

LIBRARY SERVICE PUBLIC INTERNET ACCESS

APPROVALS

POLICY NUMBER	PECS-POL-091	DOC.ID	4593024
CATEGORY	Administrative		
POLICY OWNER	Manager Community Hubs		
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OBJECTIVE

This policy aims to provide information to members of the public about accessing internet services at Isaac Regional Council Libraries.

Isaac Regional Library Service is committed to a policy of information equity for our community. As part of this commitment, the libraries provide and maintain public internet computers throughout the library network as well as public wireless network at all sites. Any breach of this policy may result in the suspension of accessing library services.

SCOPE

This policy applies to all people who use the public computer and internet facilities in all branches of the Isaac Regional Library Services. By using the library's public computer, internet facilities and Wi-Fi facilities users agree to the conditions of this policy.

DEFINITIONS

TERM / ACRONYM	MEANING
ALIA	Australian Library and Information Association.
ACMA	Australian Communications and Media Authority.
Computer User/User	Any person who uses the library's public computer and internet facilities.
Internet Content	Information that is accessed over the internet. This includes: • content on the World Wide Web; • postings on newsgroups and bulletin boards; • files that can be downloaded via 'peer-to-peer'; software; • ordinary email; and • content that is accessed in real time without being previously stored such as chat services, voice over the internet or streamed audio/video content.
Library Staff	All permanent, temporary, and casual staff employed by Isaac Regional Council including volunteers and contractors.

Public Computer and Internet Facilities	Any fixed (i.e. desktop computer), movable (i.e. laptop computer or mobile computer) device that can access internet content and other computer services, managed by Isaac Regional Library Service that is made available for use by members of the public.
The Libraries	Isaac Regional Library Service.

POLICY STATEMENT

ACCESS TO COMPUTER FACILITIES

Public computer and internet facilities are available at Carmila, St Lawrence, Clermont, Dysart, Glenden, Middelmount, Moranbah and Nebo libraries during library opening hours. To facilitate equitable access to the public computers with internet facilities, bookings are required. Users are limited to one hour of free access per day however, extensions are possible, depending on usage.

Isaac Libraries internet terminals will automatically end a user's session at the conclusion of the booking designated time. It is the responsibility of the patron to observe a booking's remaining time to save/print off required documents before the session ends. For all libraries within the network, if a terminal becomes vacant with no users waiting, the current user may continue to use a public computer by confirming with a staff member who can extend the session.

All young persons aged 12 to 17 are required to have written permission on the Libraries' Application form for Library Membership prior to accessing the internet. This form must be signed by the child and child's parent / guardian in the presence of library staff. For students enrolled through school, the child's parent / guardian is to provide all required information with the completed Library Membership form to the library team to sign up.

When a parent/guardian states that his/her young person is not allowed access to the internet, the young person's application form will indicate that internet access is denied.

All children aged under 12 years must remain under the constant supervision of a parent / guardian / carer aged 18 years and over whilst in the library. No child aged under 12 years will be allowed access to the computer room unless accompanied by a parent / guardian / carer aged 18 years and above.

SERVICES PROVIDED

A range of computer applications and suitable internet browsers are available on public computers, including the Microsoft Office Suite. These tools will be reviewed periodically and changed or upgraded according to user demand and compatibility with computer hardware. Users must not download software from the internet onto the libraries' computers.

The computers in libraries have soundcards installed. Users are required to keep the sound levels low, ensuring minimal disruption to other users. Users are encouraged to use headphones. Headphones can be purchased at the library front counter.

eResources lists are available on the Isaac Libraries website. Library staff will provide a maximum of ten minutes assistance for internet enquiries and training, subject to time and human resource permitting. Library staff are not able to provide in-depth computer assistance but will endeavour to answer questions as time allows and help users locate or use resources on the internet or on other electronic resources in the library.

WI-FI

Internet facilities such as Wi-Fi are available 24 hours a day, 7 days a week. Access to a wireless network is available at all Council branches. Wi-Fi can be accessed by patrons of up to 70 metres from the library facility. This policy includes accessing Council's Wi-Fi facilities at the library, any Council facilities and any future Wi-Fi connections managed by Council.

CENSORSHIP

In line with the statement by ALIA on online content regulation, Isaac Regional Library Service promotes "the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy" and so does not filter or otherwise censor internet content. Any complaints about internet content must be addressed to the ACMA.

Parents/guardians must therefore assume responsibility for their child/young person's use of the internet when using the Isaac Regional Libraries' internet service.

COPYRIGHT

Much of the material (including software) available on the internet is copyright protected. Users must not breach copyright of material available on the internet. A copyright owner is entitled to take legal action against a user who infringes his or her copyright. When downloading software, files, or data, it is the user's responsibility to check for copyright protection or any licensing agreement and to comply with the requirements of that copyright or licensing agreement. Unless otherwise permitted by the *Copyright Act 1968*, unauthorised copying of work in which copyright subsists, including digital copying, may infringe the copyright in that work.

RISKS APPLYING TO USE

Isaac Regional Library Service is not responsible for damage to user's removable media, computer or equipment, or any loss of data or damage or liability that may occur from user utilising the library's computers or library's access to the internet.

Isaac Regional Library Service cannot guarantee the accuracy or validity of information accessed through the internet, including websites linked to or from the library's website. It is the responsibilities of each user to determine the validity, quality and relevancy of the information accessed.

As the internet is an inherently insecure environment, the library cannot guarantee the security of any data accessed or transmitted through its internet connection.

Users are reminded that the library's computer terminals are in public areas, in a shared space with users and staff of all ages, backgrounds and sensibilities. Users are expected to consider this diversity and respect the sensibilities of others when accessing potentially offensive information or images.

The electronic mail and world wide web services are largely unpoliced domains. Users therefore should exercise great care when disclosing personal details or information over the internet.

Isaac Regional Library Service cannot ensure access to sites on the internet. Waiting times may be long and connections to all sites cannot be guaranteed.

BOOKING GUIDELINES

To ensure equitable access and to maximise internet availability, each session on the public access internet is limited to a maximum of one-hour block. Extensions are possible, depending on usage. Group bookings may be allowed with prior arrangements.

Users are responsible for planning time on the internet including making allowance for printing.

PUBLIC CONDUCT

- Any equipment malfunction should be reported to library staff immediately and under no circumstances should patrons attempt to 'repair' hardware or software problems.
- The use of personal software programs is not permitted on the libraries' computers.
- Unacceptable conduct or intentional misuse of these facilities may result in the removal of access privileges, and/or legal action.
- The libraries reserve the right to eject patrons engaged in unacceptable behaviour or illegal use. Unacceptable behaviour and illegal use include, but is not limited to:
 - Destruction of, or damage to, library equipment, software or data belonging to the Isaac Regional Council Libraries.
 - Accessing any internet sites that contain sexualised material, pornography, nudity, graphic violence, offensive or inappropriate material.
 - Intentional unauthorised copying of copyright-protected material or infringement of license agreements.
 - Attempting to modify or gain access to files, passwords or data belonging to others.
 - Downloading software from the internet onto the libraries' computers.
 - Unauthorised monitoring of electronic communications.
 - Inappropriate use of e-mail services, such as spamming.
 - Abuse of, or threats to library staff.
 - Behaviour that causes disruption to other users.

If a decision is made to suspend privileges, notice will be given in writing to the user or the parent/guardian. Suspensions may apply across branches. If so, this will also be communicated in writing.

A person who is dissatisfied by a decision to suspend their privileges may request a review in accordance with Council's process for resolving administrative action complaints (in accordance with section 306 of the *Local Government Regulations 2012*).

FEES AND CHARGES

Access to the public computers and internet facilities is free to users within the stipulations of this policy. Charges are levied for printing, emailing and other consumables. Fees and charges are reviewed annually and are available from library staff or from the Council's website.

LEGISLATIONS AND RELATED GUIDELINES

- *Copyright Act 1968*

REFERENCES

ID	NAME
PECS-POL-092	Library Service Children and Young Adults Policy
CORP-FRM-089	Library Membership Form