

Topic: **Technology**

## **4.1 Charter of Library Use**

Board Motion Number: **08.015**  
Date of Original Board Motion Number: **February 4, 2008**  
Date of Current Issue:  
Date of Next Review: **October 2009**  
Attachments:

Signature of Board Chairperson (and Date):

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North Kawartha Public Library endeavours to provide a welcoming and safe environment for the enjoyment of the public and staff so that all persons may enjoy the benefits of the Library.

Individuals using Library services and resources are expected to act with respect and consideration for others and for Library property.

Library staff is entrusted with the obligation to ensure that policies for Library use are followed and will apply these policies in a fair, dignified and positive manner for the benefit of all.

Any person violating Library rules risks suspension of Library privileges, exclusion from the Library, cost-recovery damages and prosecution.

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## **4.2 Computer Use and Internet Access**

Board Motion Number: **09.136**  
Date of Original Board Motion Number: **February 4, 2008**  
Date of Current Issue: **September 21, 2009**  
Date of Next Review:  
Attachments:

Signature of Board Chairperson (and Date):

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The purpose of this statement of policy is to provide a North Kawartha Public Library Policy regarding appropriate conduct in regards to computer use and Internet access.

### **SCOPE**

The North Kawartha Public Library endorses as policy the Statement on Intellectual Freedom of the Canadian Library Association.

At the same time, the North Kawartha Public Library supports and is supported by the Canadian Copyright Act, the Criminal Code of Canada and other legislation governing access to expressions of knowledge and intellectual activity.

### **INTERNET USE: DUE DILIGENCE**

While the Internet offers access to a wealth of material that is personally, professionally and culturally enriching to individuals of all ages, it also enables access to some material that may be objectionable or disturbing to some users and/or illegal. It may contain material of a controversial nature, as well as information that is inaccurate, out-of-date and/or inappropriate.

The Library assumes no liability in the event that a user may reach an inappropriate site. Users must accept responsibility for determining the legality, accuracy and reliability of the information found. Library users access the Internet at their own discretion and are responsible for any access points they reach and appropriate use of the resource.

The Library is not responsible for the site content, accuracy, appropriateness or availability of any external sites linked to its home page. The Library cannot control information obtained through links to Web sites which often change rapidly. Links to information resources do not imply endorsement by the Library.

The North Kawartha Public Library assumes no responsibility for any damages, direct or indirect, arising from its provision of access to Internet services. The Library disclaims any liability or responsibility arising from access to or use of information obtained through the Internet. Users are responsible for any commercial transactions made while using the Library's Internet connection.

## POLICY

North Kawartha Public Library provides computers for use by the public. A current North Kawartha Public Library card is required for access to the internet. Library computers offer public and staff access to a variety of electronic resources, the Internet, CD-ROM, e-mail, word processing software, etc. for informational, educational and recreational purposes.

Internet usage is restricted to 30 minutes per session, however Library staff have the discretion to increase session length during non-peak seasons. Session time limits are posted in the computer area.

### 1. Computer Use

Users must act with respect and consideration for one another and staff. All users are required to respect the privacy of others.

Users must obey the laws of Canada when using Library computers. Use of workstations for illegal, actionable or criminal purposes or to seek access to unauthorized areas is prohibited. Infringement of copyright and other intellectual property rights is prohibited. Users are expected to treat Library computers and equipment with respect and take care to ensure that all persons enjoy equitable access. Users are not permitted to alter, tamper with or damage the Library's computer equipment or software configuration. This includes, but is not limited to: attempting unauthorized entry to the Library's network or external networks; intentional propagation of computer viruses; violation of vendor software license agreements.

### 2. Internet Access

2.1 Internet workstations are situated in public areas and so content being viewed by users may be seen by other people, and users are expected to use the Internet in accordance with this environment. Users should be mindful of the fact that they are using the Internet in a public space designed for people of all ages, including children. Users of the Library Internet service should also be aware that some content could be offensive or intimidating to other Library patrons or staff.

All users of North Kawartha Public Library, including users of the Library's Internet services, are also expected to follow the Library's Rules of Conduct which are designed to ensure a welcoming environment.

2.3 Users are responsible for determining the reliability and accuracy of sites accessed and information found using the Internet.

2.4 Users are responsible for the legality of any sites they access. Users are subject to federal, provincial and municipal legislation regulating Internet use, including the provisions of the Criminal Code regarding obscenity, child pornography, sedition and the incitement of hate. The use of the Library's Internet services for illegal purposes is prohibited.

2.5 Certain copying or distribution of material found on the Internet may infringe on copyright or other intellectual property rights. The Library is not responsible for such infringements.

2.6 The Library supports the right and responsibility of parents or legal guardians to determine and monitor their children's use of Library materials and resources. The Library does not act in place of or in the absence of a parent. As with other Library materials, children's access to the Internet and other electronic networks is the right and responsibility of parents or guardians.

2.7 To help users effectively seek content on the Internet, North Kawartha Public Library staff has made every effort to choose Web site links that provide quality information sources.

2.8 Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information about their activities or themselves.

#### APPLICATION OF THE RULES OF CONDUCT

Library staff is entrusted with the obligation to ensure that all rules of computer use and Internet access are followed. Staff will advise patrons of appropriate conduct as required and state consequences of not following the rules of conduct should unacceptable behaviour continue or be repeated.

Any person violating Library rules of computer use and Internet access risks suspension of Library privileges, exclusion from the Library for a period of time, and prosecution.

In a situation where there is a contravention or perceived contravention of the law of the Province of Ontario and Canada, North Kawartha Public Library administration, staff will contact the police.

Questions about the North Kawartha Public Library Computer Use and Internet Access policy can be referred to Library staff and administration.

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### **4.3 Internet Acceptable Use Policy**

Board Motion Number: **08.015**  
Date of Original Board Motion Number: **February 4, 2008**  
Date of Current Issue:  
Date of Next Review: **October 2009**  
Attachments: 1. Parent/Guardian Consent Form

Signature of Board Chairperson (and Date):

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The North Kawartha Public Library offers access to electronic resources, including those on the internet. Access is a PRIVILEGE, not a right, and requires responsibility on the part of the user. The internet offers unlimited global access to all types of information. Not all sources are accurate, complete, current, legal or philosophically acceptable to all people. Some information may be offensive, controversial, illegal, erroneous, etc. It is the responsibility of the user to select viewing content that is appropriate for a public library where minors may be present.

Parents and guardians of minor children must assume responsibility of their children's use of the Internet just as they must with printed or visual materials. Parents of children under 13 must sign a Parent/Guardian Consent Form before their child may use our computers.

#### Acceptable Use

All electronic traffic originating from the computing centre will be in accordance with acceptable use standards. Failure to abide by these standards may result in the loss of Internet, computer, or other privileges.

1. Respect for the privacy of others.
2. Compliance with copyright law and licensing for individual data and programs.
3. Consideration for the security and functioning of computers, computer networks and systems.
4. Viewing materials appropriate to a public library setting, where minors may be present.

#### Unacceptable Use

Computing resources may only be used for legal purposes by the public and staff in accordance with the ethical standards of the computing centre. Examples of unacceptable use include, but are not limited to the following:

1. Uses for any purposes that violate federal, provincial, or local laws including copyright laws.
2. Interfering with or disrupting other computer users, services or equipment.
3. Attempting to gain or gaining unauthorized entry to other computing, information or communications sources or devices (hacking).
4. Malicious, threatening, harassing, or obscene behaviour or language.

5. Obscene behaviour including public display of obscene materials on computer screens or in hard copy.
6. Misrepresentation of oneself or the computing centre.
7. Activities that could cause congestion and disruption of networks and systems.
8. Unsolicited advertising.
9. To access, upload, download, transmit or distribute pornographic, obscene, or sexually explicit language or material.

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**Attachment 1**

INTERNET USEAGE PARENT/GUARDIAN CONSENT FORM (UNDER AGE 13)

We welcome Children at the North Kawartha Public Library and encourage them to use our computers for fun and learning. Internet and computer usage is free however we reserve the right to limit time usage. Proof of age may be required to verify qualification for independent internet usage. There is a charge for printing. During peak seasons patrons may be limited to 30 minutes of computer time per session. Children under the age of 8 must be accompanied at all times by a parent or guardian.

Charges for printing are posted in the computer area.

*Please print*

Child's Name:

Age:

Address:

Phone #:

Name of Parent/Guardian: (Please print)

As the parent/guardian of the applicant, I hereby allow my child to use the Internet. I have read the acceptable internet use policy and agree to adhere to the policies of the North Kawartha Public Library.

Date:

Signature of Parent/Guardian:

*Personal information is collected under the Municipal Freedom of Information and Privacy Act and will only be used for the purpose of this form.*

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#### **4.4 TECHNOLOGY CODE OF CONDUCT (Employees and Board Members)**

Board Motion Number: **08.015**  
Date of Original Board Motion Number: **February 4, 2008**  
Date of Current Issue:  
Date of Next Review: **October 2009**  
Attachments:

Signature of Board Chairperson (and Date):

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**Purpose:** The purpose of this policy is to define the North Kawartha Public Library's position concerning the appropriate use of computer and information technology.

**Scope:** This policy is applicable to persons who have access to Township owned equipment or software

**Background:** The North Kawartha Public Library's information technology (IT) environment greatly increases our ability to adapt technology to business needs. The technology allows staff to communicate with others and share information and peripheral devices. At the North Kawartha Public Library, information technology systems and the electronic records within our department are valuable assets. The goal of the Technology Code of Conduct is to protect these assets from loss or damage and improper or litigious disclosure or use.

**Policy:** All computer equipment (desktops, notebooks, servers, etc.), licensed versions of software programs, and electronically created files and emails are considered to be the property of the North Kawartha Public Library. Library property shall not be defaced or altered in any manner.

Supervisors are responsible for ensuring that their employees follow this Code of Conduct. Failure to comply with the Code of Conduct may result in loss of privileges and/or disciplinary action up to and including dismissal, depending on the severity of the infraction.

## **Personal use of the North Kawartha Public Library Information Technology**

Use of library owned information technology for personal use is acceptable during non-working hours, provided the privilege is not abused. Employees are responsible for using technological resources in an appropriate, secure, ethical and legal manner. Non employees are strictly prohibited from using library owned information technology during non-working hours.

Use of library owned information technology to conduct a for profit business or for personal gain is prohibited.

### **Inappropriate Use and Inappropriate Material**

Employees may not use technological resources in an inappropriate manner.

Employees using the Township’s technological resources are acting as representatives of the Library. As such, employees should act accordingly to avoid damaging the reputation of the Library. For example, e-mail creates an electronic “paper trail” that may be subject to production to third parties through legal mechanisms. As a rule of thumb you should not write anything in an e-mail that you would not want to read in the local newspaper.

In this Technology Code of Conduct,

“Inappropriate Use” means using the Library’s technological resources for, but not limited to:

- Personal use other than as outlined above,
- Creating, accessing, sending, uploading, downloading, posting, loading or saving inappropriate material,
- Creating, accessing, sending, uploading, downloading, posting or loading information that constitute threats, harassment, libel, slander, defamation or other similar act,
- Creating, accessing, sending, uploading, downloading, posting or loading information that constitutes a nuisance, including spamming and virus distribution

“Inappropriate Material” means, but is not limited to:

- Any pornographic or violent material including text and pictures
- Hate propaganda
- Other material prohibited under other legislation and policies (see Reference Material)
- Any material deemed inappropriate by a Supervisor, or the Chief Executive Officer of the North Kawartha Public Library

If an employee inadvertently accesses such information, they should immediately delete the information and inform their supervisor of the occurrence. This will protect employees against any allegation that they have intentionally violated this policy.

### **Maintaining the Integrity of the Technological Systems**

#### **Software/Hardware Installation and Use**

Caution: The simple act of installing software in your computer will alter its configuration and may result in disruption to your network access.

Only software that has been licensed, provided or is owned by the Library may be used on the Library's computer equipment, unless otherwise approved by the Department Head. All software on Library computers must be used in accordance with its license/copyright agreements. Employees must adhere to all registration restrictions. For each software program installed on behalf of a Department, the Technical Services Coordinator will retain a complete registered program package.

Installation, downloading, or the use of unlicensed, freeware, shareware or hardware is strictly prohibited.

The Technical Services Coordinator or CEO, will arrange and co-ordinate all services which relate to installation of new hardware and software and the replacement of software and/or relocation of existing hardware and peripherals.

Employees may not install their own hardware (i.e. scanners, CD burners from home) on a Library owned computer without the written approval of the CEO.

Employees may not install any software (licensed or unlicensed) on a library owned computer.

All users shall abide by the copyrights of works accessible through computers connected to the Network or Internet.

#### **Virus Protection**

It is the responsibility of all employees to exercise caution when receiving any email containing attachments. Precautions should be taken in opening unknown email or emails containing unknown .exe, .bat, .com, .avi, .mpg,

or similar files. Users should immediately notify the Technical Services Coordinator if they have identified a possible security or virus problem. The inadvertent spread of computer viruses can also be avoided by confirming that Antivirus update files have been installed automatically.

### **Documentation Back-Up and Retention**

All information created or stored on the computer or transmitted through email is in the custody and control of the Library and is subject to the Municipal Freedom of Information and Protection of Privacy Act. It may be necessary to retrieve electronic email and/or files on the system should a request be made through this Act.

The Technical Services Coordinator is responsible for backing up all files/data stored on the Library network server. Employees are responsible for backing up local drives on his/her assigned computer.

All employees should check their email frequently and delete unwanted messages promptly from their Inbox, Sent Items and Deleted folders.

Employees may not store Library-related data on local workstations, whether it is confidential or not.

Confidential information should not be placed in computers without protecting it appropriately. This applies not only to networked computers, but also to computers, tapes, disks or any other storage device as they have the potential to be stolen or lost.

### **Security**

Employees may not attempt to gain unauthorized access to the Network or to any computer system through the North Kawartha Public Library Network, or go beyond their authorized access.

Employees are responsible for the use of their individual password and must take reasonable precautions to prevent others from being able to use their account. Employees must not give or share access to password protected or private resources. In the event that an account is breached or shared, the Technical Services Coordinator will be notified immediately to re-set the account password.

To ensure the privacy and security of information, employees should ensure their workstations are shut down or locked/logged out when they plan on being away from their desk or office for extended periods of time.

### **Monitoring**

Although the North Kawartha Public Library does not make a practice of monitoring emails and/or websites visited, the Employer does reserve the right to access and disclose the contents of all Internet access, and

messages created, sent or received using its email system. The Employer may also review any and all contents stored in Township computers, including files that are identified as personal, without notification to its users. E-mail, Internet access and/or redirect e-mail or Internet documentation may be monitored for propriety, legal ramifications, or investigation of reported violations.

**Disciplinary Process**

Failure to comply with this Technology Code of Conduct may result in loss of privileges and/or disciplinary action up to and including dismissal, depending on the severity of the infraction. In the event that an employee has violated this policy, appropriate discipline will be initiated.

Appropriate legal authorities will be contacted if there is suspicion of illegal activities.

**Reference Material**

The following documents are referenced throughout this Technology Code of Conduct. For more detailed information, please refer to the appropriate document.

**Human Rights Code:** [www.ohrc.on.ca](http://www.ohrc.on.ca)

**Criminal Code of Canada:** <http://laws.justice.gc.ca/en/c-46/41049.html> Part VI Invasion of Privacy

**Freedom of Information and Protection of Privacy Act:**  
[www.gov.on.ca/MBS/english/fip/act/act.html](http://www.gov.on.ca/MBS/english/fip/act/act.html)

**TECHNOLOGY CODE OF CONDUCT**

The North Kawartha Public Library as a Corporation is responsible for the behaviour of employees, managers, officers or agents and any act or thing done or omitted to be done in the course of employment by an employee, manager, officer or agent is deemed to be an act of the Library.

To ensure employees, managers, officers and agents know and understand the North Kawartha Public Library Technology Code of Conduct Policy, all are asked to read the attached policy and sign below to indicate their understanding.

I have reviewed the Technology Code of Conduct Policy of the North Kawartha Public Library and understand the issues and requirements stated within it.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

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## **4.5 Protocol for Website Links**

Board Motion Number: **08.015**  
Date of Original Board Motion Number: **February 4, 2008**  
Date of Current Issue:  
Date of Next Review: **October 2009**  
Attachments:

Signature of Board Chairperson (and Date):

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The following outlines the criteria to be utilized in determining whether a site is suitable to be placed on the North Kawartha Public Library website. To have a link, the following must be met:

1. Cannot contain objectionable material, including adult, hate, violence or other similar content.
1. Cannot link or have buried links to objectionable sites as referenced in #1 above.
2. Cannot be a for-profit organization or business.
3. Cannot be a personal homepage.
4. Must be a government, local municipal, community or not-for-profit based website, entirely or partially funded by the North Kawartha Public Library.

The North Kawartha Public Library reserves the right to include or exclude any link posted on its site. Before a link is added, it will be thoroughly reviewed by the Library Website Administrator, including all possible links and associated links, to ensure it meets the above criteria. The findings shall be delivered to the Chief Executive Officer and the contact person for the prospective linking site.

The Township will, periodically, check all linking sites to ensure they continue to meet the above criteria. If a site no longer meets the criteria, it will be removed. Where possible, the site contact will be notified. Any site that has been removed from the Township's list of links will not be posted again in the future.

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## **4.6 Community Directory Advertising Policy**

Board Motion Number:	<b>08.015</b>
Date of Original Board Motion Number:	<b>November 19, 2007</b>
Date of Current Issue:	<b>February 4, 2008</b>
Date of Next Review:	<b>October 2009</b>
Attachments:	<b>None</b>

Signature of Board Chairperson (and Date):

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### **POLICIES**

All businesses operating in North Kawartha will be listed free. Businesses operating outside of North Kawartha Township must purchase an advertisement in order to be listed. Advertising is available to all businesses at the current rate. Advertising rates will be reviewed yearly and adjusted according to production costs.

The exception to this rule will be:

Any business offering a service that is not available within North Kawartha Township can be listed free. All emergency and medical services will be listed free.

Customers are to supply their own art work already sized and ready for placement when possible. High resolution JPG's or PDF's are acceptable. Art created or re-worked by the Library staff will be charged at \$15 per hour. (1 hour minimum).

Payment for advertising and art work must be received by the date specified on the signed agreement in order to ensure placement in the directory.

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## 4.7 Technology Services Price List

Board Motion Number: **09.168**  
Date of Original Board Motion Number: **June 18, 2007**  
Date of Current Issue: **October 26, 2009**  
Date of Next Review:  
Attachments:

Signature of Board Chairperson (and Date):

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### Photocopies

Regular Copies                      \$ .20 ea.  
Over 25 Copies                      \$ .10 ea.  
Ledger Size                          \$ .30 ea.  
Library Materials                  \$ .10 ea.  
(For Reference Materials that do not leave the Library)  
**08.202** Not For Profit Community Groups \$0.10 ea.

### Digital Services

<u>Inkjet Printing (Text &amp; Graphics)</u>		<u>Photos (Glossy Inkjet or Laser)</u>	
Black & White	\$ 0.20 ea.	8 x 10	\$ 3.50 ea.
Partial Colour (under 50%)	\$ 0.75 ea.	5 x 7	\$ 1.75 ea.
Full Colour (over 50%)	\$ 1.30 ea.	4 x 6	\$ 1.25 ea.

#### Colour Laser Printing & Copies (Text & Graphics)

Letter 8.5 x 11                      \$ 0.65 ea.  
Legal 8.5 x 14                        \$ 0.90 ea.

**Coloured paper add                      \$ 0.05 ea.      Card Stock add                      \$ 0.10 ea.**

#### Business Cards

B & W – sheet of 10                  \$ 3.50 ea.  
Colour – Sheet of 10                  \$ 4.50 ea.

#### Laminating

Business Card Size                  \$ 1.00 ea.  
Letter Size                              \$ 1.50 ea.  
Legal                                      \$ 1.75 ea.

#### Fax Services

Local Outgoing                      \$0.20  
Long Distance                        \$1.00/1<sup>st</sup> page  
Additional LD Pages                \$0.50 ea.  
Receive                                 \$0.20 per page

Blank DVD                              \$ 1.00 ea.  
Blank CD                                \$ 1.00 ea.  
Staff time for artwork is \$15.00 per hour.