

5.6. LIBRARY INTERNET POLICY JUNE 2019

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DEPARTMENT Community Development

RECOMMENDATION

That Council:

1. **adopts the revised Douglas Libraries Internet General Policy;**
 2. **delegates authority under Section 257 (1)(b) of the *Local Government Act 2009* to the Chief Executive Officer to finalise any minor amendments to the Douglas Libraries Internet General Policy.**
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EXECUTIVE SUMMARY

Council's Douglas Libraries Internet General Policy, adopted in June 2015, is due for review.

The revised policy is presented in this report for adoption by Council for four years.

BACKGROUND

The purpose of Douglas Libraries Internet Policy is to guide and support library users' public access to computers and internet services. The policy seeks to assure consistency with National and State laws and is applicable to all public computer users at Douglas Libraries.

COMMENT

The existing Douglas Libraries Internet General Policy was reviewed with minimal changes. Changes are mostly formatting and administrative in nature.

PROPOSAL

The proposal is for Council to

1. adopt the revised Douglas Libraries Internet General Policy;
2. delegate authority under Section 257 (1)(b) of the *Local Government Act 2009* to the Chief Executive Officer to finalise any minor amendments to the Douglas Libraries Internet General Policy.

FINANCIAL/RESOURCE IMPLICATIONS

Financial costs of providing internet access to libraries is required to be provided for in Council's annual operation budget. Resources extend to staff assisting library users access the internet and conducting workshops.

RISK MANAGEMENT IMPLICATIONS

Under the policy disclaimer Douglas Libraries does not guarantee availability to public access computers or WiFi network. Waiting times for access to sites on the Web may vary during the day and technical and network difficulties may arise.

The policy also covers library and user responsibilities and information on viruses, privacy, security, offensive material, ethic use, erroneous content, infringement and copyright.

SUSTAINABILITY IMPLICATIONS

Economic: Douglas Libraries aims to promote lifelong learning.

Environmental: Nil

Social: Douglas Libraries aims to promote fair and equitable use of the computers and internet as an informational, recreational and educational tool for all users.

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

This report has been prepared in accordance with the following:

Corporate Plan 2014-2019 Initiatives:

Theme 1 - Celebrating Our Communities

1.1.4 - Support and encourage a healthy, active and capable region through sporting, cultural and recreational opportunities, and community wellbeing initiatives.

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

The following areas outline where Council has a clear responsibility to act:

Fully-Responsible Funding the full cost of a program or activity

CONSULTATION

Internal: Team Leader Library Services, Team Leader Information Technology

External: Nil

COMMUNITY ENGAGEMENT

Nil

ATTACHMENTS

1. DRAFT Library Internet Policy June 2019 **[5.6.1 - 5 pages]**



GENERAL POLICY

DOUGLAS LIBRARIES INTERNET

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1. Intent

The purpose of Douglas Libraries Internet Policy is to guide and support use by patrons of public access computers and internet services.

2. Scope

This policy applies to Mossman and Port Douglas Libraries.

3. Background

Douglas Libraries Internet Policy has been adopted to support patrons of the Douglas Shire Council's libraries to comply with Council Policies, National and State laws and Administration Instructions to use the internet appropriately.

4. Objectives

The policy seeks to assure consistency with National and State laws and is applicable to all public computer users at Douglas Libraries.

5. Provisions

With the provision of this service, Douglas Libraries aims to:

- Promote fair and equitable use of the computers and internet as an informational, recreational and educational tool for all users
- Promote lifelong learning
- Promote freedom of information
- Set clear guidelines in the use of the internet that will protect staff and customers rights to access the public pc and wireless services
- Promote the responsibility of customers when using electronic resources

Release

By using the Douglas Libraries internet services, users release and discharge the Douglas Shire Council from any liability which might arise from the use of the service including liability in relation to:

- defamatory or offensive material
- any breach of copyright which may occur as a result of use or the inadvertent retention of personal data, including browser data artefacts, such as cookies, within the computers internal storage
- Corruption of data e.g. documents stored on USB sticks
- Virus infection of any data within the computers internal storage.

Users should be aware that the downloading of illegal information from the Internet could lead to prosecution.

Logging and Monitoring

All Douglas Shire Council computer systems may be logged and monitored. Logging and monitoring is carried out for operational, maintenance, compliance, security and/investigative purposes. This logging and monitoring does not identify individual users.

User Responsibility

a. Independent use of the public access PC's

Library customers are expected to be able to use the internet, email & Microsoft applications independently.

In the event of technical problems, customers must notify Library staff immediately. Customers should not attempt to 'repair' hardware or software problems.

If time permits, Library staff are available to provide limited assistance to patrons with introductory information on internet access. Staff do not provide assistance with personal business transactions.

b. Offensive Material

Douglas Libraries provides limited filtering but does not censor access to material on the internet. The onus is on the customer to limit the material they access to that which meets general community standards. Customers are not permitted to access pornographic, criminal or generally offensive material, hate sites, gratuitous violence and sites using frequent offensive language or use computers for illegal purposes. Library staff will make the final judgement of whether material is offensive.

c. Children's use of the public access PC's

Children's use of the internet is the responsibility of their parent or guardian. Any material viewed by the children whilst using the internet is the sole responsibility of the parent or guardian. Parents and their caregivers are encouraged to work with their children in using the internet.

d. Ethical Use

All users of electronic information resources, such as the Internet, are expected to use these resources in a responsible manner, consistent with the educational, informational and recreational purposes for which they are provided. Failure to use public access computers and wireless network appropriately and responsibly may result in the customer losing access privileges or being asked to leave the Library premises.

Unacceptable behaviour/use includes, but is not limited to:

- Intentional unauthorised infringement of copyright;
- Excessive noise and/or disruption of other public computer users;
- Harassment, slander or libel of other users;
- Sending, receiving or displaying text or graphics which may reasonably be construed as offensive by community standards;
- Destruction, alteration or damage to equipment, software, or data belonging to Douglas Libraries;
- Violation of computer networks, system security, and the privacy of creators, authors, users of information resources;
- Inappropriate use of email services, such as spamming;
- Download or use of unauthorised software on the public computer network.

Erroneous content

Douglas Libraries has no control of the Internet's content and assumes no responsibility for the quality, accuracy, suitability or currency of any Internet resources.

Computer Viruses

Material downloaded from the internet may contain viruses. It is the responsibility of the customer to check any download material prior to installing any software on a non-Library computer. Douglas Libraries accepts no responsibility for any damage caused as a result of downloaded viruses or other software.

Privacy of Information

To ensure that private information is not viewed by others, patrons should:

- Only save a copy of a document to a flash drive or other portable storage device and not to the computer's hard disk drive; and
- Close the internet browser or other applications in use before "ending session".

General Conditions of Use:

- The amount of time provided free of charge at Mossman and Port Douglas Libraries depends on the resources available within the Library, and is restricted by space and access to computer terminals.
 - Mossman and Port Douglas Libraries – Members are entitled to 1 hour (60 mins) of free PC use per day. An extension of time may be granted by staff. If required additional time may be purchased.
 - PC bookings may be made for the current day or up to 1 week in advance.
 - The computer booking will be cancelled if the customer does not attend their booking within 5 minutes of the starting time.
 - A maximum of two (2) people per computer allowed at one time.
 - Customers are responsible for managing their own time on the public computers.
- Computer & internet users must logon to the computer using their own card.
- Wireless access is provided free of charge during library opening hours.
- Douglas Libraries reserves the right to restrict access to certain file types and download sizes.
- When accessing audio, headphones must be used for private listening.
- Computer users are responsible for the cost of ALL printing as per Library Fees and Charges. Printing is not available on the wireless network.

Infringement of conditions

Clients who infringe these "Conditions of Use" may be asked to leave the premises. Clients who refuse to comply with staff directives may be denied further access to Douglas Libraries. Illegal acts involving the use of the Douglas Libraries Internet resources may also be subject to prosecution by local, state or federal authorities.

Internet use by public clients

Douglas Libraries reserves the right to check any client's use of its Internet Service including a client's data transmissions both sent and received when Douglas Libraries deems that client to be in breach of its Internet Policy or when directed by Law Enforcement agencies.

Copyright

Much of the material (including software) available on the Internet is copyright. Users must not breach copyright in material available on the Internet. A copyright owner is entitled to take legal action against a user who infringes his or her copyright. Unless otherwise permitted by the Copyright Act 1968 and the Copyright Amendment Act 2006, unauthorised copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work.

Security

The Internet can be an insecure environment and users should be aware that the use of the Internet for the transmission of personal or sensitive data is entirely at their own risk.

While every attempt is made to ensure the security of Douglas Shire Council Information and Communication Technology (ICT) systems, users must be aware that this security is not guaranteed.

Responsibility of the Library:

Douglas Libraries will:

- Provide a copy of the "Internet Use Policy" upon request.
- Make available "Conditions of use" on each desktop PC & wireless network.
- When required, and if time permits, Library will provide limited assistance with internet queries & training, keeping in mind that the staff are not expected to be experts in all computer issues.
- Uphold customer confidentiality and privacy while maintaining the right to monitor all PC access at any time.
- End sessions of unethical or offensive use of the public PCs when identified.
- Douglas Libraries reserves the right to terminate a session at the discretion of library staff.
- Provide records as requested by relevant authorities under State or Federal laws for criminal or investigatory purposes.

Disclaimer:

Douglas Libraries does not guarantee availability to public access computers or WiFi network. Waiting times for access to sites on the Web may vary during the day and technical and network difficulties may arise.

This policy is to remain in force until otherwise determined by Council.
Manager Responsible for Review: Manager Community Development

ORIGINALLY ADOPTED: 16/06/2015

CURRENT ADOPTION: 18/06/2019

DUE FOR REVISION: 18/06/2023

REVOKED/SUPERSEDED: