



# Tablelands Regional Library Service

# Public Internet Use Policy

Draft <input type="checkbox"/>	Final <input checked="" type="checkbox"/>	Version:	2
Identifier:	CCS 2.2.12	Policy Section:	Library Services
Date Adopted:	17 November 2015	Review Date:	17 November 2018
Author:	Briengan Rodgers, Coordinator Libraries	Review Officer:	General Manager - Community & Regional Planning

## CONTENTS

1.	INTRODUCTION .....	1
2.	SCOPE.....	1
3.	POLICY STATEMENT.....	1
4.	POLICY OBJECTIVES.....	1
5.	RELEASE FROM LIABILITY.....	2
6.	INTERNET CONTENT.....	2
7.	SECURITY .....	2
8.	PRIVACY.....	2
9.	COPYRIGHT .....	3
10.	ACCESS.....	3
11.	DOWNLOADING .....	3
12.	SUPERVISION OF CHILDREN.....	3
13.	STAFF ASSISTANCE.....	4
14.	PUBLIC CONDUCT .....	4
15.	PC BOOKINGS.....	5
16.	PRINTING .....	6
17.	LOSS OF PRIVILEGES .....	6
18.	ASSOCIATED DOCUMENTS.....	6
19.	REVIEW .....	6
20.	DISTRIBUTION REGISTER .....	7

## 1. INTRODUCTION

---

Tablelands Regional Library Service has a responsibility to provide Internet and computer access to meet the recreational, cultural, informational and learning needs of the Tablelands Region community.

Providing access to these services supports the library's commitment to using new technologies to raise the level of information awareness and engagement in the community.

This policy ensures fair and equitable access to the Internet as an information resource.

## 2. SCOPE

---

This policy applies to all users of the Tablelands Regional Council Library Internet and computing services

## 3. POLICY STATEMENT

---

This policy exists to ensure fair and equitable access to the Internet as an information resource.

## 4. POLICY OBJECTIVES

---

The objectives of this policy:

- To ensure fair and equitable access to the Internet
- To promote freedom of information
- To promote lifelong learning
- To establish guidelines for acceptable use of the public Internet at Tablelands Regional Library Service branches
- To clearly indicate the responsibility of customers using the Internet
- To ensure the integrity and safety of the Tablelands Regional Council information technology network

## **5. RELEASE FROM LIABILITY**

---

By using the library Internet service, users release and discharge the Tablelands Regional Council and council staff from any liability that may arise from the use of the service, including liability in relation to personal equipment malfunction, defamatory or offensive material or any breach of copyright or licensing agreement that may occur as a result of use.

## **6. INTERNET CONTENT**

---

The Tablelands Regional Library Service takes no responsibility for the quality of any of the information available on, or through, the Internet.

It is the responsibility of the users to determine the accuracy, legality, quality, validity, currency and relevancy of the accessed information.

## **7. SECURITY**

---

Security in the electronic environment cannot be guaranteed and users are warned that all Internet transactions and communications are vulnerable to unauthorised use.

The Tablelands Regional Library Service does not recommend using public access computers for purchasing, banking or other financial transactions.

Data downloaded from the Internet may contain viruses. The library does not accept any responsibility for viruses transmitted to users' own equipment, or for the safety and security of any transactions carried out on the Internet, or arising from use of a particular site.

## **8. PRIVACY**

---

The Tablelands Regional Library Service respects users' rights to privacy but reserves the right to censor, monitor and control information and sites.

As per council practice, sites accessed may be recorded for technical and compliance needs.

The Tablelands Regional Library Service may also be required by law to provide a log of internet use.

## 9. COPYRIGHT

---

Much of the material, including software, available on the Internet is copyright and the copyright owner is entitled to take legal action against a user who infringes this copyright.

Users are responsible for complying with all applicable laws governing copyright material.

A copy of Schedule 3 (regulations 4B and 17A) from Copyright Regulations 1969 has been placed near the computers.

## 10. ACCESS

---

The Tablelands Regional Library Service does not take responsibility for any technical problems in accessing sites and cannot guarantee continuous Internet access during the time booked.

The Tablelands Regional Library Service Internet service is available only during opening hours.

FEES AND CHARGES Fees and charges may apply for Internet use.

## 11. DOWNLOADING

---

Users must not download, or execute software, from the Internet onto Tablelands Regional Library Service computers.

However, downloading files from the Internet and copying them to an external storage device is permitted as long as executable software is not opened on the hard drive of public access computers.

Users should ensure that data downloaded from the internet is not in breach of Australian law.

Files or documents saved on public access computers are not retained beyond the booked session

## 12. SUPERVISION OF CHILDREN

---

The Tablelands Regional Library Service is not responsible for supervising Internet use.

Supervision, or restriction, of a young person's access to the Internet is the responsibility of the parent, guardian or carer.

Some material available on the Internet is unsuitable for minors.

Parents, guardians or carers are encouraged to educate, and work with, their children in using the Internet.

Children and Young adults must be given signed permission, by their parent, guardian or carer, to use the library computer facilities unaccompanied and unsupervised.

If the child is a member, this permission will be recorded in the young person's membership details.

If the child is not a member, the signed permission form will be kept on file.

Thereafter, access is the responsibility of the parent, guardian or carer.

Children's behaviour while using the Internet is the responsibility of the parent, guardian or carer.

### **13. STAFF ASSISTANCE**

---

- Equipment malfunction should be reported to library staff immediately
- Users must not attempt to repair any hardware or software problems
- Library staff will make every effort to answer basic queries, but staff are not technical experts
- Library staff may provide a maximum of 10 minutes assistance for Word Processing or Internet enquiries and initial training
- Software and Internet guides are available for loan from the general collection
- Courtesy to staff is expected at all times

### **14. PUBLIC CONDUCT**

---

- Users listening to sound or music must use headphones
- Internet access is provided on the understanding that information accessed is appropriate for the public domain
- The following areas of access, practices and behaviour are unacceptable, and misuse will result in the loss of Internet privileges:
  - destruction of, or damage to, library equipment or software
  - harassment, bullying, threatening, slander or libel of other users

- excessive noise and/or disruption of other users
- unauthorised access to information or services
- deliberate cracking or crashing of programs
- display of pornographic, racist, violent, offensive, or inappropriate material or images
- licence infringement
- violation of computer system security or changes to the public computer default settings
- attempting to modify or gain access to files, password or data belonging to others
- installing, or attempting to install, viruses or other damaging code or software
- illegal or fraudulent activity
- unauthorised monitoring of electronic communications
- intentional unauthorised infringement of copyright
- vandalism or theft of computer hardware or software

Library staff will make the final judgement on whether material is offensive or not.

The Tablelands Regional Library Service reserves the right to eject patrons engaged in unacceptable usage.

## **15. PC BOOKINGS**

---

To maximize Internet availability, and to ensure fair and equitable access, the following booking guidelines apply:

- Bookings may be made in person by telephone or online
- Booking periods are for 30mins or 60mins
- Additional time may be permitted by negotiation with library staff
- The last booking ends 10 mins prior to closing time so bookings made for the final 60mins or 30mins of the day will last only 50mins or 20 mins respectively
- Users are responsible for planning their time on the Internet. It is important that users finalize their work before the session ends

- Large print jobs should not be commenced at the end of a session
  - Sessions will be terminated when the time has expired
  - Users must vacate the workstation once their allotted time has ended, regardless of whether or not the next user has arrived
  - Due to limited space, no more than 2 people are permitted at a computer at one time

## **16. PRINTING**

---

- There is a charge for printing. Refer to council's Fees and Charges schedule for details.
- Not all branches can provide colour printing

## **17. LOSS OF PRIVILEGES**

---

- Users who do not comply with Tablelands Regional Library Service conditions of use may have their Internet session terminated, or be denied access to the service.
- Library members who are banned for non return of library items, or suspended for monies owing, are not permitted to use the Internet until all fines and charges have been paid or resolved.

## **18. ASSOCIATED DOCUMENTS**

---

- Tablelands Regional Library Service Membership Policy
- Tablelands Regional Library Service Code of Conduct Policy
- Tablelands Regional Library Service Social Networking Policy
- Tablelands Regional Library Service Internet Use Policy

## **19. REVIEW**

---

It is the responsibility of the Coordinator Libraries to monitor the adequacy of this policy and recommend appropriate changes. This policy will be formally reviewed every three years or as required.



**20. DISTRIBUTION REGISTER**

---

Date	Issue No.	Copy No.	Issued To	Copy Type

**This policy is to remain in force until otherwise determined by Council.**