

# POLICY



**Date adopted:** 30/05/2017  
**File no:** 128788-2  
**Minute number:** 148/2017

**Policy title:** INTERNET PUBLIC ACCESS  
**Directorate:** COMMUNITY SERVICES  
**Branch:** LIBRARIES & CREATIVE INDUSTRIES  
**Policy objective:** To provide for public access to the internet through the Council's libraries.

**Policy scope:**

This policy will apply to all internet services supplied to the public through Logan City Council Libraries. It is designed to guide the implementation and access conditions for internet services in Logan City Council Libraries.

**Definitions:**

Not applicable.

**Policy statement:**

The following procedure is to be undertaken for this policy:

1. Purpose
  - (a) To describe the Council's libraries policy relating to the use of the internet as:
    - (i) a resource to provide community access to online information and services
    - (ii) a delivery mechanism of the Council's information to library members.
2. Access
  - (a) World Wide Web based services and information may be accessed from the Council's libraries internet service.
    - (i) Public computers or devices  
Computers are provided for use free of charge to library members via a booking system. Delivery of library services or programs may also occur on library laptops or mobile devices.
    - (ii) Public wireless service  
Wireless internet access is provided free of charge to library members for access from their own mobile devices.
3. Copyright

Any person who makes use of facilities provided in the library for printing, or reproducing materials and information is solely responsible for ensuring that the use of the facilities for the purpose does not result in a breach of copyright as permitted by the *Copyright Act 1968* amended or contravention of the provisions of a relevant licence.

4. Disclaimer

- (a) All information, data, programs and materials accessed via the internet services are not checked by the Council and the Council accepts no responsibility for the suitability, currency, completeness, truth, accuracy or safety thereof.
- (b) Under no circumstances shall Logan City Council or individual staff members be liable for any direct, indirect, incidental, exemplary or consequential damages, however caused and on any theory of liability - including negligence or otherwise - arising in any way out of the use of the wireless service.

5. Material in breach of community standards

- (a) Library staff are members of a profession explicitly committed to intellectual freedom and the freedom of access to information. In addition to many valuable resources available on the internet, some are incorrect, misleading and offensive. Library staff proactively promote and facilitate responsible access to quality information for all users including children and young people.
- (b) The Council's libraries do not censor access to material either in the library or on the internet. The Council's libraries regard current filtering software as inaccurate and unreliable. These software packages do not take into account the wide range of clients who use the internet in a public library. The use of such software may lead to both adults and children missing out on vital information. Literature on this issue is available from the State Library of Queensland's website.
- (c) While the Council's libraries will take steps to minimise offences through ad hoc visual monitoring, the responsibility for accessing information will rest with the user and, in the case of children, with parents, guardians or carers. Cybersmart <http://www.cybersmart.gov.au> has been developed as part of the Australian Government's cybersafety program to provide information to increase public awareness of potential risks regarding internet use.
- (d) The following steps will be taken:
  - (i) the Council will not accept responsibility for censoring the internet
  - (ii) all public access internet computers will be in full public view within the Council's libraries
  - (iii) parents, guardians or carers must sign a library card accepting responsibility for all materials their child accesses on the internet
  - (iv) library membership numbers of users accessing internet services will be recorded by systems managing these services
  - (v) terms and conditions will be displayed to and accepted by the user prior to accessing internet services
  - (vi) library staff have authority to end an internet session immediately if offensive or inappropriate material is displayed in public view.
- (e) In the event of a complaint by a member of the public regarding the content of online material, transactions or interactions, the Regional or Branch Librarian will inform the member of the procedure for making a complaint in accordance with the *Broadcasting Services Act 1992*. The Australian Communications and Media Authority's (ACMA) website provides information on lodging complaints against online content. This website can be accessed directly from the 'Safe Internet Use' page of the Libraries' website.

6. Compliance with laws and other conditions of use
  - (a) The user will acknowledge that use of the data, databases, system and services may be subject to certain legal regulations, conditions (including any license conditions) and restrictions. The user shall ascertain and comply with such regulations, conditions or restrictions including but not limited to those laid down by the *Crimes Act 1914* and the *Copyright Act 1968*.
  - (b) The user shall not send, access or download any data, code, program or other material which is offensive, pornographic or defamatory or which to the user's knowledge contains any computer virus or has not been classified or approved in accordance with any applicable censorship or other laws including, without limitation, the *Classification of Films Act 1991* and the *Classification (Publications, Films and Computer Games) Act 1995*.
  - (c) The user shall not, without proper authorisation, gain access to information in a restricted access computer system or to use a restricted access computer system, or to contribute to or aid the commission of a crime or to infringe the rights of a third party.
  - (d) Users are required to display appropriate behaviour whilst using computers or mobile devices. This includes consideration of others given close seating proximity and would be expected to include limiting noise from workstations by using headphones, and talking quietly.
7. Downloading
  - (a) Users must not download software from the internet onto the library computer. Unauthorised software must not be executed on the library computer. Downloading to a portable storage device is acceptable.
  - (b) Data downloaded from the internet may contain viruses. It is the responsibility of the user to maintain virus-checking software on their home computer or mobile device, and the Council accepts no responsibility for viruses downloaded onto portable storage devices.
  - (c) Downloading excessive data is unacceptable as this will impact on other users on the network. Maximum file download size may be limited or other restrictions may be placed in order to achieve this.
8. Fees and charges
  - (a) As the Council's libraries endeavour to provide equitable access to information for all, charges for internet access will be free.
  - (b) Charges for printing from the internet will be in accordance with the Council's current register of fees and charges.
9. Privacy and confidentiality
  - (a) Users are responsible for the security of personal, or other information, they place on the internet such as banking details or online form data and should exercise caution in conducting personal or business transactions on public computers or personal devices using wireless internet services.
  - (b) Users should be aware that personal documents or information created or accessed during a computer session may be stored on public computer hard drives. The library has installed software which removes such information on a daily basis. Access times and membership numbers are stored by system management software.

**Related policies/legislation/other documents:**

| <b>DOC ID</b> | <b>DOCUMENT TYPE</b> | <b>DOCUMENT</b>                                |
|---------------|----------------------|--|
| -             | Legislation          | <i>Broadcasting Services Act 1992</i>          |
| -             | Legislation          | <i>Crimes Act 1914</i>                         |
| -             | Legislation          | <i>Copyright Act 1968</i>                      |
| -             | Legislation          | <i>Classification of Films Act 1991</i>        |
| -             | Legislation          | <i>Classification of Publications Act 1995</i> |