

Library Public Internet Use Policy

Policy type	Administration
Function	Corporate and Community Services
Policy Owner	Community and Engagement
Effective date	10 September 2009

1. Purpose

It is the role of Cassowary Coast Libraries to provide the community with access to up-to-date computing facilities and information. The purpose of this policy is to ensure the use of public internet computing and Wi-Fi in the libraries is consistent with library policies and National and State guidelines.

2. Scope

This policy applies to all library branches and people who use public computers and Wi-Fi at Cassowary Coast Libraries. The libraries provide Internet access on the following terms and conditions. By using the Libraries internet and Wi-Fi service, users agree to these terms and conditions.

3. Definitions and principles

ALIA – Australian Libraries and Information Association.

Computer User/User – any person who uses the library’s public computer, Wi-Fi and internet services.

Internet Content – Content on the World Wide Web; Social Media; Files that can be downloaded via peer-to-peer software; Email; Streamed audio/video content.

Library/Libraries – any Cassowary Coast Regional Council Library Branch.

Library Staff – any person performing work for Cassowary Coast Regional Council including contractors and volunteers.

Public Computer and Internet Facilities – any desktop or laptop computer or mobile computer device that can access the internet and other computing services that are provided by Cassowary Coast Libraries and made available for use by members of the public. Internet access though wireless or networked computers.

4. Policy

4.1 Release

By using the Libraries' Internet facilities users release and discharge the Cassowary Coast Libraries and library staff from any liability which may arise from the use of the service including, but not limited by, liability in relations to defamatory, offensive or inaccurate material, or any breach of copyright which may occur as a result of use.

Library staff respect the right of privacy when assisting customers with their information technology needs and handling their private documents. If a customer requests the assistance of a library staff member, the customer indemnifies the staff member in respect of any loss or damage arising directly or indirectly as a result of the assistance offered where the staff member acts in good faith.

4.2 Censorship

Cassowary Coast Libraries do not censor access to material either within the Libraries or via the Internet in line with the ALIA Statement on Free Access to Information promoting 'the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy'. Libraries seek to address any concerns of parents and the community by locating internet computers in full public view.

4.3 Copyright

Much of the material (including software) on the Internet is subject to copyright. Users must not breach copyright in material available on the Internet. Unless otherwise permitted by the Copyright Act 1968, unauthorised copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work. Copies of the relevant Act are displayed at each Internet computer area.

4.4 Risk of Usage

The Library is not responsible for filtering Internet content or supervising Internet use. When a user is under the age of 18 years supervision or restriction of a child's access to the Internet is the sole responsibility of the parent/caregiver. Consideration will be given to minors who are living independently. The libraries cannot guarantee the security of any data accessed or transmitted through its Internet connection. Users are advised to exercise great care in disclosing personal information on the Internet.

4.5 Bookings

To maximise Internet availability and to ensure fair access for all users, the following booking guidelines apply:

- Public computer sessions are subject to time limitations per user, per day. If bookings allow, an increased time period may be granted at the discretion of library staff.
- Bookings can be made up to seven days in advance.
- A booking will not be honoured if the user is more than five minutes late and another user awaits that session time.
- A maximum of two users may use the same computer at any one time.

4.6 User Conduct

Users may not use their own personal software on Library computers. Users are strongly encouraged to wear headphones while using public computers to avoid disturbing others.

Unacceptable conduct may lead to the session being terminated or the suspension of Library internet privileges. Unacceptable conduct includes:

- Destruction of, or damage to, Library equipment or software.
- Attempting to modify or gain access to files, passwords or data belonging to others.
- Display of offensive or inappropriate material.
- Unauthorised monitoring of electronic communications.
- Intentional unauthorised infringement of copyright.
- Inappropriate use of email services, such as spamming.
- Behaviour that causes disruption to other users.
- Attempts to 'repair' hardware or software problems.
- Abuse of, or threats to library staff.

Users should be aware that accessing illegal content from the internet may lead to prosecution. Cassowary Coast Regional Council may keep a log of websites visited during all computer sessions. Logs may be monitored for operational, maintenance, compliance, security and investigative purposes. Any Information collected is handled in accordance with the *Information Privacy Act 2009* and *Right to Information Act 2009*.

If a decision is made to suspend privileges, where possible, notice will be given in writing to the user or their parent/guardian/carer.

4.7 Staff assistance

Library staff do not provide one-on-one training but will provide a maximum of ten minutes guidance for Internet/software enquiries. Users may take advantage of Tech Help programs offered by staff from time to time. Bookings are essential.

4.8 Fees and charges

Access to library public computers and Wi-Fi is free to users. Charges may be levied for printing, photocopying and other consumables as per the Council's Schedule of Fees & Charges.

Related forms, policies and procedures	Library Membership Policy Children and Young People in Libraries Policy Cassowary Coast Regional Council Schedule of Fees & Charges
Relevant legislation	<i>Copyright Act 1968</i>
Reference and resources	Australian Library & Information Association (ALIA) Free Access to Information Statement QLD Public Library Standards and Guidelines

Policy Number	11063		
Approved by	Council Resolution 0674	Approval date	10 September 2009
Approved by	Council Resolution 0974	Approval date	13 May 2010
Approved by	Council Resolution 0443	Approval date	14 February 2013
Approved by	Council Resolution LG0759	Approval date	13 August 2020
Approved by	Chief Executive Officer	Approval date	
Review date	August 2026		