

Bundaberg Regional Library Service Internet Use Governance Policy

GP-3-066

Rev. No. 1

1.0 INTENT

To define the terms and conditions relating to the use of the Libraries' Internet connection and computers.

2.0 SCOPE

This policy applies to all members of and visitors to the Bundaberg Regional Library Service.

3.0 POLICY OBJECTIVES

The objective of this policy is:

- a. to ensure all members and visitors have the opportunity to use the Library's Internet service;
- b. individuals or groups do not dominate the use of the Library's Internet computers/service.

4.0 POLICY

4.1 Cost and eligibility

- Use of the Internet service in the Library is FREE, except for printing.
- A person does not need to be a member of the Library in order to use the Library's Internet facility.

4.2 Bookings

- Bookings are essential. Members and visitors must book an Internet terminal to use.
- Members and visitors may book in person, over the phone, or via the Library's online catalogue.
- When booking both a first name and a surname (family name) must be provided. Alternatively, a member's membership number (on Library card), may be used.
- If a member or visitor wishes to use the service without having made an advance booking, the member or visitor must check at the Library desk to ascertain the availability of a computer, and to make a booking.
- Bookings will not be guaranteed if the member/visitor is more than 15 minutes late for their booking. Bookings expire at 15 minutes past the hour.
- The terminals are to be used only by the person in whose name the booking is made. Time slots are not transferable to others.

- In circumstances where booking errors occur, the computer will always be allocated to the person whose name is in the booking slot.
- Acceptance of new bookings (by phone/in person) will close five (5) minutes before the Library closes.

4.3 Time and booking limits

- A booking is for a maximum of one (1) hour per day. (IE, one use of an Internet computer for one hour or part thereof, per day).
- Members/visitors are not permitted to use their bookings consecutively.
- If persons are sharing a computer, they may share for up to 1 hour and no longer. None of the persons sharing will be able to book another timeslot for that same day.
- Bundaberg Regional Library Service reserves the right to cancel extra bookings without prior notice.
- All bookings run on the hour. EG. 10.00am-11.00am; 11.00am-12.00pm.
- If a member/visitor does not use the full amount of time allotted, arrives late, or makes a booking part way through an hour session, they will not be permitted to make up time lost at a later time.
- Members/visitors must be ready to finish their session on time so that the next person booked can begin their session promptly.
- Staff may ask members/visitors to finish their session if another person is waiting, or if they have reached/exceeded their time limit.

4.4 Checking in

- All members/visitors who wish to use an Internet computer must check in at the desk prior to taking a seat. If the member/visitor has a booking staff will inform them as to their allocated computer. If the member/visitor does not have a booking, staff will allocate them a free computer if available, or will book the member/visitor for an available time.
- Members/visitors must check in at the desk within 15 minutes of the start of their booking. (Eg, by 10.15 for a 10.00 booking).
- If a member/visitor fails to check in their booking will expire after 15 minutes and their time slot may be booked by another member/visitor.

4.5 Printing

- Printing is available from the Internet computers in most cases.
- Printing costs \$0.20 per page (A4 only, black/white only).
- All printed pages must be paid for.

4.6 Assistance

- General help: Staff are available to give assistance in using the Internet at most times. However, there will be some times when assistance will be limited due to the busy nature of the Library.
- Lessons: various introductory and advanced lessons are offered and are available by booking only.

4.7 Internet content

- Bundaberg Regional Library Service has no control over, and cannot be responsible for, the information accessed through the Internet, using the Library's connection.
- Users should make their own assessment of the truth, completeness, accuracy, and suitability of Internet information.
- Users are not to send, receive or display text or graphics which may reasonably be construed as obscene.

4.8 Children using the Library's Internet computers

- It is not possible for Library staff to control specific information children may locate on the Internet.
- Parents/guardians/chaperones - not Library staff - are responsible for their children's use of the Internet through the Library's connection.
- Parents/guardians who have concerns should supervise their children's Internet sessions.
- Parents/guardians should also supervise children who are not competent enough to use the Internet service without assistance.
- Inappropriate or disruptive Internet/computer use will not be tolerated.

4.9 General Information

- By using the Library's Internet service, users agree to all terms and conditions as defined in this policy.
- Persons waiting to access an Internet computer must not interfere with persons using the service.
- A maximum of two (2) persons may use any one terminal at the one time in order to prevent excessive crowding and/or noise from disturbing other Internet users and Library patrons.
- At some branches the following facilities are not available:
 - Word processing
 - Use of floppy disks, CDs, DVDs, USB sticks
 - Downloading of email attachments, files or programs
- The Library/Council cannot be held responsible for periods of 'down-time' caused by technical, or any other, problems beyond their control.
- Users may not use their own software programs on the Internet terminals.
- Users may not connect laptops or other equipment to the Library's Internet computers or connection.
- Illegal activities or any other activities intended to disrupt service or equipment are prohibited.
- Persons using this equipment agree not to make any changes to the setup or configuration of the software or hardware.
- Misuse or abuse of the terminals, Internet access, Library staff, or other patrons will result in suspension of Internet access privileges.

- Instruction/direction from staff members must be adhered to at all times.

4.10 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*, unauthorised copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work. The copyright regulations are displayed near the Internet terminals.

4.11 Disclaimer

By using the Library Internet terminals, users release and discharge the Bundaberg Regional Council from any liability which might arise from the use of the service, including liability in relation to defamatory or offensive material or any breach of copyright which may occur as a result of use.

4.12 Non-compliance

Persons not fully complying with this policy will first be informed of the issue and given an opportunity to behave in accordance with this policy.

Persons who repeatedly breach this policy may face:

- a) Immediate suspension of Internet access privileges;
- b) Exclusion from the Library;
- c) A ban on Internet access privileges;
- d) A ban on entry to the Library.

5.0 CONTROLS

Not applicable.

6.0 EFFECTIVE FROM

The Bundaberg Regional Library Service Internet Use Governance Policy was adopted by Bundaberg Regional Council on 8th July 2008 (Item H3).

This Policy is effective from 5th August 2008.

7.0 ASSOCIATED DOCUMENTS

GP-3-051 Bundaberg Regional Library Service Membership Governance Policy

GP-3-053 Bundaberg Regional Library Service Code of Conduct Governance Policy

GP-3-052 Bundaberg Regional Library Service Children in the Library Governance Policy

GP-3-063 Bundaberg Regional Library Service Wireless Internet Use Governance Policy