

## Library Services Computers, Internet, Wireless, Printing and Photocopying Conditions for Public Use Policy

**Date authorised by Chief Executive Officer:** 6 July 2021  
**Commencement Date:** 6 July 2021  
**Review Date (5 years from authorised date):** July 2026  
**Responsible Department:** Cultural Development

This policy has been authorised.



6/7/2021

Cathy Henderson  
Chief Executive Officer



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# COMPUTERS, INTERNET, WIRELESS, PRINTING AND PHOTOCOPYING CONDITIONS FOR PUBLIC USE POLICY

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## 1. INTRODUCTION

This policy provides conditions, information and guidelines relating to public access to computers, Internet, wireless, printing and for photocopying at Moreland's libraries.

## 2. CONTEXT

This policy updates the Computers, Internet, Wireless, Printing and Photocopying Conditions for Public Use Policy dated August 2017 (DSD – CEO approved August 2017)

### 2.1 Alignment

Access to membership of the library service and the rights and obligations of members are detailed in the Library Use Policy.

Policies and procedures relating to the loan of resources from its libraries are detailed in the Library Loans Policy. Detailed loans procedures are contained within the Moreland City Libraries Policy Procedures and Guidelines Manuals, which are kept at each library.

Library fees and charges are detailed in the Library Fees and Charges which are available at all Moreland libraries.

### 2.2 Organisational Context

The implications of the Computers, Internet, Wireless, Printing and Photocopying Conditions for Public Use Policy have been assessed in accordance with the requirements of the Charter of Human Rights and Responsibilities.

## 3. OBJECTIVES

This policy aims to clarify the conditions and processes by which members of the public can access and use computers, the Internet, wireless, printing and photocopying at Moreland's libraries located in Brunswick, West Brunswick, Coburg, Fawkner and Glenroy.

## 4. POLICY DETAILS

### 4.1 Computer, internet, wireless printing and photocopying services

Moreland City Libraries provide free access to personal computers with access to the internet, including internet-based email services, and a suite of software applications, as well as free wireless access. We also offer facilities for printing and photocopying at a charge. Paper is provided.

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To use the library computers, you will need to be a library member. You will need your library card number and password to logon to the computer.

If you are under 18, your parent or guardian will need to authorise you to use the library computers and if you are under 10, they will need to supervise you when you use the computer.

You do not need to be a library member to use the free wireless on your own mobile device. The wireless is available within the library buildings during opening hours.

The library does not use filtering software.

Moreland City Council is committed to protecting your privacy in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic). For more information visit [moreland.vic.gov.au/admin/footer/privacy/](http://moreland.vic.gov.au/admin/footer/privacy/)

Moreland City Libraries is an accredited eSmart library. This means that we promote safe, smart and responsible use of technologies. You can find more information about being cybersafe at [esafety.gov.au](http://esafety.gov.au).

## 4.2 Acknowledgments

By using the internet at Moreland City Libraries, you acknowledge that:

- You access the internet at your own risk. Moreland City Libraries is not responsible for information or graphic images which are accessed, viewed or downloaded, including material that may be:
  - Sexually explicit or pornographic
  - Violent or dangerous
  - Defamatory or offensive
  - Incorrect.
- If you are a parent or guardian, you are responsible for your children using the internet at the library if you allow them to do so.
- Council reserves the right to limit download amounts and restrict access to certain sites and file types.
- The library takes no responsibility for items saved to the computer desktop, or to any portable storage device such as a USB.
- The library takes no responsibility for any viruses caused by downloading software or files from the Internet. We recommend that you use a virus checker.
- If you don't follow your responsibilities, or if you use the internet for one of the prohibited reasons (see section 4.4) we may immediately end your internet session and restrict you from accessing the internet again.
- We will report illegal activities to the police.

In addition, you agree to:

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- Comply with all copyright laws and any applicable State or Federal legislation.
- Comply with the responsibilities outlined in this policy.
- Not undertake any prohibited uses outlined in this policy.
- Indemnify the library in respect of any loss, damage, action, claim, suit or proceeding brought against the library by any person arising directly or indirectly out of your use of the Internet facilities.

## 4.3 Your Responsibilities

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- Use your own library card to access the computers, either by yourself or with one other person. Your library card should be valid and up to date.
- Supervise children under the age of 10 if you are their parent, guardian or responsible adult. Only one child may access a computer at a time.
- Use headphones with a low sound volume so you don't disturb other users.
- Make sure anything you view on the computer screen is appropriate for a public or general community setting.
- Delete any items saved to the computer desktop before the end of your session, log off the computer and remove any USBs or other portable storage devices so that no one else views your private information.
- If you have overdue items or charges over \$50 owing on your library card, you will need to return the items or make a payment to reduce the amount owing under \$50 in order to use a public computer.

## 1.1 Prohibited Uses

You must not:

- Access, transmit, download or store any material which is offensive, defamatory, abusive, obscene, pornographic, threatening, bullying, predatory or illegal.
- Load software or introduce any computer viruses on to library computers.
- Use the internet for gambling online.
- Alter, damage or delete any files or set ups on any of the library's computers.
- Deliberately misuse the printer.

## 1.2 Public Computer Bookings and Session Times

- You can book a computer for a maximum of two hours per day. You can make your booking up to 14 days in advance. If you are more than 10 minutes late for a session, without notifying the library, your booking will be automatically cancelled.
- You must finish your booked computer session, including all printing, on time and before the library closes. The system will automatically close at the end of the session.
- If you want to save documents, you need to save them onto your own storage device. Files saved onto the computers will be automatically deleted.

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## 1.3 Staff Assistance

- Public computers, internet access and software applications are provided by Moreland City Libraries on a self-help basis.
- Staff can assist you with basic use of the computers. If more specific support is required, you may book a one-on-one training session where library staff will help you with internet basics and digital resources.
- Staff cannot provide assistance or advice with content and transactions which may be financial, legal, medical or personal.
- Staff are not available to supervise children who use the internet.

## 2 ROLES AND RESPONSIBILITIES

Party/parties	Roles and responsibilities
Mayor and Councillors	Demonstrate commitment to the principles outlined in the policy.
Chief Executive Officer	Approve the policy.
Manager Information Technology	Ensure that the network meets business needs and devices are fit-for-purpose and maintained to ensure security.
Library Leadership Team	Implement, monitor and review the policy in line with the Library Strategy.
Library Staff	Implement the policy as appropriate to their role and function as Library employees.

## 3 MONITORING, EVALUATION AND REVIEW

The Library Leadership Group and Library staff will monitor the effectiveness of this policy through daily use at Moreland's Libraries. The Library Leadership Group will evaluate effectiveness during the life of the Policy as indicated through monitoring and feedback from library staff and the community. Review of the policy will be undertaken by the Library Leadership Group prior to the review date and approval will be sought from the Executive Management Team.

## 4 DEFINITIONS

Term	Definition
Council	Moreland City Council
User	Any person, whether or not a library member, who visits a library for the purposes of using library resources and/or facilities.
Member	Any user who has fulfilled the requirements for membership of the library and has a current membership card.

## 5 ASSOCIATED DOCUMENTS

*Library Use Policy* - CEO authorised - (D11/133783).

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## **COMPUTERS, INTERNET, WIRELESS, PRINTING AND PHOTOCOPYING CONDITIONS FOR PUBLIC USE POLICY**

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*Library Loans Policy* – CEO authorised - (D20/389771).

*Library Fees and Charges* - CEO authorised - (D09/19086)