



Public Computer and Internet Use – Townsville Library Services Policy

Copyright Act 1968

1. POLICY STATEMENT

Townsville Library Services provides access to public computer and internet facilities to enhance the public's access to up-to-date computing facilities, information, ideas and commentary. Internet access enables the library to provide information beyond the confines of its own collection.

2. PRINCIPLES

This policy aims to promote rewarding, responsible and equitable use of public computer facilities provided by Townsville Library Services.

3. SCOPE

This policy applies to all people who use the public computer and internet facilities in all branches and mobile services of Townsville Library Services. By using the library's public computer and internet facilities, users agree to the conditions of this policy.

4. RESPONSIBILITY

The Team Manager, Libraries is responsible for ensuring this policy is understood and adhered to by all people who use the public computer and internet facilities in all branches of Townsville Library Services and library personnel.

5. DEFINITIONS

ALIA – means Australian Library and Information Association.

ACMA – means Australian Communications and Media Authority.

Computer User/User – means any person who uses the library's public computer and internet facilities.

Internet Content – means information that is accessed over the internet. This includes:

- Content on the World Wide Web;
- Postings on newsgroups and bulletin boards;
- Files that can downloaded via 'peer-to-peer' software;
- Ordinary email; and
- Content that is accessed in real time without being previously stored, such as; chat services, voice over the internet or streamed audio/video content.

The Libraries – means Townsville Library Services.

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Library Staff – means any person performing work for the Townsville City Council regardless of position held. This includes contractors and volunteers.

Manager – includes persons appointed to positions with the title, Team Manager, General Manager, Principal, Director and Chief.

Public Computer and Internet Facilities – means any fixed (i.e. desktop computer), moveable (i.e. laptop computer or mobile computer) device that can access internet content and other computing services, managed by Townsville Library Services that is made available for use by members of the public. Internet access (wireless and through networked computers) provided to users by Townsville Library Services.

Workers – includes employees, contractors, volunteers and all others who perform work on behalf of Council.

6. POLICY

6.1 ACCESS TO COMPUTER FACILITIES

Public computer and internet facilities are available at Thuringowa Central, Aitkenvale or Flinders Street Libraries during library opening hours. To facilitate equitable access, a booking system is in use. Users are limited to one hour of free access per day. Access to a wireless network is available at the all branches.

6.2 SERVICES PROVIDED

A range of computer applications and services are available on public computers, including the Microsoft Office suite of applications and access to webmail. A selection of the most suitable internet browsers, applications and plug-ins has been installed on the public computers. These tools will be reviewed periodically and changed or upgraded according to user demand and compatibility with computer hardware. The installation of applications not loaded will be considered.

6.3 CENSORSHIP

In line with the statement by ALIA on online content regulation, Townsville Library Services promotes “the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy” and so does not filter or otherwise censor internet content. Powers of censorship are vested with Australian Federal and State governments. Any complaints about internet content must be addressed to the ACMA.

Council’s internal information technology arrangements may result in access to some sites and applications being denied.

6.4 COPYRIGHT

Much of the material (including software) available on the internet is copyright. Users must not breach copyright in material available on the internet. A copyright owner is entitled to take legal action against a user who infringes his or her copyright. Unless otherwise permitted by the *Copyright Act 1968*, unauthorised copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work.

6.5 RISKS APPLYING TO USE

Users are advised of the following risks of using the public access computer facilities:

- Townsville Library Services cannot guarantee the accuracy or validity of information accessed through the internet, including websites linked to or from the library’s website. It is the responsibility of each user to determine the validity, quality and relevancy of the information accessed. Guidelines are available from the library to help user determine the quality of the sites.

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- As the internet is an inherently insecure environment, the library cannot guarantee the security of any data accessed or transmitted through its internet connection.
- The internet enables access to material that is offensive and objectionable to many members of the public. The library service cannot protect clients from information they may deem offensive. The library seeks to address community concerns by placing public computers in full public view.
- The internet is a largely unpoliced domain and is host to people and organisations that pose a danger to others. The library does not police or monitor interactions over its internet connection and users are advised to exercise great care in disclosing personal information over the internet.
- Townsville Library Services does not accept any liability for any loss or damage, direct or indirect, that may arise from using the library's internet connection.

6.6 UNACCEPTABLE CONDUCT

Unacceptable conduct may lead to:

- Suspension or termination of access to public computer and internet facilities;
- Ejection from the library premises; and/or
- Suspension or termination of library membership.

Unacceptable conduct includes but is not limited to:

- Destruction of or damage to library equipment or software;
- Attempting to modify or gain access to files, passwords or data belonging to others;
- Display of offensive or inappropriate material;
- Licence infringement;
- Unauthorised monitoring of electronic communications;
- Intentional unauthorised infringement of copyright;
- Attempts to 'repair' hardware or software problems;
- Behaviour that causes disruption to other users; and
- Abuse of, or threats to library staff.

If a decision is made to suspend privileges, notice will be given in writing to the user or their parent/guardian/carer.

6.7 FEES AND CHARGES

Access to the public computers and internet facilities is free to library members (within the guidelines for booking time). Council may from time to time levy charges for use by non-members. Charges may be levied for printing and other consumables. Fees and charges are reviewed annually and are available from library staff or from the Council's website.

7. LEGAL PARAMETERS

Local Government Act 2009

Local Government Regulation 2012

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8. ASSOCIATED DOCUMENTS

ALIA Statement on Free Access to Information

ALIA Statement on Online Content Regulation

ALIA Statement on Public Library Services

Townsville City Council Fees and Charges

Townsville Library Services Collection Development Statement

Townsville Library Services Procedures for Public Internet Use

Office of the eSafety Commissioner

Stay Smart Online

Queensland Public Library Standards and Guidelines

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