

Clarence Regional Library Internet Policy

Responsible Manager (Title)	Regional Librarian		
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Document(s) this policy Supersedes	V5.0 – 6c.20.085		
Community Plan Linkage	1.3 Society - A safe and active community where healthy lifestyles and better health outcomes are encouraged and supported with accessible infrastructure for residents of all ages and abilities		

1. Purpose

The purpose of the policy is to:

- 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.

2. Definitions

Internet	Is a global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardized communication protocols.
Wireless/Wi-Fi	Is a facility allowing computers, smartphones, or other devices to connect to the Internet or communicate with one another wirelessly within a particular area.



Hot spots	For users of portable computers equipped for wireless, a hot spot (or hotspot) is a wireless LAN (local area network) node that provides Internet connection and virtual private network (VPN) access from a given location.
Downloading	Copy (data) from one computer system to another, typically over the Internet.
Workstation	Is a computer dedicated to a user or group of users that is designed for a single user and has advanced graphics capabilities, large storage capacity, a powerful microprocessor and connection to the internet.
Cyber safety	Cyber safety is the safe and responsible use of information and communication technology. It is about keeping information safe and secure, but also about being responsible with that information, being respectful of other people online, and using good 'netiquette' (internet etiquette).

3. Background/legislative requirements

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

4. Policy statement

4.1 Users under 15 years of age

Young people are welcome to access the Internet in the Library, with their parent's permission. 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. Library staff do not supervise or monitor children using the internet in the library.

4.2 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.

Where a client is found to be using Library computers to access pornographic or offensive material, or for any unlawful purpose, the Library reserves the right to direct the client to leave the Library, to direct that the client not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

4.3 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.

4.4 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.

4.5 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). Community Members undertaking printing are responsible for collection and payment of all printouts.

Printing via a wireless connection may be available depending on the location and device being used.

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

4.6 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, the community members session may be terminated, and future access may be denied.

4.7 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 2018.

4.8 First Nations peoples

Some First Nations clients may have concerns about information about First Nations people presented online. It is appropriate to acknowledge the existence of this information and its potential impact on First Nations clients. Further information is available through the Aboriginal and Torres Strait Islander Library and Information Resources Network Protocols. The Library acknowledges that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

4.9 Cyber Safety

Your library is committed to the education of its community so that individuals know how to guard against security and privacy risks online, download content in a legal and ethical way,



research and reference information, and manage reputation and relationships through the Internet platform.

The Library educates through signage in our spaces, workshops and Tech Help sessions.

5. Implementation

5.1 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 while recognising that staff are not experts with regards to particular problems. Level of assistance will be determined by staff capacity.
- The Library does not provide technical assistance to configure client's equipment for wireless access.
- Respect privacy and maintain user confidentiality.
- If requested by relevant authorities under state or federal law, provide records for criminal or investigatory purposes.

5.2 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.

5.3 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.

6. Appeal/objections process

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 2018.



Appeals need to be in writing to the Regional Librarian.

7. Related Documents

Library Council of NSW – Internet Policy Guidelines for NSW Public Libraries – 2011

https://pls.sl.nsw.gov.au/sites/default/files/2023-09/internet_policy_guidelines.pdf

Library Council of NSW - Access to Information in New South Wales Public Libraries – 2007

<https://www.sl.nsw.gov.au/sites/default/files/accesstoinformation2007.pdf>

State Library NSW Children's Policy Guidelines for NSW Public Libraries – 2020

https://pls.sl.nsw.gov.au/sites/default/files/2024-05/childrens_policy_guidelines.pdf

Library Act 1939

Copyright Act 1968

Australian Copyright Council Notices on Photocopiers and Other Copying Machines G40 -

https://www.copyright.org.au/ACC_Prod/ACC/Information_Sheets/Notices_on_Photocopyers_Other_Copying_Machines.aspx

CRL Children and Young Adults Policy

Revised Policy 2025



Clarence Regional Library Terms & Agreement for using Public PCs

Parents or guardians are responsible for internet resources accessed by their children.

The library is a public space and consideration for fellow Library users, especially children, is expected. The Clarence Regional Library reserves the right to cancel a user's access to Library computers should inappropriate content be viewed, as per the following agreement.

I wish to use the library computers and agree to the following:

- I acknowledge that Clarence Regional Libraries do not monitor or control the information accessible through the internet and cannot be held responsible for content.
- I acknowledge that it is the responsibility of users to determine the validity of information found on the internet as not all resources are accurate, complete or current.
- I release and discharge the Clarence Regional Library or its governing bodies from any liability which may arise including loss of data, loss of privacy or damage from viruses or malicious code.
- I assume all responsibility for damages to the Library computer equipment during the period of my usage. Any attempt to alter, damage, abuse, or sabotage computer equipment or software; alter configurations; or install any software may make me liable for costs arising from malicious damage to Library equipment and software.
- I will not use any Library computer for illegal purposes. I will not violate licensing agreements or Copyright Laws.
- I will not use Library computers for any activity that is deliberately offensive or creates an intimidating or hostile environment. I understand that accessing, displaying on the monitor or printing of sexually explicit or pornographic objects, pictures and/or literature is prohibited on any Library computer, and may also be in violation of state and federal obscenity laws.
- I understand that failure to comply with these terms will result in suspension of computer privileges. A second violation of these terms will result in a one-year suspension of computer privileges.



- I acknowledge that I have read this agreement and understand the Clarence Regional Library Computer User Agreement