

# West Gippsland Regional Library Corporation Internet Access Policy 2016

Effective Date: September 2016

Revised Date: N/A

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Date of creation: September 2016	Title: [Position Title]
Board adopted:	Date of creation: [Date Month Year]
	Board adopted: [Date Month Year]



# Internet Access Policy

## Introduction

The West Gippsland Regional Library Corporation provides access to a broad range of information resources including those available through the Internet. The Library makes this service available as part of its mission to provide free and open access to information of all types in a wide range of formats for library users of all ages and backgrounds.

## Choosing and Evaluating Sources

The Internet is a global electronic network of ideas, images, and commentary that may enhance resources already available in the Library. However, the Library cannot control the information available over the Internet and is not responsible for its content. Some sources provide information that is inaccurate, incomplete or dated; some sources may be offensive, disturbing, and/or illegal or facilitate cyber-bullying.

An appropriate subset of the following “Conditions of Use” will be displayed when a user first accesses the Internet via either an Internet PC or the Library’s wireless network.

The “Conditions of Use” must be accepted before the user can access the Internet.

## Conditions of Use

In addition to the general conditions of use for the library service, the following conditions apply specifically to the use of Internet PCs and/or the Library’s wireless network.

Access to Internet PCs and the wireless network at the library is FREE of charge. However charges apply for printing of information from Internet.(see “Internet Functions Supported” below)

1. Anyone wishing to use the Library’s Internet PCs and/or wireless network on a regular basis is required to become a member of the WGRLC. Temporary visitors (using Internet PCs) will be provided with a Guest ID or access to the guest Wi-Fi network.
2. Persons under 18 may use an Internet PC and/or the wireless network if permission has been granted by a parent, guardian, teacher or other responsible adult. Parents or guardians, **not** the Library or its staff, are responsible for the Internet information selected or accessed by their children. Parents are advised to supervise their children’s Internet sessions.
3. Persons under 18 who are living independently are permitted to use an Internet PC and/or the wireless network at the discretion of the Branch Manager.



4. Bookings to use the Internet PCs are required and can be made by telephone or in person up to 3 opening days in advance. The Membership number or Guest ID of the user is to be recorded at the time of booking.
5. Users of Internet PCs may book for a session up to fifty five minutes per day. This time period may be extended at the discretion of the library staff if no further bookings have been made. Users who are 10 or more minutes late will forfeit the reserved workstation to the next booking.
6. Library staff are available to provide basic guidance but time and privacy constraints mean that they may be unable to provide detailed instruction in using the Internet during sessions on the public Internet PCs. You may be encouraged to attend tech training opportunities in the Library.
7. To make accessing the Internet a pleasant experience for other users, if more than one person is using a PC please be considerate of others.
8. Users wishing to download and upload information from the Internet must do so within the time limit. No liability is accepted for any loss or damage.
9. E-mail is not provided by the WGRLC. However use of web-based email providers is permitted. (eg. Hotmail etc.)
10. Any damage to the computer or its peripheral devices is the responsibility of the user. Abuse of the equipment or the service will result in the user being denied further access to the service. Malicious damage may result in prosecution.
11. Users will be personally responsible for any materials ordered via the Internet. They will need to pay for these items with a credit card or other electronic means. The library will not be responsible for these costs. Users should be aware that while we do everything we can to make sure that our computers are safe to use, they are public devices so the security of online services cannot be guaranteed.
12. Users may not:
  - a. Use an Internet PC and/or the wireless network to gain unauthorised access to the Library's networks or computer systems or to any other network or computer system.
  - b. Obstruct other people's work by consuming gratuitously large amounts of system resources or by deliberately interfering with any library computer system.



- c. Make any attempt to damage computer equipment or software.
- d. Make any attempt to alter software configurations.
- e. Make any attempt to cause degradation of system performance.
- f. Use any Library Internet PC and/or wireless network for any illegal or criminal or abusive purposes.
- g. Violate copyright laws or software licensing agreements in their use of library resources.
- h. Engage in any activity which is deliberately and maliciously offensive, libellous, or slanderous.
- i. Access and / or display offensive material.
- j. Run or install any software located on USB memory devices or CD-Rom/DVD discs on Library Internet PCs.
- k. To protect its network and users, the Library reserves the right to terminate a user's session at any time and to withdraw Internet access entirely.
- l. Use of the Library's Internet PCs and wireless network is entirely at the risk of the user.
- m. The Library can only provide limited technical assistance to configure a user's equipment for wireless access and cannot be held responsible for any changes a user makes to their computer settings.
- n. Library staff are available to provide basic guidance but time constraints mean that they may be unable to provide detailed instruction in using the Internet during sessions on the public Internet PCs. You may be encouraged to attend tech training opportunities in the Library.
- o. Wireless network users are expected to be considerate of other Library users and are expected to use headphones when playing sound files. The Library has headphones for sale at the service desk.
- p. The wireless network service will automatically disconnect if not in use.



- q. Anti-virus, security and privacy protection is the responsibility of the user of the Library's wireless network.

## **Internet Functions Supported**

The library provides a range of applications and programs which are regularly reviewed and updated in accordance with the WGRLC Digital Strategy 2016.

Printing, downloading and uploading are available.

Users can access and transfer files from USB memory devices and CD-ROM discs On Library Internet PCs.

Printing charges are set in the WGRLC schedule of Fees and Charges and are reviewed annually.

## **Filtering Software**

Libraries throughout Australia do not support the filtering of Internet access points. Filtering has been shown to vary in its effectiveness, blocking some sites with useful and legal information, while not fully protecting children and others from illegal, objectionable or offensive material.

## **eSmart**

West Gippsland Regional Library Corporation recommends using the [esafety.gov.au](http://esafety.gov.au) website for online safety advice. The Corporation is currently in the process of gaining accreditation as an accredited [eSmart Library](#). An eSmart library is a library in which the smart, safe and responsible use of digital technologies is the norm, and all members of the library community are equipped to embrace the best these technologies can offer, while being perceptive and proactive about the pitfalls.

## **Offensive Material**

Access to the Internet is provided for a range of purposes. The Library does not accept responsibility for the availability of offensive or illegal material on the Internet.

Users must not access, download or print pornographic, offensive or abusive material, in compliance with the *Classification (Publications, Films and Computer Games) Act 1995 (ACT)*. Internet PCs are situated in public areas, within clear view of library staff.

Staff regularly monitor the Library and users found viewing offensive material will be requested to cease accessing the site. Subsequent offences will result in suspension of Internet access and/or other library privileges.



## Copyright and copying

Information and communication technology resources provide access to a wide range of material for study, reference and research. It is the responsibility of users of these resources to determine whether the material is in copyright or find the copyright owner to obtain their permission. Further information and advice is provided by the Australian Copyright Council ([www.copyright.org.au](http://www.copyright.org.au)).

Any infringement of these conditions may lead to:

- Denial of access to the West Gippsland Regional Library Corporation's computer equipment and/or wireless network.
- Suspension of library privileges.
- Being escorted from the premises.
- Exclusion from the West Gippsland Regional Library Corporation libraries for a period set by the West Gippsland Regional Library Corporation.
- Referral to an appropriate legal authority.

## Terms

To the extent permitted by law, the West Gippsland Regional Library Corporation, and individual Library staff members, cannot be held liable for any direct, indirect, incidental, exemplary or consequential damages (including, but not limited to, loss of data, use, or profits, or interruption, or safety of equipment) however caused and on any theory of liability (including negligence or otherwise) arising in any way out of the use of the Corporation's Internet PCs or wireless network, even if advised of the possibility of such damage.

The West Gippsland Regional Library Corporation expressly disclaims any liability or responsibility arising from access or use of information obtained through its electronic information systems, or any consequences thereof.

The West Gippsland Regional Library Corporation reserves the right to change the policies relating to the use of the West Gippsland Regional Library Corporation's computer equipment or wireless networks at any time without notice.

The West Gippsland Regional Library Corporation is entitled to monitor any activity on its computer equipment or wireless networks for statistical reports. Activity is monitored in accordance with the *Information Privacy Act 2000*.

## Bookings

Bookings to use the Internet PCs on a mobile library are required and can be made by telephone or in person up to 14 days in advance.

