initial 60-minute session is given once patrons log on and two more 15-minute sessions are offered if there is nobody waiting. Computer time may be booked two (2) days in advance. A guest pass only grants a 30-minute session.
4. No more than two people are permitted at an Internet station at one time. Space is limited. Library staff reserves the right to terminate a session if the user displays controversial information or images or engages in behavior that disturbs other library users.
5. Black and White laser printing is available at a charge of twenty (20) cents per page and colour printing is available at a charge of fifty (50) cents per page.
6. Staff are available to assist users in getting started, and as time permits, to offer suggestions for effective searching or for accessing online instructions, but they do not provide in-depth Internet training. People who require extra help are encouraged to take advantage of the formal and informal educational opportunities available at the library and in the community.
7. The workstations are situated in public access areas and as such the Library does not guarantee privacy. It is the users responsibility to ensure that they comply with Library guidelines
8. External storage devices may be used to save files or to upload personal documents (i.e. resumes). Headphones may be used to listen to music or other audio files. Both memory sticks and earbuds may be purchased from the Library at the circulation desk.
9. The Library reserves the right to develop service use guidelines that will be revised as necessary.
10. The Library assumes no responsibility for any direct or indirect damages or security breaches arising from the use of its computers or internet service.

Unacceptable use includes:

- Use of personal software programs.
- Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas.
- Attempting to modify or gain unauthorized access to files, data, or passwords belonging to others or seek unauthorized access to any computer system
- Violating copyright laws or software licensing agreements
- Subverting or attempting to subvert any security devices in either software or hardware format which the library has installed on its Internet workstations.
- Installing or attempting to install viruses or other programs designed to damage or alter software on the workstations, the LAN or the Internet, or seeking unauthorized access to any computer system.
- Sending any unsolicited commercial material or spamming.
- Misrepresenting oneself as another user.
- Attempting to modify or gain access to files, passwords or data belonging to others.

- Vandalism or theft of library property.

Consequences of Violating Internet Use Guidelines

Users in violation of the library's Internet use policies and guidelines will have their Internet privileges revoked. Repeated violations will result in removal from the Library and suspension of Internet privileges for 60 calendar days. After completion of the suspension users are entitled to resume use of the Internet on the condition they comply with the library's policy.

Misuse or abuse of computers or programs is not acceptable. Offenders may be required to leave the library.

Customers using the library's Internet workstations for illegal purposes will be subject to prosecution. Vandalism or theft of library property is illegal and will be reported to the police.

Repeated misuse of the Internet will result in a permanent loss of Internet privileges, subject to an appeal to the Library Board.