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## Shoalhaven Libraries - Internet Usage Policy

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### 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.

Shoalhaven Libraries is committed to serving the information and recreation needs of this community. Our libraries strive to provide a welcoming environment, and public access to the internet to support lawful access to information and services, access to recreational material and avenues for community engagement and participation.

### 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 use their 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
- 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, only 2 users per terminal is permitted.
- Group bookings can be made. 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. Earphones can also be purchased for \$3.00
- As a courtesy to others, mobile phones 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, privacy and identity theft, the accuracy or content of web sites, technical difficulties, service interruptions, financial transactions, printing layouts or the transmission of computer viruses.
- Saving work 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 for \$10.00.
- 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.

The Library reserves the right to direct the client to leave the Library, not to re-enter the Library for a specified period, and to report any unlawful conduct 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.

Unsupervised children can be at risk in any public place, including public libraries and the online environment. Library staff do not supervise children in the library so there is a risk that unsupervised children may be subject to cyber bullying.

### **3.3. Shoalhaven Libraries and cyber safety.**

#### **Definitions**

**Bullying** is when someone repeatedly uses their power to hurt or intimidate others. Bullying can be verbal, physical, emotional, electronic or sexual. It may be planned, spontaneous or even unintentional.

**Cyber bullying** is when someone is tormented, threatened, harassed, humiliated, embarrassed, or otherwise targeted by another person or persons using the Internet, digital technologies (for example: mobile phones or tablets), social media or social networking sites such as Facebook and Twitter, or any other type of digital technology.

**Cyber Safety** is the act of taking precautions to protect and maintain anonymity of your own and/or another person's security and wellbeing when connecting and interacting with people in an online environment.

**Digital Literacy** is the knowledge, skills and behaviours required to use a broad range of digital devices to critically navigate, evaluate and create information and develop new social and economic opportunities for oneself and others in the community.

**Digital Technologies** are electronic devices, systems and resources that generate, store or process data. In this document it includes, but is not limited to, computer workstations, notebooks, cameras, smart phones, tablets, video and audio players/recorders, social media and networking sites and cloud solutions.

**eSmart** means knowing how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, as well as manage reputation and relationships in cyberspace (The Alannah and Madeline Foundation).

**Social Media** is computer-mediated services that are used as a means of supporting interactions among people and organisations in which they create, share and exchange information and ideas (for example: Twitter, Facebook, Tumblr, Snapchat).

#### **Cyber Safety Overview**

Shoalhaven Libraries have a responsibility to provide a safe environment to the general public that promotes respect and equality of all members of the community. Where possible, the Library will assist users with the identification and mitigation of online risks.

## Staying Safe Online

To improve a user's chance of staying safe online there are certain precautions that can be taken, including;

- Keeping profiles set to private and checking settings regularly.
- Thinking about personal safety before 'checking in' or using location based services.
- Not sharing personal information and being cautious of strangers online.
- Managing digital reputation responsibly
- Respecting others and looking after each other online

(Adapted from: [www.esafety.gov.au](http://www.esafety.gov.au))

## Cyber Bullying

Cyber bullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, which is intended to harm others. Shoalhaven Libraries does not condone any form of bullying via its electronic resources and facilities. Cyber bullying can occur in the following forms:

- Flaming - sending angry, rude, vulgar messages directed at a person or persons privately or to an online group.
- Harassment - repeatedly sending a person offensive messages.
- Denigration - sending/posting rumours, harmful, untrue information about the person to others.
- Cyber stalking - harassment that includes threats of harm or is highly intimidating.
- Impersonation or masquerading - pretending to be another person and posting/sending material online to make them look bad.
- Outing or trickery - tricking a person into sending information (secrets, embarrassing and personal information that can be used to send to others online.
- Exclusion - excluding someone purposefully from an online group.
- Cyber-stalking – following someone through cyberspace. Moving with them to different sites and applications; posting where they post (Source: [www.police.nsw.gov.au](http://www.police.nsw.gov.au))

### Cyber bullying can occur using the following applications:

- Email
- Social networking sites such as chat rooms, Facebook and Twitter
- Personal websites, blogs and forums
- Video and photo sharing sites such as YouTube, Vimeo, TikTok, Snapchat, Instagram and Tumblr
- Mobile phone calls and SMS

## Dealing with Cyber bullying

- Block the cyber bully.
- Take a screenshot as evidence of the cyber bullying.
- Report offensive material to the website administrator or service provider.
- Talk to a friend or trusted adult.
- Report it to [www.esafety.gov.au](http://www.esafety.gov.au)
- For more help, call the Kids Helpline (1800 55 1800) or contact the police (131 444 for non-urgent matters or 000 for emergencies) (Adapted from: [www.esafety.gov.au](http://www.esafety.gov.au))

## Reporting Cyber Incidents

Depending on the nature of the issue, there are various methods to reporting cyber incidents. These methods are outlined on the Australian Government eSafety website and include direct links to reporting incidents.

- Website administrator – contact the website to report issues about someone or something on their site.
- ACMA – contact the Australian Communications and Media Authority to report offensive, inappropriate or illegal material on a website.
- ScamWatch – contact ScamWatch to report online scams and fraud.
- Police – report online child sexual exploitation (Source: [www.esafety.gov.au](http://www.esafety.gov.au))

If you believe you or someone else is in physical danger, contact the necessary law enforcement officials.

For more information on staying safe online please visit these links:

<https://www.accc.gov.au/publications/the-little-black-book-of-scams>

<https://www.esafety.gov.au/>

To report online abuse please visit these links:

<https://www.esafety.gov.au/>

<https://www.accc.gov.au/publications/the-little-black-book-of-scams>

If you have any immediate concerns please see staff at the front desk. For all other concerns please email [council@shoalhaven.nsw.gov.au](mailto:council@shoalhaven.nsw.gov.au)

### 3.4. Groups with specific needs using the internet.

#### Young people

Resources available on the internet are not subject to collection development and classification by the public libraries. Parents/guardians of young people are solely responsible for a young person's access to and use of the library's Internet facilities, including access to sites, their subject matter and content. Parents/guardians must ensure that their children's use of the Library's Internet facilities accords with the library's Internet policy.

#### Indigenous people

Some Indigenous clients may have concerns about information about Indigenous people presented online. It is appropriate to acknowledge the existence of this information and its potential impact on Indigenous clients.

#### Culturally and linguistically diverse communities

For many CALD clients the public library provides vital access to information in their first language, including government, legal and health information in translations. The library also provides a valued gateway to communication with friends and relatives and to information from home countries. In order to facilitate this service it is necessary to ensure that the fonts required are downloaded on library equipment to support access and equity for clients reading non-roman scripts.

#### People with disabilities

Where libraries are developing content online it is recommended that they comply with W3C Web Accessibility Initiative known as Web Content Accessibility Guidelines Version 2.0

(WCAG 2.0) to ensure that all members of a community have equal access to online information

### **3.5. 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.
- Due to Council's information technology security requirements, users may experience limitations when attempting to save or download material from the Internet.
- 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 i.e.: logging out of accounts and internet banking details.
- Privacy and confidentiality cannot be totally assured in the use of any online resource. Library clients and staff must be aware that the security of data and networks cannot be guaranteed. Clients must also be aware that, network and systems administrators, during the performance of their duties, need to observe the contents of certain data, on storage devices and in transit, to ensure proper functioning of the library's internet facilities and computer networks.
- Report cyberbullying to library staff.
- Do not share personal information.

### **3.6. Printing**

- 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.

### **3.7. 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 City Lifestyles Directorate 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.

