

Internet Services, MakerSpace and Technology Use Policy

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Policy Title: Internet Services, MakerSpace and Technology Use	Policy Approval Date: January 2026
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Introduction:

The Norfolk County Public Library Board endorses the use of the internet as a source of information to complement traditional library collections and as a communication tool, connecting individuals and communities. At the same time, the internet functions in an unregulated environment and therefore provides access to a wide variety of resources over which the Norfolk County Public Library has no control. This policy establishes the provision of public network services to access the internet, acceptable use of these services by users, staff responsibilities, and consequences of inappropriate behavior or illegal activity by users.

The Norfolk County Public Library provides shared community access to MakerSpace equipment, supplies and spaces based on the library’s values of Adaptability, Creativity, Curiosity, Diversity, and Equity. This policy applies to all users of Norfolk County Public Library’s MakerSpaces and MakerSpace equipment.

Section 1: Access to the Public Network

1. The library provides members of the public with Internet access through the library’s networked desktop computers and laptops as well as through the library’s wireless network which can be used with personal mobile devices.
2. All users must provide a valid library card or guest pass to obtain login information.
3. Wired and/or wireless access to the Internet via public computers or users’ personal devices is provided free of charge.
4. User must accept the terms of use to access the public network. (Appendix A)
5. The library provides one (1) computer in each branch with additional accessibility features including raised keyboards, large monitors, and adjustable heights for equipment.
6. To ensure equitable access to the public network and efficient use of resources, the library reserves the right to set time limits on the library’s public computers.

7. Use of the NCPL wireless network is entirely at the user's own risk. Any compromised information or loss through use of wireless access is the responsibility of the user. This includes electrical surges, disruption to service and loss or theft of the wireless device.

Section 2: Internet Filtering

1. The library does not use filtering software. It is the position of the Board that filtering technology is not effective in making the internet safer for children nor in preventing criminal activity. This access to, and use of, the public computer network is compatible with the Norfolk County Public Library position on Intellectual Freedom (FN-04).

Section 3: Use by Children

1. Children may access all information and use all facilities provided by the library. Children's access to the internet is compatible with the policy on Children Services (OP-10) and the Norfolk County Public Library position on Intellectual Freedom (FN-04).
2. Parents and guardians are reminded that the restriction of a child's use of a library computer, including internet and wireless access, is their responsibility. The Library Board and staff accept no responsibility for enforcing restrictions which a parent or guardian place on a child's use of internet resources.

Section 4: Acceptable Use of Technology in the Library

1. Users must be aware that computers and other devices, regardless of whether on the library's internet service or not, are being used in public areas which are shared by people of all ages, backgrounds, and sensibilities. Some content is age-inappropriate for children. Some content may be offensive, objectionable and/or intimidating to other library patrons and/or staff. The staff reserve the right to redirect users whose activities on public computers or their personal devices diminish the enjoyment of the library space by others.
2. Users shall respect the privacy of other library patrons. However, library staff cannot guarantee privacy at the library workstations or when using personal mobile devices.
3. Users shall respect the laws of Canada when using the public network. Use of the public network for illegal, actionable or criminal purposes is prohibited. Examples of such illegal activities include, but are not limited to, harassment or stalking, libel, illegal commerce or solicitation, "hacking" or tampering with other computer systems, viewing, downloading and/or printing child pornography. Illegal use will be reported to the police.
4. Users of the public network shall not violate or circumvent copyright and other intellectual property rights and liability for infringement rests with the user. The library board shall follow fair use copyright principles and shall advise users of their legal responsibilities.

5. Users should use caution before providing personal information over the internet. As the internet is not a secure medium, third parties may be able to obtain information about users' activities. The library assumes no responsibility for internet content or damage, directly or indirectly, arising from its website or from its connections through to other internet services.
6. Users shall not modify, or otherwise willfully damage, the library's computer equipment, software, or network.
7. To summarize the items contained in Section 4 of this policy, the library shall post Appendix A: Internet Acceptable Use Agreement as a landing page for reviewing before using the library's internet. Consequently, anyone not adhering to Appendix A: Internet Acceptable Use Agreement shall have their library privileges suspended and shall be legally and financially responsible for damages.

Section 5: Library Responsibilities

1. The library proactively helps and promotes public access to quality information for all users. Library staff are available to assist with:
 - a) finding and evaluating the quality of an internet site
 - b) accessing the public workstations and personal devices
 - c) accessing the library's online resources
2. The library respects the right of users to privacy and confidentiality regarding information sought or received and resources consulted, acquired or transmitted.
3. The library does not assume any responsibility for the configuration, security or files on personal devices resulting from connection to the library's network. The Board assumes no responsibility for the security and privacy of on-line transactions, as the Internet is not a secure medium and third parties may be able to obtain information about the user's activities. The library is not responsible for any damage sustained while using a personal device.

Section 6: MakerSpaces

1. The Norfolk County Public Library MakerSpaces and MakerSpace equipment are available to patrons who meet the following requirements:
 - a) Have a valid Norfolk County Public Library card in good standing.
 - b) Are 14 years of age or older.
 - i. Patrons under the age of 14 years of age, must always be accompanied in the MakerSpace by an adult and the accompanying adult will be considered the primary user.
 - c) Understand the MakerSpace policy and agree to the terms of use.
2. The library respects the right of users to privacy and confidentiality with regards to

information sought or received and resources consulted, acquired, or transmitted.

MakerSpace Access and Reservations

1. The MakerSpaces operate from the time the Library Branch opens for the day until one half hour (30 minutes) before the Branch closes for the day.
2. MakerSpaces are shared community spaces. Patrons may not reserve exclusive use of the MakerSpace. Other users may be using other equipment in the MakerSpace at the same time or may check out access to the space to use for creative endeavours without the particular use of any reservable equipment.
3. MakerSpace equipment or access must be reserved by the patron before use.
4. To reserve a piece of MakerSpace equipment or access, the patron must accept the MakerSpace Terms of Use (Appendix B).
5. MakerSpace equipment or access can only be checked out to the library card for which it was reserved.
6. Reservations will be held for up to 15 minutes.
7. Reservations may be made up to 30 days in advance.
8. Each patron may have one (1) active reservation on any type of MakerSpace equipment at one time.
9. When equipment is available for immediate use on a “walk-in” basis, the patron must reserve the equipment and accept the terms of use before the equipment will be available for checkout to their card. Library staff must not reserve the equipment and accept the terms of use on the patron’s behalf.
10. Reservations for MakerSpace equipment are up to three (3) hours long. After their reserved time, a patron may continue using the equipment if it is available, until either:
 - a. another user’s reserved time, whether that reservation was made in advance or not, or
 - b. the end of the MakerSpace operating hours (30 minutes before the Branch closes).
11. Printing time on the 3D printer cannot be reserved directly. If the printer is idle during the patron’s 3D printer computer reservation, the patron may begin their print immediately. If the printer is mid-print or otherwise unavailable, the patron must queue their print with staff.
12. Each patron may only have one (1) print in the 3D printer queue at a time.

13. For all MakerSpace equipment except for 3D printers, patrons are required to remain in the MakerSpace with the equipment they have checked out while the machine is in operation.
14. The MakerSpace or MakerSpace equipment may be unavailable for reservation during operating hours due to Library programming, outreach, or equipment service and maintenance.
15. Patrons may reserve and check out access to the MakerSpace itself to work on their creative projects without reserving and using a particular piece of MakerSpace equipment.
16. Maximum occupancy levels are in place and are subject to change.
17. The primary user who reserved the equipment or access with their Library card is responsible for any guests they bring to the MakerSpace with them during their reservation.
18. When children are in the MakerSpace, the adult accompanying them must remain in the MakerSpace, as the adult is considered the primary user and is responsible for their accompanying children's use of the MakerSpace.
19. No food or open beverages of any kind are permitted within the MakerSpace or in the vicinity of MakerSpace equipment.

MakerSpace Materials

1. Norfolk County Public Library provides a limited supply of materials to be used with MakerSpace equipment on a cost recovery basis. A price list is posted for the use of these materials in the MakerSpace. These prices are subject to change.
2. Patrons may bring their own machine-compatible materials to use, including but not necessarily limited to those supplied by Norfolk County Public Library on a cost-recovery basis.
3. Only PLA filament may be used with 3D printers in Norfolk County Public Library Branches outside the Simcoe Branch. ABS, PA Nylon, PETG, and TPU may be used at the Simcoe Branch only and only with the enclosed and air-filtered 3D printer. The glass cover must be in place for use with non-PLA materials.

MakerSpace User Responsibilities

1. Patrons are required to use the MakerSpace and MakerSpace equipment in a safe, responsible, and ethical manner.

2. All patrons must adhere to all Library policies and current applicable laws, including but not limited to health and safety policies, equipment operating procedures, copyright laws, and licensing agreements.
3. It is the patron's responsibility to ensure that they are abiding by all current applicable laws, including copyright law. The library is not responsible for any infringement of copyright or any other violation committed by Library users.
4. Patrons may not create, access, display, or distribute illegal material or material that contravenes the Ontario Human Rights Code or that is obscene, harassing, racist, malicious, fraudulent, or libelous.
5. Staff are available for assistance with basic orientation to the equipment and MakerSpace.
6. Patrons who would like further assistance are encouraged to attend scheduled one-on-one technology assistance drop-in sessions or to make use of online resources and how-to videos.
7. Staff are not responsible for completing a patron's project, contributing design work, solving design problems, or correcting errors.
8. The library is not responsible for the functionality or quality of content produced on any of the MakerSpace equipment.
9. Patrons are responsible for paying the recovery cost of any Library-supplied materials used in their project. Price lists are posted in the MakerSpace.
10. Patrons who damage MakerSpace equipment through misuse or contravention of equipment procedures will be charged the replacement cost of the equipment and/or damaged material. The replacement cost will be charged to the patron's Library account, which could impede their access to certain Library services until the replacement cost is paid.
11. The library reserves the right to refuse any project, subject to Library policy.
12. The Library CEO or their designate will have final authority over whether usage of the space and MakerSpace equipment is in line with current guidelines.

Related Documents:

Intellectual Freedom (FN-04)

Privacy, Access to Information and Electronic Messages under CASL (OP-01)

Children's Services (OP-10)

Accessibility in the Library (OP-15)

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Appendix A: Internet Acceptable Use Agreement

Individuals using the internet need to be good information consumers. Information may be inaccurate, incomplete, misleading, not age appropriate, controversial or offensive to them or others. The library cannot protect users against finding such materials. Parents must assume responsibility for their children's use of the internet clicking the "Agree" button signifies an understanding of and willingness to comply with the Norfolk County Public Library policies on Internet OP-07 - Services, MakerSpace and Technology Use Policy

By using the library's computers and public internet network, you agree to the following:

1. Users shall view the use of the library's public internet network, whether on the library's public computers or a personal device the same way as they view the use of any Library space and should restrain from activities that disturb others in the library space.
2. Users shall not use the library internet network to access, display, download, upload, print, forward, or e-mail materials considered as defamatory, discriminatory, obscene, or criminal in nature.
3. Users shall not violate or circumvent copyright and other intellectual property rights.
4. Users shall not misuse or abuse Library computers or software.
5. Users shall keep personal files on external storage systems (such as a USB drive or in cloud storage). Any user-created files found on the library's computers will be removed.
6. Users shall not install any software on the library's computers or modify software installed by the Library on the Library's computers.
7. Users who are in the library but who are using their own electronic devices and using their own Internet service, shall refrain from activities that disturb others in the library space.
8. Users who deliberately violate the rules shall have their Library privileges suspended or be required to leave the library. Illegal use, within the definitions of federal or provincial legislation, will be reported to the police.

Appendix B: MakerSpace Terms of Use

By reserving the Library's MakerSpace resources, you agree to the following:

1. I shall follow and comply with all guidelines set forth by the Norfolk County Public Library including:
 - Norfolk County's Internet, MakerSpace, and Technology Policy.
 - The MakerSpace Community Guidelines as posted in the MakerSpace.
2. Prior to entering the MakerSpace I shall use my valid Norfolk County Public Library card to check out the MakerSpace equipment. Staff reserve the right to task for ID verification.
3. I agree to pay for all consumable materials used, at the posted rate, at the time of use.
4. The materials and equipment in the MakerSpace are available on a first come, first served basis and are only to be used in the MakerSpace. Consumables are provided on a limited basis, and it is up to me, the primary user, to avoid unnecessary wasting of supplies and materials.
5. The Norfolk County Public Library will supply safety materials, including safety goggles, masks, gloves, First Aid Kits, and fire extinguishers. I agree to use safety materials when required and shall tie back long hair and loose-fitting clothing while in the MakerSpace.
6. I shall not touch any hot elements, including but not limited to the 3D printer extruder, soldering iron tips, wood-burning tool tips, heat-presses (Easy Press), irons.
7. I shall not touch any sharp elements, such as blades, including but not limited to: Cricut blades, vinyl cutter blades, rotary blades, scissor blades, knife blades, and blades inside AccuQuilt dies which are embedded in soft foam and may be exposed with hand pressure. I will never leave the AccuQuilt dies foam-side up and I will never leave them out of storage unattended.
8. I understand that there are staff members available for limited assistance, but staff are not responsible for completing my project or doing any of the design work for me.
9. Norfolk County Public Library is not responsible for any defects or problems with my project. If a project is unsuccessful, the library is not responsible for:
 - Correcting any problems with the project or design.
 - Any cost associated with remaking the project, including the cost of consumable materials.
10. I am responsible for the space, equipment, and furniture in the MakerSpace during my

session.

11. As the primary user, I am responsible for any guests or collaborators I bring to the MakerSpace.
12. Upon completion of my session, I shall return all equipment and tools to their original location.
13. If any equipment is discovered to be damaged or missing from my session, I am responsible for the cost of repairs, replacements, and/or cleaning. This cost will be charged to my Norfolk County Public Library patron account. I recognize that I shall not be allowed to use the MakerSpace, borrow Library material, or otherwise use my Library card until the library has been reimbursed for this cost. The computers in the MakerSpace will strictly be used for the purposes of my project, and not for general internet use (social media, browsing, email, etc.).
14. The computers in the MakerSpace shall strictly be used for the purposes of my project and not for general internet use (social media, browsing, email, etc.)
15. I understand that the MakerSpace shall be used for lawful purposes only and cannot be used to create content that is:
 - Prohibited by any provincial or federal laws.
 - Unsafe, harmful, dangerous, or poses an immediate threat to the wellbeing of myself or others.
 - Obscene, discriminatory, or otherwise inappropriate for the library environment.
 - In violation of another's intellectual property, i.e., patents, trademarks, or copyrights.

Appendix C: MakerSpace Community Guidelines

- This is a space of cooperation intended for the sharing of ideas.
- All patrons are expected to treat others with respect.
- All patrons are required to use their library card to check out the equipment or room access prior to entry of the MakerSpace.
- The equipment or access must be reserved before it can be checked out. Patrons shall accept the MakerSpace Terms of Use to reserve equipment or access.
- Safety is our priority.
- Please use appropriate safety equipment for your project when necessary.
- Patrons shall be responsible for the cost of all consumable materials they use. Material prices are posted in the MakerSpace.
- All patrons are expected to maintain a safe and clean space.
- When finished using a tool, return it to where it belongs.
- Ensure that surfaces and floors are tidy and seats are pushed in before exiting.
- You are expected to leave the space as you found it.
- Be aware of your surroundings.
- Be careful not to interfere with others' projects and ensure your project is not posing a safety risk to those around you.
- If you do not know how to use a piece of equipment you would like to use, please ask. Staff are happy to help!
- The MakerSpace closes a half hour before the Branch closes for the day.
- If a 3D print's estimated completed time is more than one hour after closing time, it must be queued to begin at the start of the next operating day.
- Children under the age of fourteen shall be accompanied by an adult over the age of eighteen. This adult is considered the primary user.
- Be safe and have fun! The library reserves the right to ask a patron to leave at any time if these guidelines are not followed.