

# Randwick City Library Internet and Computer Access Policy

---

Adoption Date:  
**23 August 2011**

---

Review Date:  
**30 September 2027**

---

Version:  
**5**

---

Responsible Department:  
**Library Service**

---

TRIM Document Number:  
**D06270887**

---

# Contents

|                                          |           |
|------------------------------------------|-----------|
| <b>Objective</b>                         | <b>3</b>  |
| <b>Policy Statement</b>                  | <b>4</b>  |
| <b>1. Internet Services</b>              | <b>4</b>  |
| 1.1. Access                              | 4         |
| 1.2. Censorship and Privacy              | 4         |
| 1.3. Inappropriate Use                   | 5         |
| 1.4. Parental Permission and Supervision | 6         |
| 1.5. Legal Responsibilities              | 6         |
| 1.6. Copyright                           | 7         |
| 1.7. Information Services                | 7         |
| <b>2. Public Access Computer Usage</b>   | <b>7</b>  |
| <b>3. Wi-Fi Usage</b>                    | <b>8</b>  |
| <b>Associated Legislation</b>            | <b>10</b> |

---

## Objective

To support the consistent, safe and effective provision of public computer and Internet services, and to guide library staff in their administration in accordance with the [Library Act 1939](#), [Library Regulation 2018](#) and the [Access to information in NSW Public Libraries: Library Council of NSW Guideline](#).

---

# Policy Statement

## 1. Internet Services

### 1.1. Access

Randwick City Library is committed to providing technology and online services that support the diverse informational, educational, cultural and recreational needs of the community. The Library aims to maintain a welcoming, inclusive and accessible environment and offers free public access to the Internet. The Library provides Internet access to:

- Support information seeking, research, learning and lifelong literacy.
- Enable library members to access online databases, digital collections and other electronic resources provided by the Library.
- Facilitate personal communication, social connection, entertainment and other lawful online activities.

Access to Internet services on public access computers requires a valid library membership account that is in good standing, with no outstanding fees, charges or restrictions that may affect access.

By using the Library's Internet services, users acknowledge that:

- Access to Internet services and online resources is subject to these conditions of use and may be limited, suspended or withdrawn at the discretion of authorised library staff.
- Access to Internet services may be unavailable from time to time due to maintenance, system upgrades, technical faults, network issues or circumstances beyond the Library's control.
- The Internet contains content from a wide range of sources and viewpoints, some of which may be inaccurate, incomplete, outdated, offensive or culturally sensitive.
- Online content may include references, images, language or historical material relating to Aboriginal and Torres Strait Islander peoples that may be considered culturally sensitive, inappropriate or offensive by some users.
- The Library does not control the content of Internet resources and cannot guarantee their accuracy, reliability, currency or suitability for any particular purpose.

Users may access artificial intelligence and emerging technology services through Library facilities provided their use complies with this policy, applicable laws and any terms of service imposed by the provider. Users remain responsible for assessing the accuracy and appropriateness of information generated through such services

### 1.2. Censorship and Privacy

The Library uses filtering technologies on public computers to assist in reducing access to inappropriate online content. However, no filtering system is completely effective and the Library cannot guarantee that all objectionable material will be blocked. Parents and legal guardians

should not rely solely on filtering software and remain responsible for supervising and guiding children's Internet use.

Filtering technologies are not always accurate and may inadvertently restrict access to lawful, relevant, or educational content. Decisions relating to the regulation and classification of online content are primarily matters for state and federal governments.

Internet usage through Library computers is logged for operational, security, and statistical purposes. The Library does not routinely monitor individual users or Internet sessions and will not disclose information about a person's use of Internet resources except where required by law, authorised by the user, or necessary for the administration, security, or operation of Library services. Aggregated and de-identified usage data may be used for statistical and reporting purposes.

Files, browser history, and other session data stored on public computers may be deleted at the end of a user session. Customers are responsible for saving their work to personal storage devices or approved cloud-based storage services.

Users should be aware that the Internet is not a secure environment. Communications and online activities may be subject to interception, monitoring, or unauthorised access by third parties. Accordingly, the Library cannot guarantee the privacy, confidentiality, or security of information transmitted, received, or stored while using Internet services.

Any collection, storage, use or disclosure of personal information associated with Internet, computer or Wi-Fi services will be undertaken in accordance with the Privacy and Personal Information Protection Act 1998 (NSW) and Council's Privacy Management Plan.

### 1.3. Inappropriate Use

Users of the Library's Internet service are expected to be considerate of others when accessing content in shared public spaces. Material displayed on screens should not be likely to cause offence, harassment, or discomfort to other library users. Headphones must be used when accessing audio content.

Randwick City Council reserves the right to investigate suspected breaches of this policy and may monitor, review, or retain information relating to Internet usage where there are reasonable grounds to believe that a user has contravened these conditions of use or relevant laws.

Users who access the Internet through Library facilities in breach of this policy may be directed to cease the activity, have their Internet or library access suspended, be excluded from Library premises in accordance with the **Library Regulation 2018**, or be subject to other action considered appropriate in the circumstances.

Determination of inappropriate use is at the discretion of the Library's designated supervisor or authorised officer and may include, but is not limited to:

- Accessing, displaying, downloading, transmitting or distributing pornographic, offensive, abusive, or unlawful material.
- Modifying, attempting to modify, or interfering with library hardware, software, security settings, or network configurations.
- Using Library technology or Internet services for illegal, criminal, fraudulent, or antisocial activities.

- Damaging, destroying, disrupting, or interfering with library equipment, software, systems, networks, or data.
- Deliberately infringing copyright, licence agreements, terms of use, or other intellectual property rights.
- Attempting to gain unauthorised access to computer systems, networks, accounts, or restricted information.
- The unauthorised installation of software on library computers.
- Monitoring, intercepting, accessing, or attempting to access the electronic communications of others without authorisation.
- Breaching the privacy, confidentiality, or personal information of individuals, organisations, or other users.
- Using another person's library membership credentials or permitting another person to use one's own credentials.
- Breaching licensing conditions governing the use of electronic resources, databases, streaming platforms, or other online services provided by the Library.
- Engaging in cyberbullying, online harassment, hate speech, identity theft, phishing activities, scams, fraudulent activities, or other conduct that may cause harm to individuals, organisations or the community.

Library members found to have contravened licensing agreements relating to remote access or use of online information resources may have their access to those services restricted or withdrawn, and may also be subject to suspension of library membership privileges.

Where conduct may constitute a breach of legislation, the matter may be referred to the appropriate authorities. Council reserves the right to investigate security incidents, misuse, unlawful activity or breaches of this policy and may review relevant system records where authorised by law and Council procedures.

#### **1.4. Parental Permission and Supervision**

By applying for library membership on behalf of a child or young person, a parent or legal guardian is deemed to have consented to the use of the Library's public computers and Internet services unless they advise the Library otherwise. Parents and guardians may request that Internet access through public computers be restricted on their child's library account. Parents and legal guardians have the primary responsibility for determining the suitability of library resources and services used by children in their care, including access to Internet content.

Children under 12 years of age must be supervised by a parent or guardian when using the Library's public computers and Internet services. Library staff are not responsible for monitoring or supervising children's Internet use.

#### **1.5. Legal Responsibilities**

Users are responsible for their conduct and activities when accessing the Internet. As the Library has no control over online content, responsibility for the accuracy, legality, reliability and suitability of that content rests with the content provider and the individual user.

## 1.6. Copyright

Library customers are responsible for ensuring that their use of library resources complies with the Copyright Act 1968 and any applicable licence agreements.

Material accessed through the Internet, electronic databases, digital collections and other online services may be protected by copyright. When copying, printing, scanning, downloading, sharing or otherwise reproducing material, customers must comply with any copyright notices, licence conditions or copying directions accompanying the material.

While the Copyright Act provides a number of exceptions that permit limited use of copyright material in certain circumstances, it is the responsibility of customers to determine whether a proposed use is permitted under the Act or whether permission from the copyright owner is required.

Information about copyright obligations and permitted uses is available from the Australian Copyright Council and other authoritative sources. Library staff are unable to provide legal advice on copyright matters.

Copyright notices are displayed near public computers, printers, scanners and photocopiers for customer information. Copyright requirements apply equally to printed and digital materials, including software, electronic publications, images, films, sound recordings, broadcasts and online content.

## 1.7. Information Services

The availability of knowledgeable library staff to assist customers in locating, evaluating and using online information distinguishes library Internet access from many other public Internet services.

While library staff can assist customers in navigating online resources, the Library has no control over content available on the Internet and cannot guarantee its accuracy, reliability, currency, completeness or authority. Responsibility for evaluating the quality and suitability of Internet-based information rests with the user.

---

## 2. Public Access Computer Usage

Public access computers equipped with Microsoft Office are available at all library locations for use by library customers. Access to these computers is subject to the following conditions:

- Computer sessions are allocated in 30-minute blocks and may be extended in 30-minute increments, subject to availability.
- Computer bookings may be made up to seven days in advance.
- Bookings will be cancelled if the customer has not logged in within five minutes of the commencement of the reserved session.

- The unauthorised installation of software on library computers is prohibited.
- Customers are responsible for saving their work to personal storage devices or cloud-based storage services. Files saved on library computers may not be retained after the session ends.
- Randwick City Council accepts no responsibility for loss of data, damage to files, or other issues arising from circumstances beyond its control, including viruses, hardware failures, power interruptions, or system malfunctions.
- Access to certain system settings, functions, software and storage drives may be restricted for security and operational reasons.
- Food and drink must be kept away from computers and associated equipment.
- Users are expected to take reasonable care of library equipment. Misuse, negligent use, or damage to equipment may result in the suspension or withdrawal of library privileges.
- All printing must be completed before the conclusion of the allocated session.
- Public access computers will automatically shut down 15 minutes prior to the library's advertised closing time.
- Library staff are unable to provide detailed instruction, training, or technical support in the use of software applications.
- Customers must use their own library membership credentials to access public computers. Use of another person's library account is not permitted. Where unauthorised use of a library account is identified, staff may take immediate action to restrict access and protect the security of the account.

---

### 3. Wi-Fi Usage

Randwick City Council provides free Wi-Fi access at all library branches, enabling customers to access information and online resources using their own devices. Library membership is not required to use this service. Access is subject to the following terms and conditions.

- Wi-Fi access is provided for private, non-commercial use only.
- The service must be used only for lawful purposes and must not be used to access, create, transmit, download, or distribute illegal, offensive, explicit, harassing, or demeaning content.
- Randwick City Council reserves the right to restrict access to internet sites, applications, services, or content at its discretion.
- Use of the service must not interfere with, disrupt, or adversely affect access by other users.
- A device's unique network identifier may be collected and used for statistical, operational, and reporting purposes.
- The service is provided on an "as is" basis. Randwick City Council makes no representation or warranty that the service will be uninterrupted, error-free, secure, or suitable for any particular purpose.

- Users connect to and use the service at their own risk. Randwick City Council does not guarantee that devices or data will be protected from unauthorised access, interception, malware, viruses, or other security threats.
- Users are responsible for taking appropriate measures to protect their devices, accounts, software, and personal data before connecting to the service.
- Technical support for personal devices is not provided by library staff.
- Randwick City Council accepts no responsibility for any loss, damage, corruption of data, or other consequences arising from use of the service.
- Users are responsible for the security, safekeeping, and configuration of their own devices while using the service within library premises.
- Users must ensure that personal devices connected to Council Wi-Fi are appropriately secured, maintained and free from malicious software to the extent reasonably practicable
- Unallocated power outlets may be used to charge personal devices. Users must not disconnect, unplug, or interfere with Council-owned equipment or devices.
- Library staff may disconnect or remove any personal device from a power outlet where its use affects, or may affect, the operation, safety, or availability of Council equipment, services, or facilities.

---

## 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 \(NSW\)](#)
- [Library Council Guidelines](#)
- [Government Information \(Public Access\) Act 2009 \(NSW\)](#)
- [State Records Act 1998 \(NSW\)](#)
- [Cyber Security Act 2024 \(NSW\)](#)
- [Online Safety Act 2021 \(Cth\)](#)

FOLLOW US ONLINE



1300 722 542  
[council@randwick.nsw.gov.au](mailto:council@randwick.nsw.gov.au)  
[www.randwick.nsw.gov.au](http://www.randwick.nsw.gov.au)

**Randwick City Council**  
30 Frances Street  
Randwick NSW 2031