

COUNCIL POLICY

Flinders Shire Public Library Services Internet Access Policy



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POLICY TITLE:	Flinders Shire Public Library Services Internet Access Policy
POLICY NUMBER:	30
REVISION NUMBER:	1
TRIM REFERENCE:	SF14/411 - R15/5704
RESOLUTION NUMBER:	N/A
POLICY TYPE:	Administrative
APPROVING OFFICER:	Chief Executive Officer
DATE OF ADOPTION:	07 May 2020
TIME PERIOD OF REVIEW:	2 Years
DATE OF NEXT REVIEW:	07 May 2022
RESPONSIBLE DEPARTMENT:	Community Services
LINK TO CORPORATE PLAN:	Our Community – An active vibrant creative sector with opportunities in which all community members can participate according to their needs interests and abilities

1. OBJECTIVE

The Flinders Shire Public Library is committed to providing accessible, diverse and relevant collections and services that meet and support the information and learning needs of individuals, families and communities of the Flinders Region.

2. SCOPE

Providing Internet access allows the opportunity to integrate electronic resources from information networks around the world with the library's other resources.

The library's goal in providing Internet access as a public access agency, to give anyone who needs to use the internet has the chance to do so.

The internet offers access to a wealth of information that is personally, professionally and culturally enriching.

The Flinders Shire Public Library supplies internet access in accordance with the following terms and conditions. By using the libraries' internet service, users agree to these terms and conditions.

3. DEFINITIONS

Child or children - shall refer to young persons aged twelve (12) years and under.

Young adult - shall refer to young people aged between thirteen (13) to eighteen (18) years inclusive.

4. POLICY

4.1 Access

- The Flinders Shire Public Library may not censor access to material either in the library or on the internet.

However library patrons are reminded that the library's computer terminals are located in public areas that are shared with library users and staff of all ages, back grounds and sensibilities. Individuals are expected to consider this diversity and respect the sensibilities of others when accessing potentially offensive information or images.

Library staff do monitor activity in computer area and any library patron deemed to viewing offensive, insensitive material will be asked to leave the premises immediately.

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- The Flinders Shire Public Library allows freedom of access to the internet services available via the World Wide Web to all members of the community aged 18 years and over.
- The Flinders Shire Public Library has no control over the content of the material contained on the internet and therefore requires each client to make their own assessment of the truth, completeness, accuracy or suitability of internet information.
- The electronic mail and World Wide Web services are not secure. Therefore, users should exercise due care when submitting personal details or other information that could have the potential to be misused.
- The library cannot ensure access to sites on the internet; waiting times may be long and connections to all sites cannot be guaranteed.

4.2 Children and Young Adults

- The Flinders Shire Library does not use any form of filtering device on the internet to protect clients from information they may deem offensive.

Therefore, parents / guardians must assume responsibility for their Child/Young Adult's use of the internet when using the Flinders Shire Public Libraries' internet service.

All child and young adult patrons of Flinders Shire Public Library will be encouraged to have written permission on the Libraries' Application for Library Membership Form prior to accessing the internet.

This must be signed by the child/children's parent/guardian in the presence of library staff.

Please see the Flinders Shire Public Library Application for Membership Form/Policy

- When a parent/guardian states that his/her young adult is not allowed access to the internet the young adult's application form will indicate that internet access is denied.

The young adult will only be allowed access to the computer room/internet whilst under the close supervision of his/her parents/guardian.

Please see the Flinders Shire Public Library Application for Membership Form/Policy

- For purposes of convenience, young adults aged thirteen (13) to eighteen (18) years will be able to access the internet without parental supervision, provided that the prior, written consent of the parent/guardian is given.

Please see the Flinders Shire Public Library Application for Membership Form/Policy

- Libraries will provide information on links to sites recommended for children and parents. Information on safe surfing, both at home and in the library, is available to interested users at library service points.

4.3 Bookings

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

- Sessions on the public access internet are available in one hour blocks.
- Bookings for public access internet sessions can be made at the library or by telephone.
- A maximum of two (2) people may use the computer per session.
- Group bookings may be allowed with prior arrangements.

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- Users must vacate their workstation once their allotted time is finished.

4.4 Available Services

- The following services may be accessed from the libraries' internet service:
 - World Wide Web.
 - Electronic journals and texts.
 - E-mail (where users know the internet address of their account or through free services such as "Hotmail/Outlook", "Yahoo" or "Bigpond"). The library provides information on how to access email from accounts.
 - Discussion lists.
 - RLQ OPAC, Public Libraries Connect
 - Ancestry Library Edition
 - Skype- users must provide their own headphones.
- The following helper applications have been installed to enable full access of the World Wide Web:
 - Adobe Acrobat.
 - Microsoft Video.
 - Goog Chrome.
- Any Messenger application is not to be downloaded under any circumstance.
- The computers in the library have no soundcards installed. Users are required to keep the sound levels low to ensure minimal disruption to other library patrons or use their own earphones.
- Colour or black and white printing is available when using the computer/internet facilities with the use of a memory stick. If you don't have an external memory stick, the library can loan you one for the purpose of printing.
- Library staff members are not able to provide in-depth computer assistance but will answer questions and, as time allows, help users locate and use resources on the internet or on other electronic resources in the library.
- Lessons can be booked at a time suitable to the Librarian.

4.5 Downloads

- Users must not download software from the internet onto the libraries' computers.
- Data downloaded from the internet may contain viruses.
- Flinders Shire Public Library is not responsible for damage to patron's removable media, computer, or equipment, or for any loss of data or damage or liability that may occur from patron use of the Library's computers or Library's access to the internet.

4.6 Copyright

- Much of the material (including software) available on the internet is Copyright. A copyright owner is entitled to take legal action against a user who infringes his or her copyright. The copyright regulations, Section 104B of the Copyright Act 1968, are attached for your information (see Appendix 1).
- When downloading software, files, or data, it is the user's responsibility to check for copyright protection or any licensing agreement and to comply with the requirements of that copyright or licensing agreement.
- Illegal acts involving the use of the Flinders Shire Public Libraries' internet resources may be subject to prosecution by local, state or federal authorities.

4.7 Public Conduct

- Food or drink is not to be consumed at or near terminals.

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- Any equipment malfunction should be reported to library staff immediately and under NO circumstances should patrons attempt to 'repair' hardware or software problems.
- The use of personal software programs is not permitted on the libraries' computer. This helps to prevent the spread of computer viruses.
- Unacceptable conduct or intentional misuse of these facilities may result in removal of access privileges, and / or legal action.
- The libraries reserve the right to eject patrons engaged in unacceptable behaviour or illegal use. Unacceptable behaviour and illegal use includes, but is not limited to:
 - Destruction or damage to, library equipment, software or data belonging to the Flinders Shire Public Library.
 - Display of offensive or inappropriate material containing nudity, obscenities or graphic violence.
 - Intentional unauthorised copying of copyright-protected material or infringement of license agreements.
 - Attempting to modify or gain access to files, passwords or data belonging to others.
 - Downloading software from the internet onto the libraries' computers.
 - Unauthorised monitoring of electronic communications.
 - Inappropriate use of e-mail services, such as spamming.

If a decision is made to suspend a patron's internet library privileges, notice will be given in writing to the user or the parent / guardian (if patron is under the age of 18).

Suspensions may apply across branches; if so this will also be communicated in writing.

4.8 Staff Assistance

- Library staff will provide a maximum of ten minutes assistance for internet. (Time and personnel permitting).

5. RELATED LEGISLATION

- Section 104B of the *Copyright Act 1968*
- The Australian Copyright Council – Digital Agenda Amendments Overview Information Sheet G0365V06 March 2006

6. RELATED DOCUMENTS (LOCAL LAWS, POLICIES, DELEGATIONS ETC)

- Flinders Shire Public Library Children and Young Adults Policy
- Flinders Shire Public Library Application for Library Membership Form

7. REVIEW TRIGGER

Policy is to be reviewed every 2 years.

8. PRIVACY PROVISION

Council respects and protects people's privacy and collects, stores, uses and discloses personal information responsibly and transparently when delivering Council services and business.

9. APPROVAL

Daryl Buckingham
CHIEF EXECUTIVE OFFICER

Dated: 7 10 2020