COQUITLAM PUBLIC LIBRARY BOARD
POLICY AND PROCEDURE MANUAL

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INTERNET ACCESS POLICY (REVISED)

The Coquitlam Public Library exists to connect its diverse community to creativity, discovery and knowledge. Internet access policies support the core values of this mission statement, which includes

- Enhancing access to information

- Welcoming diverse cultures, points of view, and levels of ability

- Protecting open access to library materials.

Access

As part of the library's role in providing free access to information, public Internet workstations are provided in the Coquitlam Public Library.

Patron login (Library barcode & password) is required for Internet use. Internet access for non-library members may be allowed, depending on availability.

Daily time limits on the use of the workstations have been implemented to meet customer demand.

Each branch provides a wheelchair accessible Internet workstation. All stations have a large-print screen option.

Public Internet access is free; however, there is a nominal cost for printing.

Content and Use

Its breadth, interactivity, and international resources distinguish the Internet from other individual library resources. The Internet is an unregulated, worldwide environment. It contains information and opinions that range in scope from reliable and authoritative to controversial or extremely offensive. The Coquitlam Public Library reminds Internet users that they should always check the quality and accuracy of any Internet resource. Unlike other materials collections in the library, professional librarians have not selected these.

Library users are urged to become "Internet Aware" by developing their knowledge of Internet privacy and information literacy issues. Please note that utilizing such options as user preferences, maintaining a search history, saving passwords and logins, or enabling cookies to maximize service or convenience may open your computer to third parties who may be able to obtain information about users' activities.

Responsibilities

Users are responsible for material they access through the Internet, including any text or images they print.

Parents/guardians of minors are responsible for monitoring material accessed by minors. Coquitlam Public Library's public access computers provide a filtered resource if the user is logged in as a child, however, these filters might not meet the needs of all parents.

Restrictions

Terminals may be restricted to one user if noise or crowding limits other patrons' library use.

No food or drinks are allowed in the area of the public access terminals.

If computer game use slows down system response time for other users, users may be asked to shut down the site.

Users are asked to refrain from viewing sites that would be inappropriate for children who may be in the vicinity. Please note, for legal reasons complaints from patrons that a user is accessing legally prohibited material may result in a CPL staff member intervening. It is prohibited for any workstation to be used for illegal purposes in violation with the Criminal Code of Canada, the BC Human Rights Code or the Copyright Act.

Penalties, including denial of access, may apply where users do not comply with these policies. Upon written request of a parent or guardian to the Director, the Library may deny access by a minor to a public workstation, for a limited period of time.

Assistance

Library staff will assist patrons with their Internet use as time permits.

The library provides introductory classes on using the Internet and web searching techniques, and incorporates web resources in other orientation and training offered in the Library.

The Library provides a list of websites that have been reviewed and recommended by professional librarians.

Privacy & Security

Booking software tracks time & duration of patron terminal use. After the patron has logged out, no record is kept on the content of Internet sessions and the sites visited.

Internet users are encouraged to respect the privacy of other workstation users and to be aware that all workstation use occurs in a public space shared by many ages, cultures and beliefs.

The Coquitlam Public Library assumes no responsibility for any direct or indirect damages arising from the use of its connection to Internet services. The library:

- is not responsible for any fees incurred by use of the Internet

- cannot guarantee security and confidentiality of any transaction, particularly e-commerce transactions.

- recommends that users exercise caution in the use of real names, addresses and financial information.