

# Draft Library Public Internet, WiFi and Computer Use Policy

## 1. Purpose

The purpose of this Policy is to establish a framework for the provision of public internet, WiFi and computers in library facilities.

The aim is to:

- Establish the principles under which the City of Canada Bay Library Service provides access to the internet
- Ensure efficient and effective management of public computers at the City of Canada Bay Library Service
- Inform library members and visitors of the conditions of use for accessing public Internet and computers in the library.

## 2. Scope

This policy applies to all members of the public who use the City of Canada Bay Library Service and its computer, internet and WiFi facilities, and City of Canada Bay staff and volunteers. Updates and/or changes to membership and usage rules may be made from time to time, in line with Council's policies, guidelines, and relevant delegations of authority.

## 3. Definitions

| Term                                                     | Meaning                                                                                                                                                                             |
|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>City of Canada Bay Library Service or the Library</b> | Refers to Concord Library, Five Dock Library and The Learning Space, Rhodes and the resources and services provided by and within them.                                             |
| <b>Staff</b>                                             | Refers to City of Canada Bay Council employees, contractors and volunteers that undertake tasks and deliver services.                                                               |
| <b>Library members</b>                                   | Refers to members of the public that have joined the Library as full or online members.                                                                                             |
| <b>Library visitors</b>                                  | Refers to any members of the public who use the Library including library members, non-members, and general visitors.                                                               |
| <b>Mandatory reporter</b>                                | The legal obligation for a person who, in the course of their professional work or other paid employment delivers health care, welfare, education, children's services, residential |

|                           |                                                                                                                     |
|---------------------------|---------------------------------------------------------------------------------------------------------------------|
|                           | services, or law enforcement, wholly or partly, to children (and managers in organisation providing such services). |
| <b>Offensive material</b> | May include, but is not limited to, images or text containing nudity, obscenity, or graphic violence.               |

## 4. Policy principles

### 4.1 Statement of commitment

The City of Canada Bay Library Service is committed to serving the information and recreation needs of this community. The Library strives to provide a welcoming environment, and provides free public access to the internet to support lawful:

- Access to information and services
- Access to recreational material
- Avenues for community engagement and participation.

The Library is committed to the the Library Council of NSW guideline, *Access to Information in NSW Public Libraries*:

*Information available via the internet should be treated no differently in public libraries than print based information:*

- *The Library endeavours to provide access to comprehensive and balanced collections that meet the needs of their communities as far as budget, space and availability of materials allow.*
- *Library materials that have not been subject to Federal and State restriction or prohibition will not be excluded from the public library on moral, political, racial, religious, sexist, language, or other sensitive grounds alone. Nor will library materials be included on these grounds alone, whatever pressure may be brought to bear by individuals or groups.*

The City of Canada Bay Library Service is committed to providing access to the internet and online resources in order to promote the free flow of information and ideas in the interest of its community and a thriving culture economy and culture, as established in the Australian Library and Information Association's guideline *ALIA on Online Content Regulation*:

*Libraries and information services facilitate and promote public access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, including online content and services, is governed by professional considerations and not by political, moral and religious views. Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information. In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively.*

The full statement may be found here:

<https://www.alia.org.au/Web/Research-and-Publications/Guidelines/ALIA-on-online-content-regulation.aspx>

The City of Canada Bay is a child safe community that recognises and advocates for the rights of children and young people. The Library Service is committed to serving the information and recreational needs of this group and aims to reduce the likelihood of harm to

children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations, or suspicions of harm.

The City of Canada Bay acknowledges that some online information may contain references to First Nations People that are considered culturally inappropriate or offensive.

#### 4.2 Conditions of computer use

- All Library internet and computer users must abide by this policy
- If you do not read or agree to these conditions, you will not be permitted to use the computers in the Library
- Selecting the 'I Accept' option on the library membership online registration form indicates that you are agreeing to abide by the Library's *Public Internet, WiFi and Computer Use Policy*
- A breach of these conditions may incur a loss of internet and computer privileges
  - Repeat offences may result in permanent exclusion from use of the internet and computers within the Library.

##### 4.2.1 Display of offensive material or images and other legal conditions

- Library members and visitors must be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas
- Displaying or printing of offensive material, is not permitted
  - You must not send, receive, or display offensive text or graphics
  - Acceptability of material displayed is at the discretion of supervising library staff and inappropriate use will be referred to the Manager, Library and Community Services
  - Records of public computer bookings are maintained
- Library computer users must respect the privacy of other library members and visitors, and must not attempt to gain access to material or information belonging to others, including printing
- Library computers, internet and WiFi must not be used for any unlawful purposes or to access pornographic or offensive material
- If you are found to be using a computer, the internet or WiFi for any unlawful purpose or to access pornographic or offensive material, you will be asked to leave the Library, directed not to re-enter the Library for a specified period, and any unlawful conduct will be reported to the relevant authorities
- Library computers, internet and WiFi must be used in accordance with Council's *Child Safe Code of Conduct*
- Library computers must not be used to bully or intimidate other persons.

##### 4.2.2 Parental responsibility

The Library promotes and supports young people's access to information, including electronic information through its internet facilities. Library staff are available to assist young people in the use of the internet and to recommend websites on particular subjects; however, parents/guardians remain solely responsible for their child's access to and use of the Library's internet facilities, including access to websites, their subject matter and content.

All young people under 16 years of age must have a completed *Parent/Guardian Permission to Obtain Library Membership for Children/Young People Under 16 Years of Age* form, with a parent's/guardian's signature and the 'Computer Policy' option ticked, to access computers in the libraries.

- Library staff do not supervise children using computers whilst in the library, so there is a risk that unsupervised children may be subject to cyberbullying

- Young people nine (9) years of age and under must be accompanied by a parent/guardian when using a library computer
- The City of Canada Bay Library Service respects the responsibility of all parents/guardians to guide their own children's use of the library's computer services
  - Parents/guardians concerned about types of materials available on the internet should work with their children and help select websites consistent with their family's boundaries and values
- Parents/guardians have the option of requesting their child's computer access be disabled
- Parents may book an internet session on their own library membership card for their child in order to accompany them while using the internet.

#### 4.2.3 Booking conditions

- To access public computers, printing and copying services at the Library, members must bring their own current library membership card
- For non-members, a guest ticket may be issued by staff
  - Guest tickets will only be provided where the non-member can supply suitable identification (ID)
  - Guest tickets will not be provided to children and young people under the age of 16 unless they are accompanied by a parent/guardian
- Public computer bookings can be accessed for up to a maximum of two (2) hours per day
  - The Library reserves the right to vary these times as necessary in special circumstances
- Computers in the children's area are for use by children 12 years of age and under and their accompanying parents/guardians
- Library members and visitors may access the computers by self-booking at any vacant public computer
  - Bookings are made by entering the individual member's library card number and 8-digit PIN, or by entering a guest ticket number and 4-digit PIN
- Public computers are available to be used until ten (10) minutes before library closing time, when computers will automatically shut down.

#### 4.3 Technical and general conditions

- Altering, destroying or damaging equipment, software or data belonging to the Library, or tampering with local or remote computer files, is not permitted
- You may only save your documents to a removable storage device or cloud-based drive
  - Storage of documents on the library computer's hard drive or desktop is not available.
  - The Library takes no responsibility for loss or corruption of files on disks or USB devices
- All computer problems must be brought to the attention of library staff
  - Library computer users must not attempt to resolve any technical issues by modifying library equipment, software or hardware
- Software may not be installed by users of public computers
- Library catalogue computers are not to be used for internet searching.
  - An internet session must be booked through the dedicated public library computers
- Printing and equipment costs are displayed in the City of Canada Bay's *Schedule of Fees and Charges*
- It is the responsibility of library members and visitors to ensure they understand and comply with the [Copyright Act 1968 \(Cth\)](#)
  - Material on the internet may be protected by copyright. When printing,

scanning or photocopying, library members and visitors should refer to and comply with any directives given by the author of the material.

#### 4.4 Disclaimer

- The Library does not guarantee the authority or accuracy of any information found on the Internet. Library members and visitors are responsible for verifying the accuracy of this material
- The City of Canada Bay Library Service does not guarantee availability of the internet or any websites at any time
  - The Library is not liable for technical difficulties, loss of data resulting from delays, non-delivery or service disruptions
- The Library cannot guarantee privacy or security of information during or after use of public computers or WiFi as these facilities are available on a public network
  - Ensuring you shut down the public computer when you have finished your session will help protect your privacy
- The City of Canada Bay Library Service is not liable for the defamatory, offensive or illegal conduct of any user of the public computer or WiFi facilities
- Please note that security measures on our network may prevent some attachments from being downloaded. Firewalls may also prevent access to certain websites.

### 5. Responsibilities

| Role                                             | Responsibility                                |
|--------------------------------------------------|-----------------------------------------------|
| <b>General Manager</b>                           | Ensuring compliance                           |
| <b>Director Community, Culture &amp; Leisure</b> | Implementation                                |
| <b>Manager Library &amp; Community Services</b>  | Ensure staff awareness of the policy          |
| <b>All Library Staff</b>                         | Adhere to the policy and report any incidents |

### 6. Laws and standards

- Children and Young Persons (Care and Protection) Act 1998 (NSW)
- Children's Guardian Act 2019 (NSW)
- Copyright Act 1968 (Cth)
- Library Act 1939, Library Amendment Act 1992 and Library Regulation 2018 (NSW)
- Local Government Act 1993
- Privacy and Personal Information Protection Act 1998
- Access to Information in NSW Public Libraries: Library Council of NSW Guidelines
- Australian Library and Information Association's (ALIA) Statement on Public Library Services
- Internet Policy Guidelines for NSW Public Libraries: Library Council of NSW Guidelines
- Library Council of New South Wales Children's Policy Guidelines for NSW Public Libraries
- Library Council of New South Wales Privacy Guidelines for NSW Public Libraries
- NSW Government Policy Statement and Guidelines for the Establishment and Implementation of Closed Circuit Television (CCTV) in Public Places 2014
- NSW Office of the Children's Guardian Child Safe Standards

### 7. Related City of Canada Bay policies and procedures

- Children and Young Person's Protection Policy and Child Safe Code of Conduct

- Children, Young People and Library Services Policy
- Library Art Exhibition and Display Policy
- Library Collections Policy
- Library Membership and Use Policy

## 8. Consultation

[Describe the internal and external consultation carried out in relation to this policy / procedure, including details of any public consultation.]

## 9. Approval status

The General Manager / Council approved this policy / procedure on [insert date].

## 10. Approval history

| Stage           | Date         | Comment                                                                                   | ECM ID  |
|-----------------|--------------|-------------------------------------------------------------------------------------------|---------|
| Original Policy | 19 July 2011 | Approved by Council                                                                       | 2923441 |
| Reviewed        | July 2024    | Full review – updated to comply with current legislation and changes in library services. |         |
| Next review     | July 2028    |                                                                                           |         |

## 11. Ownership and approval

| Responsibility | Role                                 |
|----------------|--------------------------------------|
| Author         | Library Services Manager             |
| Owner          | Manager Library & Community Services |
| Endorser       | City of Canada Bay Executive         |
| Approver       | Council                              |