



## Technology Policy

Policy Number: 18-98

Policy Approval Date: April 12, 2012

Policy Review Date: October 2026

---

### Definitions

HPL | Library: Huntsville Public Library + The Annex

**Computer Technology:** Includes all components including but not limited to the main processor, monitor, keyboard, mouse, UPS and any directly connected security components. Laptops, All-in-One devices, tablets, or other similar solutions are included as part of this group.

**End User Technology:** Excluding (Computer Technology), all Information Technology equipment attached to (physically or networked) Computer Technology, including but not limited to printers, copiers, scanners, multifunction devices, cameras, projectors, plotters, and 3D printers.

**Network Technology:** All devices and systems utilized to provide wired and wireless connection to internal and external networks including access to the Internet.

**Software Technology:** All software solutions installed and supported on HPL equipment including Microsoft Office packages, library software, and security software.

**Information Technology Patrons (Users):** All patrons who utilize HPL provided technology including Computer Technology, End User Technology, Network Technology and Software Technology. This includes patrons that utilize HPL provisioned Technology, and patron owned technology while connected to HPL Computer or Network Technology.

### Background

Huntsville Public Library (HPL) technology services are consistent with HPL's Pillars, Core Values, and Strategic Plan. HPL provides access to technology to meet community needs relating to literacy, knowledge for living, well-being, and community development.

The purpose of this policy is to outline:

- Library responsibilities in providing technology for public use.
- User responsibilities in using library hardware, software, and related equipment; staff responsibilities.

- Consequences of inappropriate behaviour and/or illegal activity by users.

The world of technology is ever changing, and new technologies introduced at the Library will adhere to the Technology Policy.

## **Scope**

This policy applies to all members of the public using or accessing HPL-owned computers and digital technologies.

Huntsville Public Library supports and is supported by federal and provincial legislation and municipal bylaws which govern public conduct, including but not limited to:

- Copyright Act and other legislation governing intellectual property.
- Criminal Code of Canada and other legislation governing public conduct.
- Trespass to Property Act.

HPL will develop and implement technology use service policies, guidelines and procedures, under the authority of the Public Libraries Act and in accordance with the HPL Core Values, Strategic Plan.

## **Policy**

### **1. Library Responsibilities**

HPL proactively facilitates and promotes digital literacy in the community by providing technology and computer software in all library locations and offering user education through staff assistance, library resources, programming, and instructional documentation.

HPL technology gives users access to library service delivery tools, such as the library catalogue, collections, self-serve functions and to digital content including, but not limited to, e-resources and the Internet. Library technology provides access to Web-based communication tools such as email and social media, etc. In addition, HPL offers a variety of technologies and equipment that provide opportunities for users to create and manipulate content and to fabricate objects.

HPL strives to provide alternate technology for those users who require accessible hardware and software.

HPL technology is as up to date as possible within reasonable parameters of relevance, feasibility and budget.

HPL respects the right of users to privacy and confidentiality with regards to information sought or received and resources consulted, acquired, or transmitted. The Library will support privacy and freedom of information legislation protecting the rights of users.

### **2. User Responsibilities**

Members of the public are responsible for treating Library technology with respect and care to ensure that all persons can enjoy equitable access to all Library resources.

Users are responsible for acting with respect and consideration for one another and staff. Users will respect the privacy of others and not interfere with use of technology. The Code of Conduct applies to all computer users.

### Prohibited Activities for Information Technology Patrons

- Using, transmitting, downloading, or seeking inappropriate, offensive, vulgar, profane, suggestive, obscene, abusive, harassing, belligerent, threatening, defamatory (harming another's reputation by lies), pornographic or misleading language or materials.
- Users are not permitted to alter, tamper with or damage Library Computer Technology, End User Technology, Network Technology, or Software Technology
- Users are not permitted to conduct any form of harassment via email, social media, etc. whether through language, frequency, or size of messages.
- Use of workstations for illegal or criminal purposes or to seek access to unauthorized areas internally or externally to HPL or intercepting communications intended for others (commonly known as "sniffing")
- Infringement of copyright and other intellectual property rights; the library assumes no responsibility for such infringements
- Attempting to install malware/ransomware or other programs designed to damage or alter software or systems
- Use of FTP or installing of software applications on Computer Technology
- Subverting or attempting to subvert any security devices in either software or hardware format
- Sending unsolicited commercial material or "spamming"
- Misrepresenting oneself as another person
- Attempting to modify or gain access to files, passwords or data belonging to others
- Any activity, which interferes with or disrupts computer access, is prohibited.
- Vandalism or theft of library property

Users are responsible for obeying the laws of Canada when using Library technology.

### **3. Staff Responsibilities**

HPL staff are active intermediaries between users and Library technology and are essential to the provision of relevant, accessible, high-quality technology-based library services.

Staff support people in gaining skills they require to be successful in a knowledge-based society, including supporting digital literacy to increase knowledge of useful technologies and to show how they work, their benefits and how they can be used efficiently, effectively and responsibly to achieve desired goals.

Library staff are responsible for ensuring that all rules of technology use are followed. Staff will advise users of appropriate conduct as required and state consequences of not following the

rules of conduct should unacceptable behaviour continue or be repeated.

#### **4. Consequences of Misuse of HPL Technology**

The Library will take action on any inappropriate behaviour related to use of Library technology according to the Library's Code of Conduct.

It is an offence under the Criminal Code of Canada to steal or vandalize Library property including technology. HPL will take action in a situation where such unlawful activity occurs and will contact the police.

Through automated active monitoring of Network Technology, network traffic that is deemed to be a risk for HPL Technologies, may be blocked as necessary, and systems that are found to be abusing policies as noted in Section 2, may be blocked from accessing HPL Network Technologies in the future.

Any person violating Library rules for technology use risks suspension of Library privileges, exclusion from the Library for a period, banning and/or prosecution.

#### **Inquiries on Policy**

eLibrarian

CEO/Chief Librarian, Freedom of Information/Privacy Officer for Huntsville Public Library.

#### **Related Documents**

Library Strategic Plan

3D Printer Procedures

Accessibility Standard for Customer Service Policy

Circulation & Fines Policy

CFLA Access to Information and Communication Technology (ICT) (formerly by CLA)

CFLA Statement on Intellectual Freedom and Libraries

CFLA Open Access for Canadian Libraries Position Statement

Code of Conduct Policy & Signage

Fee Schedule

Intellectual Freedom Policy

Membership Policy

Privacy Policy

Staff Use of Technology Policy

Unattended Children Policy

Video Surveillance Policy

Virtual Reality Procedures

#### **History**

Approved by the Huntsville Public Library Board April 12, 2022

October 9, 2018 | Motion 18-98

November 9, 2015 | Motion: 15-101

3D Printer Terms of Use | 15-88 | October 13, 2015

3D Printer User Agreement | 15-89 | October 13, 2015

Computer and Internet Use Policy | Revised & Adopted May 10, 2000

Revised & Adopted June 15, 2011