

Randwick City Library Internet and Computer Access Policy

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Objective

To assist library staff in the management and provision of services relating to public use of computers and access to the Internet in accordance with the [Library Act 1939](#), [Library Regulation 2018](#) and the [Library Council of NSW “Access to information in New South Wales Public Libraries” Guideline](#).

Policy Statement

1. Internet Services

1.1. Access

Randwick City Library is committed to the provision of technology and online services that meet the varied information needs of its users. The library strives to provide a welcoming environment and provides free public access to the Internet.

The library will provide free internet access as follows:

- Access for all users for legitimate information and research purposes
- Access for library members to selected online database resources
- Access for non-information purposes, such as email, social networks, and online games.

To access internet services on public access computers a user will need:

- A valid library membership with no outstanding fees or overdue items.
- To be under 16 to access Children's computers for homework, Internet research, word processing and educational games

Library users acknowledge:

- Access to and appropriate use of the Internet service is at the discretion of library staff
- Access to Internet resources may be unavailable at short notice due to upgrades or internet outages.

It is acknowledged that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

1.2. Censorship and Privacy

The library utilises filtering technologies on all public computers, and cannot guarantee that all objectionable material is blocked, and therefore may give a false sense of security to parents and legal guardians. In addition, filtering technologies can inappropriately block access to materials and as such are censoring use of the Internet. Censorship issues are however the domain of federal and state governments.

Internet usage at the library is logged. Randwick City Library does not monitor individual users or sessions and will not release information on the use of specific Internet resources by members of the public, except as required by law or necessary for the proper operation of the library service. Aggregated usage logs may be used by the library service for statistical purposes. All files saved to a computer during a user's session will be removed at the end of the session.

Patrons should also be aware that the Internet is not a secure medium and third parties may be able to obtain information regarding user's activities, therefore no guarantee of privacy can be made, either while clients are using the facility or after they have completed their session.

The library is subject to the [New South Wales Privacy and Personal Information Protection Act 1998](#) as outlined in the [Randwick City Council Privacy Statement](#) and [Privacy Management Plan](#).

1.3. Inappropriate Use

Users of the Internet at any Randwick City Library public computer are requested to be sensitive to others when displaying potentially controversial or offensive material on computer screens in public areas. Headphones must be used when accessing sites with sound features.

The library reserves the right to check any use of its Internet service including data transmissions both sent and received when the library deems that user is in breach of these conditions of use.

Internet users who access the Internet at the library in contravention of this policy can be excluded from the library under [Section 17 of Library Regulation 2018](#). What constitutes “inappropriate use” is at the discretion of the shift supervisor, and includes, but not limited to, any of the following:

- The display/downloading of pornographic/offensive material.
- Modification of library hardware, settings, or software.
- Illegal, criminal, or anti-social Internet use.
- Destruction of, or damage to equipment, software, or data belonging to the library or other person.
- Intentional unauthorised copying of copyright-protected material or infringement of licence agreements and other contracts.
- The violation or attempted violation of any computer network's system security
- Unauthorised monitoring of electronic communications.
- The violation of the privacy of individuals or entities that are creators, authors, users, or subjects of the information resources.

Library members found to have contravened licensing restrictions for remote use of online information resources will have their library membership privileges withdrawn.

Further action as required will be taken for all illegal/inappropriate use of the Internet.

1.4. Parental Permission and Supervision

When children and young people are joined to the library, it is implied that parents give permission for them to use the public computers or Internet unless they specify otherwise. If a parent wishes to disallow Internet access through public computers, they may notify staff who can restrict access on their child's account.

It is the right and responsibility of parents and legal guardians to determine and monitor their own children's use of library materials and resources. Children under the age of 12 must be supervised by a parent or guardian when using the library's public Internet and computer services.

1.5. Legal Responsibilities

The user accepts full responsibility and sole liability for actions while using the Internet. The responsibility for online content rests primarily with the content provider and the Internet user.

1.6. Copyright

It is the responsibility of readers and visitors to ensure they understand and comply with the [Copyright Act 1968](#). Material on the Internet may be protected by copyright. When printing or scanning information, readers should refer to and comply with any copying directives given by the author of the material. Acts not constituting infringements of copyright in works are outlined

under the Copyright Act. It is the responsibility of users of these resources to determine whether the material is in copyright or find the copyright owner to obtain their permission. Further information and advice is provided by the [Australian Copyright Council](#).

Copyright statements are placed near computers and printer/copiers for library users' information. Copyright legislation also applies to the downloading of software, films, sound recordings and broadcasts.

1.7. Information Services

The provision of expert and professional assistance to users seeking information on the Internet distinguishes the library from other services providing Internet access.

The library has no control over information gathered on the Internet, and cannot be held responsible for accuracy, authoritativeness, timeliness etc. of such information.

2. Public Access Computer Usage

Public access computers with Microsoft Office are made available at all library locations for access by library users. The following conditions apply:

- Computers are available for up to 4 hours per user per day across all branches.
- Computer reservations are for 30-minute sessions, which can be extended up to a maximum of 2 hours.
- Computers may be booked up to 7 days in advance.
- Failure to attend a booking within 5 minutes of commencement of allocated time will result in the booking being cancelled.
- No user-provided software is to be installed on the computers.
- All work is to be saved to the customer's portable or cloud storage.
- The library is not responsible for any damages that may occur as a result of conditions beyond library's control such as computer viruses, electrical malfunctions, power surges, etc.
- For security reasons access to certain system functions and drives is restricted.
- All printing is to be completed prior to the scheduled end of the session.
- All computers will shut down 15 minutes prior to the library's advertised closing time.
- Library staff are not available to provide expert assistance or tuition in the use of software applications.
- Customers must only use their own membership account to gain access to the computers. Staff will take immediate steps to restrict access to accounts that are not being used by the legitimate account holder.

3. Wi-Fi Usage

Randwick Council Free Wi-Fi is available at all branches, enabling access to information and online resources using their own device. Library membership is not required to access the Wi-Fi. Users must agree to the following terms and conditions before being granted access.

- Access to Wi-Fi is for private, non-commercial use only.
- Service must only be used for lawful purposes and must not be used to access illegal, explicit, or demeaning content. Randwick City Council reserves the right to restrict access to internet sites and services at its own discretion.
- Your usage of the Service must not disrupt any other user of the Service.
- Your unique device address will be utilised for statistical and reporting purposes.
- No guarantee is provided that the Service is fit for any particular purpose, nor that the Service will be available continuously.
- No guarantee is provided that use of the Service will not expose your device or data thereon to interception by a third party or that your device may be compromised. You should take all necessary precautions to secure your device and any data upon it prior to connecting to the Service.
- No support will be provided to users of the Service, it is provided on an as-is basis only.
- Randwick City Council will not be responsible for any consequential loss or damage caused by your use of this Service.

Patrons take full responsibility for the security and safety of their own device when using their device within the library. Patrons also take full responsibility for the configuration of their device when connecting to the Library's Wi-Fi service.

Patrons may use unallocated power outlets within the library for their device. Under no circumstances are patrons to unplug Randwick City Council devices. Library staff are directed to unplug any non-Council device if it has affected the operation of a Council device.

Under the [Work Health and Safety Act 2011 \(NSW\)](#) library staff are responsible to identify and remove any hazards in the workplace. A patron's device that has been identified as a trip hazard will be unplugged.

Associated Legislation

Associated Legislation:

- [Library Act 1939](#)
- [Library Regulation 2018](#)
- [Copyright Act 1968](#)
- [NSW Privacy and Personal Information Protection Act 1998 No 133](#)
- [Work Health and Safety Act 2011 \(NSW\)](#)

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