



Library Public Access Internet Policy

Policy Statement

The Library Public Access Internet Policy details the acceptable use of the Library's public access computers and Internet services by its customers. The policy also details the level of service offered and any conditions placed on this service.

Related Legislation, Circulars or Guidelines (as amended)

- *Local Government Act* 1993 No. 30 and Regulation
- *Library Act* 1939
- *ALIA Statement on Public Library Services* (2004)
- *ALIA Statement of Free Access to Information* (2001)
- *ALIA Statement on Online Content Regulation* (2002)

Does this Document Replace an Existing Policy, Procedure or Plan?

Yes, this document replaces Council's:

No
N/A

Related Council Policy or Procedure

- Library Service Charter
- Library Ratings and Reviews Guidelines
- Library Membership Policy

Application and Distribution

It is mandatory for all Council officials to comply with this Policy.

This Policy and Guidelines is available on Council's website under Council Policies.

Approved by:

Council: 24 September 2009
Resolution No. C52

Effective: 24 September 2009

Distribution :

Signature:

General Manager

Review Date: September 2010

Registration Number:

Responsible Council Department/Officer: Manager, Coffs Harbour Library

Version History Table:

Key Responsibilities

Position	Directorate	Responsibility
Mayor	Council	To lead Councillors in their understanding of, and compliance with, this Policy and Guidelines.
General Manager	Executive	To lead staff (either directly or through delegated authority) in their understanding of, and compliance with, this Policy and Guidelines. To approve resources to develop, implement and review this Policy and Guidelines.
Manager, Coffs Harbour Library		To ensure compliance with this policy.
Directors	All Directorates	To communicate, implement and comply with this Policy and related Guidelines.
Director of Corporate Services	Corporate Business	To ensure (directly or through delegation) the distribution and communication of the Policy and Guidelines to specified persons. To ensure (directly or through delegation) the approved Policy and Guidelines are available in hard copy and electronically on Council's website.
Executive Manager HR & Organisational Development	Corporate Business	Facilitate the provision of regular training to all Council officials on their role and responsibilities in relation to this Policy, Guidelines and related procedures.
Executive and Managers	All Directorates	To implement this Policy, Guidelines and related procedures. To lead staff in their understanding of, and compliance with, this Policy and Guidelines
Information Technology Manager	Corporate Business	To assist with the development of systems to support public access to this Policy, Guidelines and related information.
All Council officials	Council	To comply with this Policy, Guidelines and related procedures.

Library Public Access Internet Policy

Policy Guidelines

1. Introduction

The Library makes the Internet accessible in accordance with our mission, 'to provide the residents of, and visitors to, the city area with a comprehensive and easily accessible library and information service equipped with up to date technology to meet their educational, informational, vocational and recreational needs.'

The Internet, a global network of networks, provides users with a massive and varied amount of information resources beyond the Library's onsite collection. Information on the Internet may be reliable and current or it may be inaccurate, out-of-date or unavailable.

The Library does not monitor and has no control over the information accessible via the Internet and cannot be held responsible for its content. Users need to be good information consumers, questioning the validity of the information. Library reference staff can offer useful advice in this area.

The Library respects users' rights to privacy. However the Library will comply with law enforcement agencies that issue warrants to inspect our electronic systems and logs. Library patrons use the Internet at their own discretion. The Library does not censor access to material and does not protect users from information or content they may find individually offensive. As with other Library materials, restriction of a child's access to the Internet is the responsibility of the parent/legal guardian. However, the Library reserves the right to cancel a user's access to the Internet should offensive or illegal content be viewed in what is a public area. Internet users must also comply with our *Library Service Charter*.

Library staff will assist users with Internet use as time permits, but cannot offer personal tuition on computer use. Downloading software (computer programs) and accessing chat-lines and news-groups is not permitted. E-mail can be accessed by users with web-based e-mail accounts only (eg Hotmail). Users must not damage or alter the set up of computers used to access the Internet, nor are they to knowingly install any software, programs or plug-ins onto Library computers.

Security cannot be guaranteed in an electronic environment and therefore users are warned that all communications and transactions are vulnerable to unauthorised use. The Library does not assume any responsibility for damages arising from a user's use of our public Internet access services.

Bookings are required and are issued in half-hour or one hour blocks. A maximum of one hour may be booked by a Library member per day and non-members may book a maximum of a half-hour per day on selected computers. Users who arrive 10 minutes or more late will forfeit their booking to the next person waiting.

Internet access in the Library is free to the community. Files are to be saved to removable disks/drives only or be printed out. The Library charges for printing. All electronic files and removable disks/drives are automatically checked for computer viruses by anti-virus software. Users who do not comply with this Library policy may have their session terminated or be denied future access to the service.

2. Definitions

Here is the meaning of some terms used in the Guideline s:

LIBRARY MEMBER

Includes all categories of membership, as outlined in the '*Library Membership Policy*'.

3. Objectives

The objective of Council's Library Public Access Internet Policy is to:

- Detail the acceptable use of the Library's public access computers and Internet services by its customers.
- Outline the level of service offered and any conditions placed on this service.

4. Policy Statement

Council's Library Public Access Internet Policy is underpinned by the following principles—

4.1 Access

- Public access to information about Library Public Access Internet will be through Council's website. Hard copy information will also be available from Council's libraries.
- Reasonable access assistance will be available to persons with special needs

4.2 Responsiveness and Accountability

Library staff will implement and monitor this policy.

4.3 Privacy and Confidentiality

The principles of Council's Privacy Management Plan will be applied.

4.4 Integrity, Dignity and Respect

- Council treats all persons with courtesy and respect.
- Council will not tolerate rude or aggressive behaviour towards Council officials. In such circumstances, Council officials are entitled to terminate phone calls or meetings as appropriate. Wherever possible, Council officials will provide the person with initial warning that their conduct is inappropriate and that the meeting or conversation will be terminated.
- Council officials will demonstrate fair and consistent decision-making.