Policy

Internet – Clarence Regional Library

Responsible Manager (Title)	Regional Librarian	
Adopted by Council	Date: 23 June 2020	Minute Number: 6c.20.085
File Reference Number	DWS 2129308	Version: V5.0 Review Due: July 2024
Community Plan Linkage	1 Society	
Community Plan Linkage	1.3 We will have a diverse and creative culture	
Community Plan Linkage	1.3.1 Supports arts, learning, cultural services and festivals	

1.   Purpose

The purpose of the policy is to:

- Promote the Internet as a valuable and important research tool for information
- Promote freedom of information
- Ensure equal access to the Internet for members of the Clarence Regional Library
- Ensure that the user understands his/her responsibilities when using electronic resources
- Safeguard the Libraries resources

2.   Definitions

Internet   Is a global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.

Wireless/Wi-Fi   Is a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area.

Hot spots   For users of portable computers equipped for wireless, a hot spot (or hotspot) is a wireless LAN (local area network) node that provides Internet connection and virtual private network (VPN) access from a given location.

Downloading   Copy (data) from one computer system to another, typically over the Internet.

Workstation   Is a computer dedicated to a user or group of users that is designed for a single user and has advanced graphics capabilities, large storage capacity, a powerful microprocessor and connection to the internet

Cyber safety	Cyber safety is the safe and responsible use of information and communication technology. It is about keeping information safe and secure, but also about being responsible with that information, being respectful of other people online, and using good 'netiquette' (internet etiquette.

3.   Background/legislative requirements

The Clarence Regional Library provides free Internet access to Library members and visitors as part of the Library's information service to clients.

The Library also offers wireless ("hot spots" and "Wi-Fi") access to the Internet for individuals with their own laptops or other mobile devices.

Accessing these services is conditional on reading and accepting the Library's Internet Policy.

Due to the proliferation of Wi-Fi networks, Library users may also be able to access other Wi-Fi networks within a library of the Clarence Regional Library (CRL) that is not provided by the CRL. Use of any non-CRL wireless network within the Library's facilities is also governed by the Library's Internet Policy.

4.   Policy statement

4.1   Users under 15 years of age

Young people are welcome to access the Internet in the Library, with their parent's permission. Any material accessed by children when using the Internet is the sole responsibility of parents and guardians. It is suggested that parents and guardians read the Clarence Regional Library's *Internet Guide for Parents*. Library staff do not supervise or monitor children using the internet in the library.

4.2   Ethical use of the internet

Provision of access to the Internet is on the condition that it is used in an ethical manner. Any unethical behaviour such as using the workstation to gain unauthorised access to any network or computer system, undertaking any activities which are offensive or slanderous, performing illegal or criminal activities is unacceptable.

The Library recognises an individual's right to freedom of access to information.   However, users must be sensitive to the beliefs and values of other users and staff when accessing material that is potentially controversial or offensive. Access to material deemed inappropriate for a Public Library environment may be limited.

Where a client is found to be using Library computers to access pornographic, offensive material, or for any unlawful purpose, the Library reserves the right to direct the client to leave the Library, to direct that the client not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

4.3 Offensive and/or erroneous material

The Internet allows the user to access a wide range of information. The user must be aware that the Internet is an uncensored and unregulated resource tool, and as such, the type of material accessed is the sole responsibility of the user. The Library accepts no responsibility for the accuracy and validity of information accessed via the Internet by the user.

4.4 Access time – library computers

Due to the demand for access to the Internet, members may be limited in the time period they can spend using the Library's facilities. Bookings may be required and patrons are advised to contact the relevant library to ascertain local booking requirements.

A maximum of 2 users per PC. Group bookings can be made on request.

Due to the demand on the Library's connection, limitations may be placed on the duration and number of connections that are available at any one time.

4.5 Printing and downloading

Due to Council's information technology security requirements users may experience limitations when attempting to save or download material from the Internet.

Printing is available at the Library on a fee for service basis (Council sets printing charges). Clients undertaking printing are responsible for collection and payment of all printouts.

Printing is unavailable from the wireless connection.

Any material saved to individual Library PCs is not the responsibility of the library and may be deleted at a later date.

4.6 Copyright

Individuals accessing the Internet need to be aware that material on the Internet may be protected by copyright. Individuals are therefore personally responsible for complying with the appropriate laws (both international and federal) governing copyright material.

Downloading of commercial copyrighted material such as music and movies is illegal and if staff are made aware of this activity, your session may be terminated and your future access may be denied.

4.6 Consideration of staff and library equipment

The Internet is a resource tool that provides access to an unmeasurable number of sites. As a result it cannot be expected that Library Staff are experts in the use of every site accessed by users. Individual problems experienced by the users when accessing particular sites are the responsibility of the user. The Library will not tolerate any form of abuse directed at either the staff or the computers as a result of any problems and individuals may be asked to leave the library as outlined in the Library Regulation 2005.

4.7 Indigenous people

Some Indigenous clients may have concerns about information about Indigenous people presented online. It is appropriate to acknowledge the existence of this information and its potential impact on Indigenous clients. Further information is available through the Aboriginal and Torres Strait Islander Library and Information Resources Network Protocols.

It is acknowledged that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

4.8   Cyber Safety

Your library is committed to the education of it's community so that individuals know how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, and manage reputation and relationships through the Internet platform.

5.   Implementation

5.1   Library responsibilities

- To ensure that a copy of the Library's policies are available through the website and in hardcopy at each of the Clarence Regional Library's branches and on the mobile library.

- Provide users with assistance and recognising that staff are not experts with regards to particular user problems and that the user is responsible for their own search.

- The Library does not provide technical assistance to configure client's equipment for wireless access.

- Respect user privacy and maintain user confidentiality.

- If requested by relevant authorities under state or federal law, provide records for criminal or investigatory purposes.

5.2   Provision of links

The Clarence Regional Library provides a selection of links to various internet sites from its home page. These links are not monitored. As a result any material that is accessed or downloaded by the user that is offensive or damaging eg. Viruses, is not the responsibility of the Library.

5.3   Wireless

As with most public wireless "hot spots", the Library's wireless connection is not secure. Library users should not transmit personal information (eg: credit card numbers, passwords or any other sensitive information) while using this service.

All wireless access users should have up-to-date virus protection on their laptop computers or mobile devices. The Library will not be responsible for any information that is compromised, or for any damage caused to any individual's hardware or software due to electronic surges, security issues or consequences caused by viruses or hacking.

6. Appeal/objections process

PLEASE NOTE – INDIVIDUALS WHO DO NOT COMPLY WITH THE POLICY MAY HAVE THEIR SESSION TERMINATED OR BE DENIED FUTURE ACCESS TO THE SERVICE AS OUTLINED IN THE LIBRARY REGULATION 2005.

7. Related Documents

Library Council of NSW – Internet Policy Guidelines for NSW Public Libraries - 2011

Library Council of NSW - Access to Information in New South Wales Public Libraries – 2007 https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf

State Library NSW Children's Policy Guidelines for NSW Public Libraries – update December 2018 v 4.0 - https://www.sl.nsw.gov.au/sites/default/files/childrens_policy_guidelines_0.pdf

Library Act 1939

Copyright Act 1968

Australian Copyright Council Notices on Photocopiers and Other Copying Machines G40 - https://www.copyright.org.au/ACC_Prod/ACC/Information_Sheets/Notices_on_Photocopiers___Other_Copying_Machines.aspx

Parent's Guide to the Internet

CRL Childrens and Young Adult Policy

Revised Policy June 2020