


STRATHFIELD COUNCIL

**LIBRARY PUBLIC
INTERNET ACCESS
POLICY**

6 DECEMBER 2022

	<h1>POLICY</h1>		
TITLE	LIBRARY PUBLIC INTERNET ACCESS POLICY		
DATE ADOPTED	6 December 2022	MINUTE	280/62
REVISED	-	REVIEW	2024
RESPONSIBILITY	Library Service		
CM10 no.			
ASSOCIATED LEGISLATION	<ul style="list-style-type: none"> • <i>Library Act 1939</i> • <i>Library Regulation 2018</i> • <i>Copyright Act 1969 (Comm)</i> 		
ASSOCIATED POLICIES	<ul style="list-style-type: none"> • Library User Conduct Policy • Children & Young People in the Library Policy 		

1. Introduction

1.1 Title and Commencement

This policy is titled *Public Internet Access Policy*. This policy was adopted on 6 December 2022 by Council resolution (minute 280/22).

1.2 Purpose of the Policy

The purpose of this document is to provide members of the public and Library staff with a clear understanding of Council's policy for providing public computer and internet access, including Wi-Fi, the extent of the service and the conditions which apply to use.

1.3 Objectives of the Policy

The objectives of the policy are to:

- set out conditions of use of computers and/or internet access provided by Council and the Library service
- outlines unacceptable uses and consequences of non-compliance

1.4 Coverage of the Policy

The policy applies to all users of public computers and/or internet access through Strathfield Council's Library Service.

1.5 Definitions

- Library user – any person using or accessing services provided by Council's library services including members, residents and visitors.
- "Own devices" – personal communications and digital devices used to access internet, which include phones, tablets, laptops, etc.

1.6 Implementation Strategies

The policy will be implemented by:

- informing new members of the Strathfield Library service of Council's Library policies
- displaying copies of the *Library Public Internet Access Policy* prominently at Strathfield Library.

2. Policy Statement

2.1 Preamble

Strathfield Council's Library service provides public access to the internet and computer facilities to:

- improve access by the Strathfield community to wide and varied forms of information
- support access and delivery of electronic information services and resources
- use information technology to deliver flexible services and maximise information services and resources.

The provision of computer equipment supports access to the library service's electronic publications and databases. Providing access is a key function of the library's reference and information service.

2.2 Eligibility

Library users must be a member of Strathfield Library to use the library's public computers, however Library membership is not required when accessing the public Wi-Fi service while using own devices.

2.3 Internet Access

Strathfield Council Library provides Internet access via computers available in the library or via own devices through the public Wi-Fi service.

2.3.1 Public Computers

The Council provides Library members with free use of public access computers and other devices. All public access computers provide access to the Internet. Library members may book computers for a set period of time, as determined by the library staff, based on demand.

Computers may be subject to problems related to hardware or software and the library can make no guarantee that the computers will be available when booked.

2.3.2 Public Wi-Fi Service

Library users may also access the Internet through the Council's public Wi-Fi network using their own computer equipment/mobile devices.

Free access to the Wi-Fi Service is provided to Library users throughout the Council and the Library. It is also available in public spaces outside the Council and the Library.

Library membership is not required to use the Wi-Fi Service, nor there is a password required.

The Council cannot guarantee the speed of the Wi-Fi Service. Library users need to be aware of the risk in using the Wi-Fi Service, as communications over public Wi-Fi networks are not secure.

2.3.3 Use by Children and Young People below the age of 18 years

The Council promotes and supports young people's access to information, including information through its Internet facilities. Library staff are available to assist young people in the use of the Internet and to recommend websites on particular subjects; however, parents/guardians are responsible for their child's use of the Internet.

Library staff does not supervise or monitor children using the public computers in the library so there is a risk that unsupervised children may use the Internet inappropriately or be subject to cyber bullying.

Parents/guardians are responsible for their child's use of the Council's Wi-Fi Service when using their own computer equipment and/or mobile devices and whether inside or outside the Council and the Library. Parents/guardians are encouraged to support and oversight their children's internet use. Library staff are available to assist with children's information needs, but are not responsible for sites they may access.

Step-by-step guides for individuals and families detail basic cyber security instructions for specific software, applications and devices are available from the Australian Government Cyber Security Centre at <https://www.cyber.gov.au/acsc/individuals-and-families/step-by-step-guides>

2.4 Restrictions on access

Strathfield Library reserves the right to restrict access to certain processes, file types and download sizes.

2.5 Responsibility for content

Strathfield Library does not limit access to information and has no control over the information available through the Internet. Strathfield Library accepts no responsibility for any damages, direct or indirect, arising from use of its Internet access.

Information available through the Internet is not warranted by the Strathfield Library Service to be accurate, authoritative, factual or complete. Library users must be responsible for making their own assessment of the truth, completeness, accuracy or suitability of Internet information.

Any complaints about internet content should be directed to the Australian Communications and Media Authority.

2.6 Availability and technical support

Strathfield Library does not guarantee availability of the Internet or any sites at any time. The library is not responsible for technical difficulties, loss of data resulting from delays, non-deliveries, service interruptions or transmissions of viruses.

Technical difficulties using library provided equipment e.g. public computers should be reported to library staff.

Library staff does not provide support to configure own device equipment for wi-fi access nor are responsible for any changes that made to settings of own devices to access the wi-fi network and recommends that a note is made of any settings before they are changed. For further assistance refer to relevant user manuals or contact hardware or software providers.

Library users are responsible for ensuring their own devices have up to date malware protection software operating.

2.7 Security limitations

Security in an electronic environment such as the Internet cannot be guaranteed and Library users are warned that all transactions and communications are vulnerable to unauthorised uses and information sent to and from your computer or own device via wireless means may be captured by anyone with a wireless receiver.

In particular, Strathfield Library advises that library users should protect their logins and passwords and should not use public access internet to log into online banking or transact business involving sensitive personal or financial information.

Strathfield Library assumes no responsibility for any damage, direct or indirect, arising from the library user's use of particular sites.

2.8 Privacy

Library users should be aware that the Internet is not a secure medium and third parties may be able to obtain information regarding user's activities, therefore no guarantee of privacy can be made, either while clients are using the facility or after they have completed their session.

All usage of the library's computers is logged. Strathfield Library does not monitor individual users or sessions and will not release information on the use of specific Internet resources by members of the public, except as required by law or necessary for the proper operation of the library service. Aggregated usage logs may be used by the Strathfield Library service for statistical purposes.

2.9 Copyright

Material on the internet may be protected by copyright. Library users using the internet are personally responsible for complying with all applicable international and federal laws governing copyright materials. Copyright legislation applies to the copying or reproduction of published material as well as computer software, films, sound recordings and broadcasts.

Library users printing information should refer to and comply with any copying directives given by the author of the material and copyright statements placed beside printers and copiers in the library.

2.10 Unacceptable use

Unacceptable use of the Internet includes, but is not limited to:

- destruction of, or damage to equipment, software, or data belonging to the Library or other clients

- sending, receiving or displaying text or graphics which may reasonably be construed as offensive or inappropriate material. This can include, but is not limited to, pornography, hate sites, gratuitous violence and sites using frequent, highlighted offensive language.
- intentional unauthorised copying of copyright-protected material or infringement of licence agreements and other contracts.
- violation or attempted violation of any computer network's system security.
- violation of the privacy of individuals or entities that are creators, authors, users or subjects of the information resources.
- unauthorised monitoring of electronic communications.
- inappropriate use of email services, such as spamming or tampering with local or remote computer files.

2.11 Infringement of conditions of use

Library users who do not comply with these guidelines may be restricted from accessing the Council Library service and facilities in accordance with Council's Library User Conduct Policy.

Illegal acts involving the use of the library's internet resources may also be subject to prosecution by local, state or federal authorities.

3. Version Control

Date	Type	Minute
6 December 2022	Adopted by Council resolution following public exhibition from 3 to 30 November 2022	280/22