



# Library Computer & Internet Usage Policy

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Adoption Date:	31 July 2018 by approval of the General Manager
Review Date:	31 July 2019
Version:	5
Division/Department:	Community Services/Woollahra Libraries
Responsible Officer:	Library Customer Service Team Leader
HPE CM Record Number:	18/123627

## 1 Policy Statement

To provide free and fair access to computers as part of Woollahra Libraries' commitment to supporting the information needs of the community.

## 2 Application

Woollahra Libraries vision is 'Connecting people and ideas'. It provides free access to computers as part of its commitment to provide free and open access to information, educational and cultural resources.

Public libraries have no control over the information available through the Internet and therefore cannot be held responsible for its content and use. When using the Library's computers and Wi-Fi, customers are bound by this Policy.

## 3 Definitions

Term	Meaning
Woollahra Libraries	Woollahra Library at Double Bay, Paddington Library and Watsons Bay Library.

## 4 Community Strategic Plan, Delivery Program and Operation Plan

This policy establishes a framework to support the Woollahra Libraries to provide relevant services and resources to our community. This policy meets the following objectives from our Delivery Program and Operational Plan (DPOP).

**Theme: Community well-being**

Goals: 1 A connected, engaged and harmonious community

Strategy: 1.3 Provide places and spaces for people to connect and interact

Priority: 1.3.1 Provide access to multipurpose and flexible meeting spaces

**Theme: Community leadership and participation**

Goals: 11 A well-managed Council

Strategy: 11.2 Develop and maintain effective reporting systems that enable Council to measure and report on performance.

Priority: 11.2.2 Ensure council maintains a strong governance framework by continually reviewing Council policies and procedures for adequacy and currency.

## 5 Relevant Legislation

Library Act 1939 and the Library Regulation 2010.  
Copyright Act 1969 (Commonwealth)  
Children and Young Persons (Care and Protection) Act 1998  
NSW Privacy and Personal Information Protection Act 1998

## 6 Access

Woollahra Libraries is committed to providing access to technology that meets the needs of our customers. The Library provides free and fair access to public use computers and to the internet via:

- Public access PC's, iMacs, iPads and other mobile devices.
- Wi-Fi

## 7 Public Access Computers

The following conditions apply to the use of the computers:

- Bookings will be automatically cancelled and allocated to the next customer in the queue if the customer does not login within 10 minutes of the scheduled time.
- Library customers can book up to a set maximum number of hours, according to availability and demand at each location.
- Library staff will assist with basic instruction in the use of library computers and technology, however, it is not the role of library staff to offer detailed assistance or tuition.
- Visitors to the library may obtain a 'Guest ticket' from staff and can book a computer for up to 30 minutes per day.
- Bookings can be made up to one week ahead and can be made online, over the phone or in person.
- In order to help create a child friendly junior area at Woollahra Library at Double Bay, the PC's there are reserved for children and / or their carers only.

## 8 Security and Personal Information

Customers should be aware that security on the internet cannot be guaranteed and no guarantee of privacy can be made by the library. Members are responsible for securing personal information. This includes logging out of email and banking sites and exiting out of personal documents.

The library assumes no responsibility for any damage that may occur as a result of conditions beyond our control, such as computer viruses, electronic malfunction, power surges etc.

## 9 Inappropriate Use

Inappropriate use could include any of the following:

- The display/downloading of any pornographic/offensive material
- Illegal, criminal or anti-social internet use
- Damage to equipment, software or data belonging to the Library or other customers
- Unauthorised copying of copyright-protected material or infringement of licence agreements
- The violation or attempted violation of any computer networks system security
- Cyber bullying

Customers who fail to comply may have their membership privileges removed, be asked to leave the library or may be banned by the Library Manager under Section 17 of Library Regulation 2005.

## 10 Parental Supervision

Library staff are not responsible for supervising a child's use of any library resources including internet and computer usage. It is the responsibility of parents, guardians and carers to determine and monitor their children's internet and computer use. Parents should be aware that filtering technologies cannot guarantee that all objectionable material is blocked.

## 11 Legal

Internet users are liable for the failure to comply with all applicable international, federal and state laws, including censorship, copyright and software licensing laws. The Library reserves the right to check any customer's use of its internet service including data transmissions, if the library deems the customer to be in breach of any laws.

## 12 Related Policies and Procedures

	<b>HPECM Reference</b>
Library Policy for Young People	17/151886

This Policy will be reviewed every year or as required in the event of legislative changes. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the General Manager.

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## Policy Amendments

Date	Responsible Officer	Description

## Want to know more?

For further information on this policy please contact:

Woollahra Libraries on 9391 7100 or [library@woollahra.nsw.gov.au](mailto:library@woollahra.nsw.gov.au)