



Citylibraries Policy

Local Government Act 2009

1. POLICY STATEMENT

Townsville Citylibraries provides access to public computers, internet facilities, meeting rooms and displays to enhance the public's access to facilities including up-to-date computing facilities, information, ideas, commentary and meeting rooms.

2. PRINCIPLES

This policy aims to promote rewarding, responsible and equitable use of public computer, internet, meeting room and display facilities provided by Townsville Citylibraries.

Procedures and processes which members of the public are to follow relating to this policy will be made available on the Townsville City Council's website.

3. SCOPE

This policy applies to all people who use the public computer, internet, meeting room and display facilities in all branches and mobile services of Townsville Citylibraries. By using the Townsville Citylibraries' public computer, internet, meeting room or display facilities, users agree to the conditions of this policy.

4. RESPONSIBILITY

Director of Community, Environment & Lifestyle and Managers within Community & Lifestyle are responsible for ensuring this document is understood and adhered to by all workers and the public at large.

5. DEFINITIONS

ACMA – means Australian Communications and Media Authority.

ALIA – means Australian Library and Information Association.

Community Groups – means the sporting clubs, hobby and craft groups, self-help and community organisations, non-profit organisations and for-profit organisations if the display is related to community consultation or reporting on matters of interest and importance to the community.

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

Exhibitor – means a person who displays an item at Townsville Citylibraries.

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.

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

Non-Commercial Users – means all users other than commercial users. It is anticipated that these will primarily be Townsville based not-for-profit groups where members of the community gather together on a volunteer basis to participate in their chosen interest.

Periodic Booking – means a booking from a non-commercial user under which a meeting room is used at a regular interval within a single year, for example, weekly, monthly or quarterly.

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

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Citylibraries that is made available for use by members of the public. Also, Internet access (wireless and through networked computers) provided to users by Townsville Citylibraries.

Workers – includes employees, contractors, volunteers and all others who perform work on behalf of Townsville City Council (“Council”).

6. POLICY

6.1 PUBLIC COMPUTERS AND INTERNET FACILITIES

6.1.1 ACCESS TO COMPUTER FACILITIES

Public computer and internet facilities are available at Riverway, Aitkenvale and 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 all Townsville Citylibraries’ branches.

6.1.2 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.

6.1.3 RESTRICTIONS IN ACCESS AND USE

In line with the statement by ALIA on online content regulation, Council promotes “the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy”. However, users must not engage in unacceptable conduct as discussed in section 6.5. Also, Council’s internal information technology arrangements may result in access to some sites and applications being denied.

If users have concerns on any information displayed on the internet, complaints are to be directed to the ACMA, which has the regulatory power to address complaints on internet services.

6.1.4 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.

6.1.5 RISKS APPLYING TO USE

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

- Council 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 users determine the quality of the sites.
- As the internet is an inherently insecure environment, Council 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. Council cannot protect users from information they may deem offensive or inappropriate. Council seeks to address community concerns by placing public computers in full public view and taking action against unacceptable conduct.
- The internet is a largely unpoliced domain and is host to people and organisations that pose a danger to others. Users are advised to exercise great care particularly where disclosing personal information over the internet.
- Council does not accept any liability for any loss, damage or injury direct or indirect, and whether involving negligence on behalf of Council that may arise from using public computers and internet facilities. Users engage with public computers and internet facilities entirely at their own risk.

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6.1.6 FEES AND CHARGES

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

6.1.7 USERS TO AGREE

Users are to agree, comply and adhere to this section 6.1 and any relevant procedures or processes, prior to use of public computer and internet facilities.

The procedures and processes which members of the public are to follow relating to this policy will be made available on the Council's website. Terms and conditions of public computer use will also be displayed on computer login screens.

6.2 USE OF MEETING ROOMS

6.2.1 AVAILABLE MEETING ROOMS

This policy refers to the following public meeting rooms and the Public's use of the meeting rooms:

- Aitkenvale Library Meeting Room (Citylibraries Aitkenvale);
- Aitkenvale Raintree Meeting Room (Citylibraries Aitkenvale);
- Von Stieglitz Meeting Room (Citylibraries Riverway);
- Small Meeting Room 1 and 2 (Citylibraries Riverway); and,
- John Mathew Meeting Room (Citylibraries Flinders Street).

6.2.2 COUNCIL PRIORITY

The Council has priority in the use of the public meeting rooms and reserves the right to cancel any booking without notice, to use any and all public meeting rooms for Council's own purposes. The Council will not be liable to any person for any costs arising from the cancellation of a booking to allow a Council use to proceed.

If the Council requires the use of a public meeting room at a time that conflicts with another booking, the Council will contact the external users as soon as possible to advise the group of the cancellation and arrange another suitable time/date. The Council reserves the right to transfer bookings from one room to another, if required, to accommodate Council business or additional use by community groups.

6.2.3 BOOKING ARRANGEMENTS

Each year, the Council will call for expressions of interest to book use for some of its public meeting rooms; however, the Council may accept bookings at any time throughout the year for:

- The remainder of that year if the booking is a periodic booking; or
- Any time if the booking is not a periodic booking.

Current users will not be given preferential treatment for future bookings. The Council may award bookings as it sees fit when the Council believes that it is in the community interest.

6.2.4 THE VON STIEGLITZ MEETING ROOM AND SMALL MEETING ROOMS 1 AND 2 (CITYLIBRARIES RIVERWAY) AND THE AITKENVALE RAIN TREE ROOM (CITYLIBRARIES AITKENVALE)

The Von Stieglitz Meeting Room, Small Meeting Room 1 and Small Meeting Room 2 (Citylibraries Riverway), as well as the Aitkenvale Raintree Meeting Room (Citylibraries Aitkenvale) will be made available free of charge to non-commercial users, and to government sectors where learning initiatives are non-profit making. The rooms will also be made available for commercial use.

A preference will be exercised against periodic bookings for these rooms. Bookings will be allocated in the order in which they are received.

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6.2.5 JOHN MATHEW MEETING ROOM (CITYLIBRARIES FLINDERS STREET)

This room will be made available to both commercial and Non-Commercial users. A preference will be exercised against periodic bookings for this room. Bookings will be allocated in the order in which they are received.

6.2.6 AITKENVALE LIBRARY MEETING ROOM (CITYLIBRARIES AITKENVALE)

This room will be made available to Non-Commercial users only. A preference will be exercised in favour of periodic bookings for this room. Bookings will be allocated in the order in which they are received.

6.2.7 ROOM USE PROCEDURES

Users must comply with the applicable room use procedures, terms and conditions and this section 6.2.

Fees and charges for the commercial use of public meeting rooms are published annually by Council and are available on Council's website at www.townsville.qld.gov.au.

Council will charge for any damage caused to its meeting rooms, its furnishings, fittings or fixtures during the period of hire.

6.2.8 SUPPORTING DOCUMENTATION

Non-commercial groups will be required to provide proof of not-for-profit status with their application when booking any meeting room to be eligible for the meeting room hire fee waiver. Not-for-profit organisations that book any meeting room for commercial use as defined in this policy will be charged the applicable fees as set out in the Council Fees and Charges Schedule.

Non-commercial, commercial and government organisations will be required to provide a Certificate of Currency for public liability with their booking to be eligible to book the meeting room.

6.3 DISPLAYS

Townsville Citylibraries display spaces are available for public display during Townsville Citylibraries operating hours and comprise:

- pamphlet display areas;
- glass cabinets;
- walls for hanging exhibitions

The Team Manager, Libraries is responsible for approving exhibit displays and has complete discretion as to whether particular material is suitable for display and may withhold that approval for any lawful reason.

Exhibitors must comply with the applicable procedures and terms and conditions for display, prior to display of any items.

6.3.1 DISPLAYING ITEMS IN THE GLASS CABINETS

Where items are approved for display in the glass cabinets, Exhibitor's display their items as referred in the relevant case/s at the time and date provided by Townsville Citylibraries.

6.3.2 DISPLAYING ITEMS ON THE HANGING WALLS

Where items are approved for display on the hanging walls, the Exhibitor will deliver the items to the relevant location at the time and date confirmed by Townsville Citylibraries. Townsville Citylibraries will hang the items.

6.3.3 RIGHT TO REMOVE DISPLAY

Council at its sole discretion, have the right to end any display and/or delete or remove any items or projects.

6.3.4 COLLECTION AND STORAGE OF ITEMS

Townsville Citylibraries will remove the hanging display on the date provided to the Exhibitor. Upon de-installation, the Exhibitor will collect their items from the location at the date and time provided by Townsville Citylibraries. In the

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event that the Exhibitor fails to collect the item within two weeks from notification, the items will be considered abandoned, and Council may dispose of the item at their absolute discretion. Townsville Citylibraries will endeavour to contact the Exhibitor to request collection of items.

Townsville Citylibraries does not provide storage for surplus display items. If there are additional items than space allows, Townsville Citylibraries will endeavour to contact the Exhibitor to request collection of items. Should the Exhibitor fail to collect the item/s at the time and date notified, the item/s may be disposed of at the absolute discretion of Townsville Citylibraries.

6.4 DISPLAY OF THIS POLICY

This document is to be made available and displayed in public view at Townsville Citylibraries together with any relevant procedures, processes and terms and conditions. These will also be made available on Council's website.

6.5 UNACCEPTABLE CONDUCT

Unacceptable conduct may lead to:

- Suspension or termination of access to public computer and internet facilities and meeting rooms;
- Removal from the library premises and/or meeting rooms; and/or,
- Suspension or termination of library membership;
- Prohibition from using meeting rooms and displays.

Unacceptable conduct includes but is not limited to:

- Destruction of or damage to library, assets equipment or software;
- Attempting to modify or gain access to files, passwords or data belonging to others;
- Display of or access to offensive, criminal, or inappropriate material;
- Licence infringement of any platforms, programs, databases or services which provide a licence to Council or to a user directly for its use;
- Unauthorised monitoring of electronic communications;
- Intentional unauthorised infringement of copyright;
- Attempts to 'repair' assets, equipment, hardware or software;
- Behaviour that causes disruption to others; and,
- Abuse of, or threats to workers.

If a decision is made to suspend or terminate privileges to public computer and internet facilities, meeting rooms and/or displays, notice will be given in writing to the individual or their parent/guardian/carer.

7. LEGAL PARAMETERS

Anti-Discrimination Act 1991

Broadcasting Services Act 1992

Copyright Act 1968

Local Government Act 2009

Local Government Regulation 2012

8. ASSOCIATED DOCUMENTS

ALIA free access to information statement 2018

ALIA online content regulation 2022

ALIA Statement on Public Library Services

Application for Room Hire Form

Booking Procedures and Terms and Conditions of Use for:

- Aitkenvale Library Meeting Room (Citylibraries Aitkenvale);
- Aitkenvale Raintree Meeting Room (Citylibraries Aitkenvale);

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- Von Stieglitz Meeting Room (Citylibraries Riverway);
- Small Meeting Room 1 and 2 (Citylibraries Riverway); and,
- John Mathew Meeting Room (Citylibraries Flinders Street).

Fees and Charges Schedule

Terms and Conditions for CityLibraries

Queensland Public Library Standards and Guidelines dated 1 July 2020

9. DOCUMENT HISTORY

Date	Version	Amendment	Reviewer	Approved
22.11.2023	1	Consolidation of policies to have a single point of reference for library users.	GM Community and Lifestyle	Full Council

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