

## Shoalhaven Libraries - Internet Usage Policy

**Policy Number:** POL16/210 • **Adopted:** 10/06/2014 • **Amended:** 27/06/2017 • **Minute Number:** D14/146783, MIN17.566 • **File:** 6230E • **Produced By:** Finance Corporate & Community Services Group • **Review Date:** 1/12/2020

### 1. PURPOSE

The purpose of this policy is to:

- Manage the provision of public access services to the Internet in Shoalhaven Libraries.
- Ensure equity of access to the Internet for library users Ensure that the user understands their rights &
- Provide a clear statement of acceptable use of the Internet.

### 2. STATEMENT

The policy is to be read in conjunction with the Shoalhaven Library Policy and Shoalhaven Children's Policy and amendments made therein.

### 3. PROVISIONS

#### 3.1. Access

Shoalhaven City Council provides free access to all members of Shoalhaven Libraries for up to 2 hours.

Free access to the internet through the libraries public computers requires:

- Members to present a library card to login for free access. If a library card isn't presented, then a nominal fee applies.
- Non-members pay a nominal fee.
- A standalone 10 minute express terminal is available at Nowra Library

If users are not a member of the South Coast Cooperative Library Service access is available on showing identification, however a fee does apply.

A free Wi-Fi service is available to all customers.

- A mobile print service is also available to all users, however printing costs apply.

### 3.2. Conditions of Use

- Bookings can be made up to one month in advance by phone, in person or online.
- Bookings for longer than one hour can be requested and decided by each library's manager
- To ensure privacy for only 2 users per terminal is permitted.
- Group bookings can be made can be Permission is at the discretion of each library manager
- Earphones are to be used for listening to audio. For hygiene reasons users should supply their own earphones.
- As a courtesy to others mobile phone calls should be kept on silent and any urgent calls be taken outside of the library.
- Shoalhaven Libraries is not responsible for any loss or damage occurring from the use of this resource, including the accuracy or content of web sites, technical difficulties, service interruptions, financial transactions, printing layouts or the transmission of computer viruses.
- Saving work product is the responsibility of the user. Backups cannot be made on council computers so it is recommended that users bring their own external drive. Thumb drives can also be purchased from the library.
- All computers automatically shut down 15 minutes prior to the library closing. A warning notice appears 5 minutes before shutdown. Any unsaved work will be lost at this point and cannot be retrieved.
- Library staff can provide brief and general assistance only and are not available to send emails, type documents, fill out forms or provide tuition in any software application. The library does offer technology assistance classes that users are welcome to enquire about at their local branch.

As the Internet is provided by Council and on Council equipment the following rules apply to preserve the integrity of the service:

- a) Only Council installed software can be used.
- b) Only private non-commercial activities can be performed

Access will be withheld if:

- Sites or content presents a risk to the network, other users or Council's operations.
- Users damage equipment or alter the set-up of computers.

Due to legislative regulations access to the Internet will be withheld if users are found to have:

- Downloaded pornographic, offensive or objectionable material;
- Used the Internet for any unlawful or inappropriate purposes;
- Modified or gained access to restricted files or data belonging to others.

Unlawful conduct will be reported to the relevant authorities.

Access to the Internet, including Wi-Fi, by children under the age of 16 is the responsibility of the children's parent or guardian. Junior members must be accompanied by an adult when using the Internet. The parent/guardian is responsible for monitoring appropriate use of all information technology applications, including the Internet.

### **3.3. Security**

- All care is taken to ensure security on the internet, however it cannot be guaranteed. The Library takes no responsibility for any consequences, direct or indirect, arising from the use of particular sites.
- All personal devices are the responsibility of the user. Staff are not responsible for the loss or damage of personal computer devices or files contained within them.
- Users are responsible for securing their personal information ie: logging out of accounts and internet banking details.

### **3.4. Printing**

Due to Council's information technology security requirements, users may experience limitations when attempting to save or download material from the Internet.

- Printing is on a fee for service basis. Users undertaking printing are responsible for collection and payment of all documents. Payment is to be made before printing is released.
- Printing is only available on paper supplied by the library.
- Release of printing requires acceptance of the cost and layout of printing by the user therefore staff are not responsible for incorrect or unwanted prints and cannot offer a refund once payment has been made. Printing can be previewed before accepting the printing terms.
- Printing in the document queue will be deleted if not collected within 24 hours.
- Mobile or remote printing incurs the same fees as printing from the library PC's.

### **3.5. Copyright**

Users accessing the Internet need to be aware that material on the Internet may be protected by copyright. Individuals are therefore personally responsible for complying with the appropriate laws (both international and federal) governing copyright material.

## **4. IMPLEMENTATION**

The Finance Corporate & Community Services Group will administer this policy.

## **5. REVIEW**

To be reviewed within one year of the election of a new Council.

**6. APPLICATION OF ESD PRINCIPLES**

Not applicable.