

CITY OF
CANADA BAY
LIBRARY
SERVICES

PUBLIC INTERNET AND COMPUTER USE POLICY

Date of Adoption: 19 July 2011

Effective Date: 19 July 2011

Contents

Objectives	3
Scope	3
Definitions	3
Conditions of Computer Use	3
Display of Offensive Material or Images and other legal conditions.....	3
Parental Responsibility.....	3
Booking Conditions	3
Technical and General Conditions	4
Disclaimer	4
Responsibilities.....	4
Procedures	4
Complaints.....	4

Objectives

The objectives of this policy are to:

- ensure efficient and effective management of public computers at the city of Canada Bay Library Service; and
- inform library members and visitors of the conditions of use for accessing public computers in the library.

Scope

This policy applies to all library members and visitors who use public computers within the City of Canada Bay Library Service.

Definitions

- **Offensive Material:** Offensive material may include, but is not limited to, Images or text containing nudity, obscenity or graphic violence.

Conditions of Computer Use

- The Public Internet and Computer Use Policy is subject to revision. All library internet and computer users must abide by the policy in place.
- If you do not read or agree to these conditions you will be not be permitted to use the computers in the libraries.
- Ticking the Internet and Computer use box on the library membership form indicates that you are agreeing to abide by the Library's Public Internet 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.

Display of Offensive Material or Images and other legal conditions

- 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 Services.
 - Records of PC bookings are maintained.
- Library computer library members and visitors must respect the privacy of other library members and visitors, and must not attempt to gain access to material belonging to others, including printing.
- Library computers must not be used for any unlawful purposes. If you are found to be using a computer for any unlawful purpose you will be asked to leave the Library and reported to relevant authorities.

Parental Responsibility

- All young people under 18 years of age must have parent's/guardians signature and Computer Use Permission box ticked on Children's and Young People's Membership Form to access computers in the libraries.
 - Library staff do not supervise children using computers while in the library.
 - Young people in Year 4 and under must be accompanied by parent/guardian when using a library computer.
 - The City of Canada Bay Library Service respects the responsibility of all parents/legal 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 resources 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 him or her while using the Internet.

Booking Conditions

- To access public computers, printing and copying services at the Library, members must bring their own current library membership card to the library.

- Public computer bookings are 1 hour per general session or 15 minutes quick Internet use and may be booked for up to 2 hours per day.
- Computers in the children's area are for use of children in Year 6 and under and accompanying parents.
- Library members and visitors may access the computers by 'self-booking' at any vacant public computer or at the Computer Booking Station. Bookings are made by entering the individual user's library card number and 4 digit PIN.
- Public computers may be booked up to a week in advance.
- Bookings made via the Computer Booking System will be held for 10 minutes. The booking will lapse if the sessions are not logged on within these 10 minutes.
- Public computers are available to be booked until 10 minutes before library closing time when computers will automatically shut down.

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. 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. USB drives may be purchased at the library.
- All computer problems must be brought to the attention of library staff. Library members must not attempt to resolve any technical issues by modifying library equipment, software or hardware.
- Library catalogue computers are not be used for internet searching. An internet session must be booked through the dedicated public library computers.
- Printing and equipment costs are displayed at the Circulation desk in the City of Canada Bay Schedule of Fees and Charges.
- Copyright laws apply to the Internet. Use of material published on the Internet is regulated by these laws

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 sites at any time. The Library is not liable for technical difficulties, loss of data resulting from delays, non delivery or service disruptions.
- The Library can not guarantee privacy during or after use of the computers. As these computers are available on a public network no guarantee can be made concerning the privacy or security of information provided through this facility. Ensuring you shut down the PC 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 computer facilities.
- Please note that security measures on our network may prevent some attachments from being downloaded. Firewalls may also prevent access to certain websites.

Responsibilities

Library Services staff have the responsibility of implementing this policy consistently across Concord and Five Dock libraries.

Procedures

Specific procedures for the implementation of this policy are clearly outlined in *City of Canada Bay Library Service's Procedures Manual*.

Complaints

- Any complaint or appeal will be dealt with in the first instance by the Shift Supervisor. Complaints or appeals may also be emailed to library@canadabay.nsw.gov.au.

- Complaints or appeals that cannot be resolved at this level will be referred first to the Concord, Five Dock or Client Services Co-ordinators and if still unresolved to the Manager, Library Services.
- If the customer remains unsatisfied, they may write to:
The General Manager
City of Canada Bay
Locked Bag 1470 Drummoyne NSW 1470
Email: council@canadabay.nsw.gov.au