# Cessnock City Library

## Public Access and Internet Usage Guidelines

**Date of Guidelines:        December 2015**

### OBJECTIVES

1. To establish clear guidelines regarding public computers, Internet and WIFI use by the public in Cessnock City Library.
2. To ensure fair access to the computer resources and the Internet and WIFI to all customers of Cessnock City Library.

### GUIDELINES

**1.   Bookings for Computers and Internet Access**

1.1   Computers are available at Cessnock and Kurri Kurri Libraries for general computer use and for Internet access.

1.2   Library users must log into computers using their own valid library card number, unless they are a temporary visitor to the LGA.  Temporary visitors will be issued with temporary visitor log in.

1.3   Bookings are limited to a maximum of one hour. If no one else has booked or wants to use the computer the hour can be extended for one additional hour to a maximum of two hours per day.

1.4   Bookings may be cancelled and/or reallocated if the customer does not arrive within 15 minutes of the scheduled starting time.

1.5   Children aged under the age of 16 should be supervised by parent/guardian when using computing facilities in the Library. This includes accessing the WIFI network.

**2.   Computer Viruses**

2.1   In order to prevent viruses, Library computers are for Library software only, not for personally owned software.

2.2   No personal software or CD-ROMs may be installed or accessed.

2.3   **Please note:** Although a virus-checker is used on the Library's computers, this may not completely protect you from the risk of acquiring a virus, either from the computer or from the Internet.  The Library is not responsible for damage to disks, computer systems, loss of data, damage or liability that may occur from a customer's use of the Library's electronic information resources.

**3. Saving Information**

3.1 Do not save any information to the computer's hard drive.  This drive is cleared at the conclusion of each session and users' files will be erased automatically.

3.2 However if a user does save information to a hard drive it is the user's responsibility to delete the information by conclusion of session.

3.3 The Library does not take any responsibility for information which is accessed by a third party if a user fails to delete their information from the hard drives.

**Printing/Downloading**

4.1    You may print from the computers.  All printing is paid for and collected using credit loaded onto library cards. Credit may be added at the Library's Customer Service desk.

**4.   Computer Misuse**

5.1    Misuse of the computer or Internet access may result in loss of computer and other library privileges.  Misuse of the computers includes, but is not limited to the following:

5.1.1    Changing any configuration settings or files, eg browser settings

5.1.2    Attempting to bypass security mechanisms and policies that have been implemented

5.1.3    Removing, damaging or destroying computer hardware and/or peripheral equipment

5.1.4    Using the Library's electronic information resources so as to exclude the use by other customers, ie monopolising one or more workstations

5.1.5    Violating the privacy of other library users.

**5.   Computer and Internet Training and general support**

6.1    Library staff will assist with basic instruction in the use of Library computers and Internet access.  It is not the role of Library staff to offer detailed assistance or tuition.  Each customer is ultimately responsible for conducting their own search.

6.2    Due to Library staff rostering trained staff with extensive computer skills may not be always available to assist you.

**6.   Inappropriate/offensive material and illegal activity**

7.1    Some material accessed through the Internet may be considered offensive or inappropriate.  Such material is not suitable for viewing, transmitting or downloading in a public library environment.  Internet users are required to consider the views of others whilst using the Library's Internet or WIFI service. In particular, under no circumstances are the Library's internet facilities to be used to transmit or access pornographic or sexually explicit material, images, text or other such offensive material.

7.2 Internet users access the Internet at their own discretion. The Library does not accept responsibility for any websites they may reach.

7.3 The Library has no control over the information accessed on the Internet and takes no responsibility for any inappropriate/offensive materials to which users may accidentally gain access.

7.4 Internet users are prohibited from using the Internet or WIFI for any illegal activity or placing any material on the Internet related to any illegal activity.

7.5 Internet users are prohibited from using the Library's Internet facilities to access such sites which may be prohibited by law.

7.6 Internet users are prohibited from transmitting any libellous material.

7.7 Internet users are prohibited from taking any action which may be considered to be harassment of any kind including bullying.

7.8 Internet users are prohibited from engaging in conduct that would be likely to be considered in breach of anti-discrimination legislation.

7.9 Internet users are prohibited from using profanity, obscenity, or other language which may be offensive to another user.

7.10 Internet users are prohibited from sending messages, images or files, access to which is restricted by legislation or regulation.

7.11 Internet users are prohibited from constructing electronic communication so it appears to be from someone else.

7.12 Internet users may not undertake any activity which may result in the transmission of viruses or programs which may harm another user's data or equipment.

7.13 Internet users must note that accessing certain inappropriate/offensive material constitutes a criminal offence.

## 8. Filtering/Monitoring

8.1 The Library does filter access to the Internet through the use of filtering software. However **Parents and guardians** of children aged under 16 **must** assume responsibility for monitoring the use of the Internet or WIFI by their children.

8.2 The Library monitors all computer usage. Usage deemed by Library staff to be potentially illegal will be reported to the relevant authorities. This will include any information recorded by the Library which identifies the user.

## 9. Security

9.1 The Library advises against using the Library's Internet or WIFI service for purchasing, banking and other financial transactions. The security of any transactions performed on the Internet cannot be guaranteed.

9.2 The Library takes no responsibility for the accuracy, completeness, safety or security of any materials or transactions on the Internet or WIFI.

9.3 Computer users are reminded not to leave any personal items unattended whilst at computer and to take all belongings with them when leaving.

## 10. Technical problems

10.1 The Library does not accept responsibility for technical communication problems in accessing sites on the Internet which are beyond its control.

10.2 Do not attempt to fix any problems.  Report problems immediately to the staff member on duty.  Please do not reset or turn off the computer.

10.3 Library staff are unable to assist users in accessing the WIFI beyond giving general direction. Library staff cannot operate or change settings on users' personal equipment.

## 11.    Copyright and Licensing

11.1 The copyright laws of Australia (and other countries) apply to material on the Internet.  Use of that material is regulated by these laws and the Internet user is responsible for ensuring compliance with those laws.

11.2 When downloading or printing material from the Internet, please refer to and comply with any copying directives given by the author of that material.

11.3 Some material available on the Internet is subject to licensing agreements between content owners and users.  It is the responsibility of the Internet users to ensure that requirements relating to the access and use of such materials is complied with.

11.4 Internet users are prohibited from sending copies of documents in violation of copyright laws.

## 12.    Consideration of other users

12.1 Internet users are reminded that the Library provides access to the Internet for all Library users in a public, community environment.  Users are encouraged to make use of the service with the following in mind –
12.1.1    Respect the rights and privacy of other service users
12.1.2    Be considerate to others in sharing the facilities
12.1.3    Plan your time to ensure that you complete your booking promptly
12.1.4    A limit of two people per computer applies to avoid crowding
12.1.5    Keep noise to a minimum
12.1.6    If you use a mobile phone please be aware that you are in a public place and keep your voice at an acceptable level.

## 13.    Suspension/loss of use

13.1 It is acknowledged that the accessing of some sites deemed inappropriate/ offensive can be accidental, but accessing of such sites will be noted by Library staff.

13.2 Computer users who misuse the service, or who breach any of the conditions of use outlined above, will result in suspension determined by Library Management.

13.3 Misuse of the service or breach of any of the conditions of use outlined above will result in a warning being issued.

13.4 A second occurrence of misuse will result in suspension from using the service for a period of one month.

13.5 A third occurrence of misuse will result in a permanent ban from using the service.

13.6 Any offence deemed serious enough to be referred to the authorities will result in access to the Library network being immediately withdrawn. Access will not be reinstated until Library Management and/or authorities have completed any necessary investigations.