

Randwick City Library Internet and Personal Computer Access Policy

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Contact Officer:	Library Services Manager
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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 2010 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 to support lawful:

- Access to information and services
- Access to recreational material
- Avenues for community engagement and participation

The Library will provide Internet access as follows:

- Free access for all users for legitimate information and research purposes
- Free remote access for library members to selected online database resources
- Free access for children aged 5 - 16 on Children's PCs for homework, Internet research, word processing and educational games
- Free access for non-information purposes, such as email, chat and online games

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

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.

Guest passes will not be issued to children or young people under 16.

Access to and appropriate use of the free Internet service is at the discretion of library staff. During periods of high demand users can be restricted to a maximum of one hour use of the service.

1.2 Censorship and Privacy

Filtering technologies 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.

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.

1.3. Inappropriate Use

Clients using the Internet at any Randwick City Library Internet PC 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 client's use of its Internet service including data transmissions both sent and received when the Library deems that client to be in breach of these conditions of use.

Internet users who use the Internet at the library in contravention of this policy can be excluded from the library under Section 17 of Library Regulation 2005. What constitutes "Inappropriate use" is at the discretion of the shift supervisor, and includes 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 clients

- 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
- Use of the free Internet service for longer than one hour during periods identified by library staff as being "high demand"

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 Supervision

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.

Internet users are responsible for complying with all applicable international, federal and state laws, including Censorship, Copyright, and software licensing laws.

1.6 Information Services

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

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

2. Public Access Computer Usage

Personal computers are made available at all library locations for access by library users. The following conditions apply to use of the computers:

- Use of the 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 removable disk only.
- The Library Service is not responsible for any damages that may occur as a result of conditions beyond our control such as computer viruses, electrical malfunctions, power surges, etc.
- For security reasons access to certain file functions and drives is restricted.
- All printing is to be completed prior to the scheduled end of the booking period.
- All computers will be 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.
- Public access computer usage is also bound by the conditions of use listed in section 1.
- Unless using a valid guest pass, users 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. Patron Laptops, Tablets and Other Mobile Devices

The public Wi-Fi service enables patrons to access information and resources online using their own laptop, notebook, netbook, tablet, smart phone or other mobile device. The conditions of use outlined in section 1 still apply.

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 are recommended to consult the Library's FAQ when connecting to the Library's Wi-Fi network as Library staff cannot access a patron's device.

Patrons may use unallocated Library power outlets for their device. Under no circumstances are patrons to unplug Randwick City Council devices such as OPACs and printers. Library staff are

directed to unplug any non-Council device if it has affected the operation of a Council owned device.

Under the Work Health and Safety Act 2011 (NSW) the 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:

- Library Act 1939
- Library Regulation 2010
- Copyright Act 1969 (Commonwealth)
- NSW Privacy and Personal Information Protection Act 1998 No 133
- Work Health and Safety Act 2011 (NSW),

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