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**Subject:** Internet Access  
**Effective:** March 1999  
**Revised:** December 2018

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## 1.0 PURPOSE

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This policy defines responsibilities for the provision of Internet service and the terms and conditions of use for public-designated computers, school-designated computers and the Wi-Fi network in public and public-school libraries.

## 2.0 APPLICATION

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This policy applies to public and public-school library partners regarding the provision of Internet access.

This policy applies to all persons using public-designated computers, school-designated computers and the Wi-Fi network in public and public-school libraries. This includes library staff, volunteers, the general public and students.

For standards on handling complaints or issuing patron library suspensions due to inappropriate or illegal use of the public-designated computers, school-designated computers and the Wi-Fi network, refer to NBPLS [Policy 1059 - Patron Conduct](#).

## 3.0 DEFINITIONS

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**Public-designated computers** refers to all computers provided by NBPLS and/or granted to NBPLS for public use (and student use in the case of public-school libraries) through public or private sector funds. In public libraries, public-designated computers offer filter-free Internet access. In public-school libraries, public-designated computers offer filter-free Internet access for public use during all library hours and a "no internet" profile for student use during school hours.

**School-designated computers** refers to all computers provided by the school, school district, K-12/M-12 sector or granted to the school through public or private sector funds for use by students and the general public in public-school libraries. School-designated computers offer filtered Internet access.

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**Internet Profile** refers to the computer setting that determines access to the Internet. The setting “No Internet Profile” provides no Internet access. The Internet Profile can only be changed by library staff.

**Filter** refers to commercial software developed to limit access to the Internet. Some examples of the way in which a filter may limit access include: specified keywords; stop lists composed of URLs and IP addresses that a patron is not permitted to access; go lists composed of URLs and IP addresses that a patron is permitted to access; or prohibition of specified Internet programs such as e-mail, chat and other interactive services.

**School hours** refer to the hours during which teachers are routinely required to be in school.

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#### 4.0 LEGAL AUTHORITY

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[Criminal Code of Canada](#). Government of Canada.

[New Brunswick Public Libraries Act](#). Government of New Brunswick.

[Right to Information and Protection of Privacy Act](#). Government of New Brunswick.

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#### 5.0 GOALS / PRINCIPLES

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- 5.1 The mandate of the public library is to facilitate life-long learning for the public; and to provide services and resources to help meet their informational, educational, cultural and recreational needs.
- 5.2 The mandate of the public-school library is to facilitate life-long learning for both the public and the school population; and to provide services and resources for both groups to help meet their informational, educational, cultural and recreational needs.
- 5.3 When resources permit, Internet access is provided at no charge to the public.
- 5.4 NBPLS upholds the Canadian Federation of Library Associations' [Statement on Intellectual Freedom and Libraries](#) and [La charte des droits du lecteur](#) of the Corporation of Professional Librarians of Québec.

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## 6.0 REQUIREMENTS / STANDARDS

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### 6.1 ROLE AND RESPONSIBILITIES OF PUBLIC AND PUBLIC-SCHOOL LIBRARY PARTNERS FOR THE PROVISION OF INTERNET SERVICE

#### Public libraries

- 6.1.1 In order to meet the public library mandate, public libraries must offer filter-free Internet access:
- In accordance with [NBPLS Policy 1056 - Responsibility for Children who use the Library](#), responsibility for a child's use of library services rests solely with his or her parent or guardian.
- 6.1.2 The computer hardware and software required to provide Internet service for public use must be provided by the municipal partner. The municipal partner must ensure a minimum of one public-designated computer in the public library. NBPLS will assist municipalities with the purchase of public-designated computers through public or private sector funds, whenever possible.
- 6.1.3 NBPLS must provide one (1) Internet service account per library to be used for public Internet access on public-designated computers. NBPLS will pay the fee to set up one high speed Internet service account and the monthly Internet service charges for that account as well as for a basic telephone line in cases where a suitable telephone line is not otherwise available. When the Internet service is provided by NBPLS, it must be offered free of charge to the public.
- 6.1.4 The municipal partner is responsible for providing any additional Internet service for public Internet access on public-designated computers, as may be required. For example, if Internet access on public-designated computers is too slow or if there is heavy Wi-Fi network use. The municipal partner will pay for the installation and the monthly charges for any additional high speed Internet services as well as for any telephone lines that may be required, and any other related charges.
- 6.1.5 Technical support for public-designated computers must be provided by NBPLS.
- 6.1.6 Wi-Fi Internet access will be provided as local resources permit. The computer hardware and software infrastructure required to provide Wi-Fi Internet access must be provided by the municipal partner. Technical

support relating to the provision of Wi-Fi Internet access must be provided by NBPLS.

- 6.1.7 Signage must be prepared and posted by public library staff to describe the type of Internet service offered in public libraries and the terms and conditions for use (see Appendices A and D of this policy).**

#### **Public-school libraries**

- 6.1.8 In order to meet the joint mandate of serving the school and public population, public-school libraries must offer filtered and filter-free Internet access for student and public use through school-designated and public-designated computers in all public-school libraries (see Section 3.0 of this policy):
- During school hours, public-designated computers must be set to the “No Internet Profile” for student use or “Internet Profile” for public use (see Section 3.0 of this policy);
  - During school hours, students will not have permission to access filter-free Internet use, in accordance with Department of Education and Early Childhood Development [Policy 311 - Information and Communication Technologies \(ICT\) Use](#);
  - After school hours, public-designated computers must be set to the “Internet Profile” for public use. In accordance with [NBPLS Policy 1056 - Responsibility for Children who use the Library](#), responsibility for a child’s use of library services rests solely with their parent or guardian.
- 6.1.9 The computer hardware and software required to provide Internet service on school-designated computers must be provided by the school district, through the school. The network connection on school-designated computers must be provided by the Department of Education and Early Childhood Development.
- 6.1.10 The computer hardware and software required to provide Internet service on public-designated computers must be provided by the municipal partner.
- 6.1.11 The school district, through the school, must ensure a minimum of one school-designated computer in the public-school library. The municipal

partner must ensure a minimum of one public-designated computer in the public-school library. NBPLS will assist both partners with the purchase of public-designated and school-designated computers through public or private sector funds, whenever possible.

- 6.1.12 NBPLS must provide one (1) Internet service account per library to be used for public Internet access on public-designated computers. NBPLS will pay the fee to set up one high speed Internet service account and the monthly Internet service charges for that account as well as for a basic telephone line in cases where a suitable telephone line is not otherwise available. When the Internet service is provided by NBPLS, it must be offered free of charge to the public.
- 6.1.13 The municipal partner is responsible for providing any additional Internet service for public Internet access on public-designated computers and the Wi-Fi network, as may be required. For example, if Internet access on public-designated computers is too slow or if there is heavy Wi-Fi network use, the municipal partner will pay for the installation and the monthly charges for any additional high speed Internet services as well as for any telephone lines that may be required, and any other related charges.
- 6.1.14 Technical support for public-designated computers must be provided by NBPLS. Technical support for school-designated computers must be provided in cooperation with the School District technical support personnel and NBPLS.
- 6.1.15 Wi-Fi Internet access, for student or public use, will be provided as local resources permit, in consultation with the Department of Education and Early Childhood Development. The computer hardware and software infrastructure required to provide Wi-Fi Internet access to the public must be provided by the municipal partner. Technical support relating to the provision of Wi-Fi Internet access to the public must be provided by NBPLS.
- 6.1.16 **Signage must be prepared and posted by public-school library staff to distinguish the types of Internet service offered in public-school libraries, as well as post signage on the terms and conditions for use (see Appendices B and E of this policy).**

## 6.2 RESPONSIBILITIES OF LIBRARY PATRONS

- 6.2.1 Library patrons must respect the terms and conditions for use of the Internet in public and public-school libraries (see Appendices D and E of this policy).
- 6.2.2 Library patrons must respect the terms and conditions for use of Wi-Fi Internet in public and public-school libraries (see Appendix F of this policy).

## 6.3 ROLE AND RESPONSIBILITIES OF LIBRARY STAFF

- 6.3.1 Library staff must post the terms and conditions for use of the Internet in highly visible areas near public-designated computers in public and public-school libraries (see Appendices D & E of this policy).
- 6.3.2 Library staff must post the terms and conditions for public and public-school Wi-Fi Internet access in highly visible areas throughout public and public-school libraries (see Appendix F of this policy).
- 6.3.3 For the purpose of gathering library usage statistics, a patron is required to present their library card in order to use a public-designated or school-designated computer. For more information, library staff can refer to the NBPLS Circulation Services Manual.
- 6.3.4 Library staff are to refer to [NBPLS Policy 1059 - Patron Conduct](#) when handling patron complaints, and inappropriate or illegal conduct relating to the use of public-designated computers and the Wi-Fi network.
- 6.3.5 Library staff will only disclose patron computer use information in accordance with [NBPLS Policy 1060 - Confidentiality of Patron Personal Information](#).
- 6.3.6 In public-school libraries, library staff must clear electronic storage (caches) when they change the Internet profile on public-designated computers.
- 6.3.7 In public and public-school libraries, the Library Manager/Director regulates at the local level, and in consultation with their Regional Director, the issues of scheduling, and provision of services such as printing, e-mail, downloading of information to disk or hard drive, chat

lines, virus protection software and the use of personal software and disks.

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## **7.0 GUIDELINES / RECOMMENDATIONS**

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NBPLS will provide educational opportunities for public and public-school library staff and library patrons to participate in media awareness training, as resources permit.

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## **8.0 REGIONAL GUIDELINES AND PROCEDURES**

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In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

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## **9.0 REFERENCES**

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[Criminal Code of Canada. Government of Canada.](#)

[New Brunswick Public Libraries Act. Government of New Brunswick.](#)

[Charte des droits du lecteur. Corporation of Professional Librarians of Québec.](#)

[Statement on Intellectual Freedom and Libraries. Canadian Federation of Library Associations.](#)

[Administration Manual System Policy \(AD-7107\) - Government Information Technology Systems – Security Policy.](#)

[Policy 311 - Information and Communication Technologies \(ICT\) Use. New Brunswick. Department of Education and Early Childhood Development.](#)

[Policy 701 - Policy for the Protection of Pupils. New Brunswick. Department of Education and Early Childhood Development.](#)

[Policy 1056 - Responsibility for Children who use the Library. New Brunswick Public Library Service.](#)

[Policy 1059 - Patron Conduct. New Brunswick Public Library Service.](#)

[Policy 1060 - Confidentiality of Personal Information about Patrons. New Brunswick Public Library Service.](#)

[Policy 1093 - Computers in Libraries. New Brunswick Public Library Service.](#)



[Policy 1094 - Canada's Anti-Spam Legislation. New Brunswick Public Library Service.](#)

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**10.0 CONTACTS FOR MORE INFORMATION**

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NBPLS Provincial Office, (506) 453-2354

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