
Subject: Booking of Computer Labs
Effective: November 2018
Revised:

1.0 PURPOSE

The purpose of this policy is to clarify the standards for booking computer labs at New Brunswick's public libraries.

2.0 APPLICATION

This policy applies to:

- public libraries within NBPLS that have a computer lab;
- not-for-profit organizations who wish to use computer labs at New Brunswick's public libraries, and
- staff of the New Brunswick Public Library Service (NBPLS).

For terms and conditions of use for public-designated computers and the Wireless network in public libraries, see [NBPLS Policy 1073 – Internet Access](#).

3.0 DEFINITIONS

Computer lab refers to a designated room or area within a public or public-school library that provides public-designated computers on a first-come-first service basis, as well as the functionality of being able to deliver computer based training to small groups. Computer labs are currently available in the following libraries: Fredericton Public Library, Moncton Public Library, Saint John Free Public Library, Campbellton Centennial Library and Mgr. W.J. Conway Public Library (Edmundston).

Public-designated computers refer 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.

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4.0 LEGAL AUTHORITY

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

5.0 GOALS / PRINCIPLES

Free access to public-designated computers is a core service offered by New Brunswick public libraries to ensure equitable access to information and technology for all citizens.

6.0 REQUIREMENTS / STANDARDS

- 6.1 Library program and service needs will take priority when booking computer labs.
- 6.2 Requests from not-for-profit organizations to book computer labs will be considered for events which the public can attend free-of-charge. The not-for-profit organization's use of the computer lab must have a benefit to the general public.
- 6.3 Use of computer labs by not-for-profit organizations must be of short term duration only so as to not interfere with the availability of public-designated computers. In some libraries, the computer lab offers the only citizen access to computers and the Internet.
- 6.4 In libraries where the majority of public-designated computers are located in the computer lab, the computer lab will not be available for bookings during the library's peak usage time by the public.
- 6.5 Whenever computer labs are booked, library staff will offer alternatives to assist patrons who urgently require a public-designated computer to access the Internet or to do quick transactions such as print documents (e.g. printing services).
- 6.6 Computer lab bookings should be made no later than one week in advance.
- 6.7 Libraries will provide notice to library users of the unavailability of public-designated computers in advance whenever possible. The method of notice shall be easily accessible to patrons who lack access to the Internet (for example, by posting a notice at the entrance to the computer lab).
- 6.8 Notice of a computer lab booking cancellation should be given 48 hours in advance.

- 6.9 If the computer lab is booked and the person responsible neither arrives nor informs the library in advance that they will be late, the booking will be cancelled and the computer lab will be opened for public use.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

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

9.0 REFERENCES

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

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354

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