

Policy Name:	Public Internet Access	Policy #:	C4
Version History: Approval Apr 1, 1998; Revised: Oct 21, 2002, Sep 16, 2010; March 20, 2025			
Anticipated revision in 2028			

Purpose

The purpose of this policy is to set out the terms and conditions for public computing at the Port Moody Public Library (PMPL). Its primary goals are to:

- Describe the level of service to be provided
- Protect library patrons and staff
- Ensure legal and appropriate internet access for all
- Foster a safe and respectful computing environment
- Uphold the library's core values and mission

Scope

For this policy, *internet services* refer to the wired and wireless network provided by PMPL which is managed by the City of Port Moody. *Technology* refers to all the types of computers and internet connected devices used to access PMPL's wired and wireless networks, including their software, applications, and peripherals.

This policy applies to all library patrons with or without a library card using PMPL's internet and technology resources.

Underlying Principles

The Port Moody Public Library Board endorses the use of the internet as a valuable resource to complement traditional library collections and as a communication tool connecting individuals and communities.

PMPL supports the individual accessibility needs of persons with disabilities and respects the principles of dignity, independence, and equal opportunity.

This policy aligns with federal and provincial legislation such as the *Freedom of Information and Protection of Privacy Act (FOIPPA)*, the *Criminal Code of Canada*, and the *Accessible British Columbia Act*.

Policy Statement

1. Disclaimers

- 1.1. PMPL does not guarantee the privacy or security of its computers, internet connected devices, internet systems, or wireless networks. This disclaimer also extends to personal devices connected to its wireless network. Patrons are

responsible for any risks, damages, or losses they may experience while using PMPL's internet services.

1.2. PMPL is not responsible for internet content or damages arising from its use.

1.3. PMPL does not guarantee the quality, speed or consistency of any provided hardware, devices, software, or network services.

1.4. PMPL does not guarantee access to electrical outlets for personal devices.

2. Access to the Public Network

2.1. PMPL provides internet access through networked desktop computers, laptops, or other PMPL provided internet connected devices and a wireless network for personal internet connected devices. Access is free of charge.

2.2. Access to internet services is offered on a first come, first served basis.

2.3. To ensure equitable access, there is a 2-hour maximum use limit per day on PMPL provided computers/internet connected devices. Staff have the ability to adjust time extensions to balance individual needs with overall community access.

2.4. PMPL will comply with all applicable accessibility standards set by the Province of BC.

2.5. Patrons have the option of using their library card or a guest number to login to a public computer.

2.6. Use of the wireless internet does not require a library card or guest pass, and there are no time restrictions.

2.7. Wireless printing and printing from the public computers are available for a fee.

3. Staff Assistance

3.1. Library staff will assist patrons with internet use as time and skill-sets permit.

4. Internet Filtering

4.1. The City of Port Moody's firewall will prevent access to some sites in an effort to secure the network from malicious behaviour.

4.2. Individual users access the internet at their own discretion and are responsible for the sites they visit and for any text or images they download or print out.

5. Use by Children

5.1. Children have unrestricted access to the internet services provided by PMPL. Parents and guardians are responsible for monitoring their children's use of the internet. Library staff do not monitor or enforce restrictions placed by parents or guardians.

6. Internet Safety and Privacy

6.1. Patrons need to agree to PMPL's *Public Internet Access* policy which is posted as a landing page before accessing the public internet stations.

6.2. Patrons need to agree to the disclaimer before accessing the wireless network from personal internet connected devices.

6.3. PMPL acknowledges patron privacy and confidentiality regarding information sought or received.

- 6.4. Patrons are solely responsible for any outcome if they enter personal information online using PMPL's internet network, including the wireless network.
- 6.5. PMPL computers and devices are used in public areas shared by people of all ages and backgrounds.
 - 6.5.1. Patrons are expected to respect the privacy of others, though privacy cannot be guaranteed.
 - 6.5.2. Content that is offensive, intimidating, or illegal is not permitted to be downloaded or distributed, including but not limited to:
 - 6.5.2.1. Offensive content: Material that is inappropriate, vulgar, profane, obscene, or sexually explicit. This includes content that expresses detestation or vilification of individuals or groups based on protected characteristics such as race, ethnicity, religion, age, gender, sexual orientation, or disability.
 - 6.5.2.2. Intimidating content: Material that harasses, threatens, bullies, or instills fear in others. This includes content that promotes violence, terrorism, or extreme hatred towards individuals or groups.
 - 6.5.2.3. Illegal content: Material that is illegal violates federal and provincial legislation. This includes harassment, libel, illegal commerce, hacking, violations of copyright or intellectual property rights, and viewing or distributing child pornography. Illegal content will be reported to the police.
 - 6.5.3. Patrons must not intentionally expose others or staff to information, images or graphics that may be viewed as offensive.
- 6.6. Access to the internet is considered a privilege and subject to the Library Board's *Code of Conduct* policy C3.
 - 6.6.1. Patrons must not modify or damage library equipment or software. Patrons must not install or use any software or hardware that may compromise the security or confidentiality of the library's resources and network. Patrons are expected to report any suspected security breaches to library staff.
 - 6.6.2. Violations of this policy may result in the suspension of library privileges and may be reported to the police.