## Internet Policy

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| **Policy, procedure, protocol** | Policy |
| **Adoption date** | February 2014 |
| **Review due date** | February 2016 |
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| **Responsible officer** | Regional Librarian |

# Internet Policy

## Aims and Objectives of the Policy

The policy has a number of aims and objectives:

- ➢ Promote the Internet as a valuable and important research tool for information
- ➢ Promote freedom of information
- ➢ Ensure equal access to the Internet for members of the Clarence Regional Library
- ➢ Ensure that the user understands his/her responsibilities when using electronic resources
- ➢ Safeguard the Libraries resources

## Policy Statement

### Overview

The Clarence Regional Library provides free Internet access to Library members and visitors as part of the Library's information service to clients.

The Library also offers wireless ("hot spots" and "WiFi") access to the Internet for individuals with their own laptops or other mobile devices.

Accessing these services is conditional on reading and accepting the Library's Internet Policy.

Due to the proliferation of WiFi networks, Library users may also be able to access other WiFi networks within a branch library of the Clarence Regional Library (CRL) that is not provided by the CRL. Use of any non-CRL wireless network with the Library's facilities is also governed by the Library's Internet Policy.

### Users under 15 years of age

Young people are welcome to access the Internet in the Library. Any material accessed by children when using the Internet is the sole responsibility of parents and guardians. It is suggested that parents and guardians read the Clarence Regional Library's *Internet Guide for Parents.*

### Ethical Use of the Internet

Provision of access to the Internet is on the condition that it is used in an ethical manner. Any unethical behaviour such as using the workstation to gain unauthorised access to any network or computer system, undertaking any activities which are offensive or slanderous, performing illegal or criminal activities is unacceptable.
*The Library recognises an individual's right to freedom of access to information. However, users must be sensitive to the beliefs and values of other users and staff when accessing material that is potentially controversial or offensive. Access to material deemed inappropriate for a Public Library environment may be limited.*

### Offensive and/or erroneous Material

The Internet allows the user to access a wide range of information. The user must be aware that the Internet is an uncensored and unregulated resource tool, and as such, the type of

material accessed is the sole responsibility of the user. The Library accepts no responsibility for the accuracy and validity of information accessed via the Internet by the user.

### Access Time – Library computers
Due to the demand for access to the Internet, members may be limited in the time period they can spend using the Library's facilities. Bookings may be required and patrons are advised to contact the relevant library to ascertain local booking requirements.

A maximum of 2 users per PC.  Group bookings can be made on request.

Due to the demand on the Library's connection, limitations may be placed on the duration and number of connections that are available at any one time.

### Printing and Downloading
Due to Council's information technology security requirements users may experience limitations when attempting to save or download material from the Internet.

Printing is available at the Library on a fee for service basis (Council sets printing charges). Clients undertaking printing are responsible for collection and payment of all printouts.

Printing is unavailable from the wireless connection.

Any material saved to individual Library PCs is not the responsibility of the library and may be deleted at a later date.

### Copyright
Individuals accessing the Internet need to be aware that material on the Internet may be protected by copyright.  Individuals are therefore personally responsible for complying with the appropriate laws (both international and federal) governing copyright material.

Downloading of commercial copyrighted material such as music and movies is illegal and if staff are made aware of this activity, your session may be terminated and your future access may be denied.

### Consideration of Staff and Library Equipment
The Internet is a resource tool that provides access to an unmeasurable number of sites.  As a result it cannot be expected that Library Staff are experts in the use of every site accessed by users. Individual problems experienced by the users when accessing particular sites are the responsibility of the user.  The Library will not tolerate any form of abuse directed at either the staff or the computers as a result of any problems and individuals may be asked to leave the library as outlined in the Library Regulation 2005.

### Library Responsibilities
To ensure that a copy of the Library's policies are available through the website and in hardcopy at each of the Clarence Regional Library's branches and on the mobile library.

Provide users with assistance and recognising that staff are not experts with regards to particular user problems and that the user is responsible for their own search.

# Internet Policy

The Library does not provide technical assistance to configure client's equipment for wireless access.

Respect user privacy and maintain user confidentiality.

If requested by relevant authorities under state or federal law, provide records for criminal or investigatory purposes.

Security

**Provision of Links**
The Clarence Regional Library provides a selection of links to various internet sites from its home page. These links are not monitored. As a result any material that is accessed or downloaded by the user that is offensive or damaging eg. Viruses, is not the responsibility of the Library.

**Wireless**
**As with most public wireless "hot spots", the Library's wireless connection is not secure. Library users should not transmit personal information (eg: credit card numbers, passwords or any other sensitive information) while using this service.**

**All wireless access users should have up- to- date virus protection on their laptop computers or mobile devices. The Library will not be responsible for any information that is compromised, or for any damage caused to any individual's hardware or software due to electronic surges, security issues or consequences caused by viruses or hacking.**

**PLEASE NOTE – INDIVIDUALS WHO DO NOT COMPLY WITH THE POLICY MAY HAVE THEIR SESSION TERMINATED OR BE DENIED FUTURE ACCESS TO THE SERVICE AS OUTLINED IN THE LIBRARY REGULATION 2005.**

Original Policy August 2007 Adopted by the Executive Council – Clarence Valley Council
Revised Policy February 2011 Adopted by the Executive Council – Clarence Valley Council