

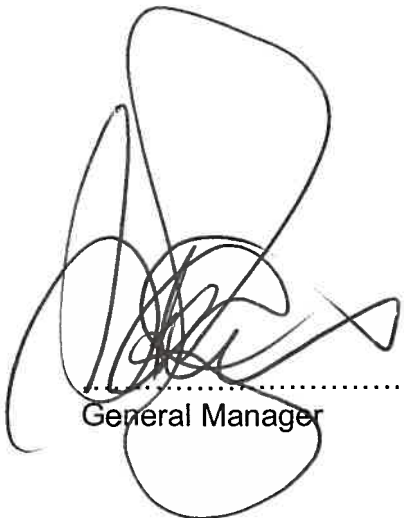


# **Public and TAFE Library Internet Policy**

**DOCUMENT AUTHORISATION**

<b>RESPONSIBLE OFFICER:</b>		MANAGER OF LIBRARY AND LEARNING CENTRE			
<b>REVIEWED BY:</b>		MANEX			
<b>REVIEW DUE DATE:</b>		April 2025			
<b>VERSION NUMBER:</b>		4			
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<b>VERSIONS:</b>	<b>DATE:</b>	<b>RESOLUTION NO:</b>	<b>DESCRIPTION OF AMENDMENTS:</b>	<b>AUTHOR / EDITOR:</b>	<b>APPROVED / ADOPTED BY:</b>
4	28/04/2022	21.04/22	Amendments were made: <ol style="list-style-type: none"> <li>1. To add a definition for the new template.</li> <li>2. To add roles and responsibility for the new template.</li> <li>3. To add amendments from the reviewed and updated State Library NSW Internet Policy Guidelines for NSW Public Libraries.</li> </ol>	Manager of Library and Learning Centre	Council

Note: Document Control continued at Appendix A



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General Manager

26/5/22  
.....  
Date

## ACKNOWLEDGEMENT OF COUNTRY

Glen Innes Severn Council acknowledges and pays respect to the Ngorabul people as the traditional custodians of this land, their elders past, present and emerging and to Torres Strait Islander people and all First Nations people.

## PURPOSE

The purpose of this policy is:

- To ensure free public computer access conforms to the *Library Act 1939*;
- To ensure this policy conforms to the *Anti-Discrimination Act 1977*;
- To ensure this policy conforms to the *Classification (Publication, Films and Computer Games) Enforcement Act 1995*;
- *To ensure this policy conforms to the Health Records and Information Privacy Act 2002*;
- To ensure users are aware of the copyright information and understand enforcement statements; and
- To outline security warning and statement of no responsibility for any consequences, direct or indirect while using public access computers.

## APPLICABILITY

This policy applies to all community members whether a Library member or a Library visitor who are using the public access computers.

## OUTCOMES

This policy is designed to address issues around providing free public access to the Internet in the Glen Innes Severn Council's Libraries.

## ROLES AND RESPONSIBILITIES

Glen Innes Severn Council and Library Services staff have the obligation to provide free, safe, and equal standard of access to information through Library resources whether paper based or via the Internet.

## DEFINITIONS

**Free access to information to any person (whether or not a member of the Library)** are a key aspect of free Library services outlined in the *Library Act 1939*, Section 10 which specifies that:

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Requirements as to services to be provided by local Libraries:

(1) A local authority must comply with and observe the following requirements in relation to any local Library that is provided, controlled, or managed by the local authority (either directly or under an agreement or other arrangement to which it is a party):

(a) Residents and ratepayers [are] entitled to free membership.

Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the Library free of charge.

(b) Free access to certain materials on Library premises.

(d) Free delivery to sick or disabled members.

No charge is to be made for the delivery to a member of the Library of any Library material or information that the member is entitled to borrow free of charge if the member for reasons of ill health or disability cannot reasonably be expected to attend the Library in person.

(e) Free basic reference services to members.

Any person who is a member of the Library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.

**This definition may include electronic publications and information that is accessible via the Internet.**

## **POLICY STATEMENT**

The Glen Innes Severn Public and TAFE Library is committed to serving the information and recreation needs of their community. The Library strives to provide a welcoming and safe environment, free public access to the Internet, to support lawful access to information and services for recreational material, and avenues for community engagement, social participation, health and wellbeing.

## **LIBRARY SERVICES**

The Glen Innes Severn Public and TAFE Library's electronic services includes:

- WIFI Hotspot – Free Internet access;
  - Public Access Computers – Free Internet access;
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- Online information databases (Gale National Geographic for KIDS, Gale National Geographic Virtual Library, Gale OneFile News, Gale Literature Resource Centre, Gale Interactive: Science, Gale in Context: World History, Gale in Context: Global Issues, Gale in Context: Environmental Studies, Gale in Context, Gale Health and Wellness, Gale Business: Plan Builder, Gale Business: Entrepreneurship, Gale Books and Authors);
- E-resources (Newsbank- e-newspapers, e-books and e-audio books);
- Library Facebook and website;
- Library Mobile Application (App) for devices;
- Online computer tutorials [www.thecomputerschool.net](http://www.thecomputerschool.net), and
- Seniors Kiosk.

Basic assistance on computers and client's devices can be obtained from Library staff.

The Library provides a booking system for users to make their bookings for the Internet. Printing is available for a fee.

### **Young people using the Internet**

The Library promotes and supports young people's access to information including electronic information through Internet facilities. Library staff are available to assist young people in the use of the Internet, and to recommend websites on particular subjects.

Unlike print collections, the resources available on the Internet are not subject to collection development and classification by the Library. Parents/guardians of young people are responsible for their access to and use of the Library's Internet facilities, including access to sites, their subject matter and content. Parents/guardians must ensure that their young people's use of the Library's Internet facilities accords with the Library's Internet policy.

Junior library users (under the age of 16) must have the consent of their parents/guardians before using the Internet. As a requirement of joining the Library, parents/guardians will be asked to fill out an Internet Access Agreement.

This Agreement must be signed by parents/guardians in front of a staff member. Young people will be required to show their Library card whenever they wish to use the Internet. Computer access will be denied if they are unable to present their card.

For young people who are not members or are visiting the area, we require that they have a parent/guardian with them while they are using the Internet.

Library staff do not supervise or monitor young people ~~children~~ using the Internet in the Library.

### **Cyber bullying**

Unsupervised young people can be at risk in any public place, including Libraries and the online environment. Library staff do not supervise young people in the Library so there is a risk that they may be subject to cyber bullying.

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## **Indigenous people**

It is acknowledged that some online information may contain references to Aboriginal people and Torres Strait Islanders that are considered culturally inappropriate or offensive.

## **Culturally and linguistically diverse (CALD) communities**

For many CALD clients the Library provides vital access to information in their first language, including government, legal and health information in translations. The Library also provides a valued gateway to communication with friends and relatives and to information from home countries.

The Library will endeavour to source resources in different languages, on request from Library members, and use signage in different languages for vital information posters.

## **People with disabilities**

The Library will endeavour to provide assistive software and hardware to ensure people with disabilities in the community can also access the Internet in the Library. These tools can greatly enhance the services Libraries offer and the access people with disabilities in the community have to these services.

## **Filtering**

A Library has a role as an unbiased source of information and ideas, including online content. It must accept responsibility for providing free access to material and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.

## **Pornography and illegal material**

Library clients must be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas.

Where a client is found to be using Library computers to access pornographic, 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 to not re-enter the Library for a specified period, as outlined in the Library's Code of Conduct Policy and to report unlawful conduct to the relevant authorities.

## **Copyright**

Material on the internet may be protected by copyright. When printing information refer to and comply with any copying directives given by the author of the material.

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Copyright statements are placed near computers and printer/copiers for your information. Copyright legislation also applies to the downloading of software, films, sound recordings, and broadcasts.

### **Risk Management and Security**

Privacy and confidentiality cannot be totally assured in the use of any online resource. Library members, visitors and staff must be aware that the security of data and networks cannot be guaranteed.

The Library takes no responsibility for any consequences, direct or indirect, arising from clients' use of particular sites. Please ensure you log out of a site after use, particularly financial and email sites.

### **Code of Conduct**

The *Library Regulation 2018*, clause 17(1)(b) states that Library users may be directed to leave if the person's conduct or manner is likely to give offence to any person in the Library or to interfere with any other person's use of the Library. This may include accessing websites that may reasonably be considered to offend other Library users. Examples may include displaying images of deceased persons which can cause offence to Aboriginal and Torres Strait Islander people or displaying adult content.

Library clients using the computers in the Library must abide by the Library Code of Conduct Policy. Offenders of the Library Code of Conduct will be asked to leave and access to the Library and its services will be restricted as outlined in the policy.

## **LEGISLATION AND SUPPORTING DOCUMENTS**

### **Relevant Legislation, Regulations and Industry Standards include:**

- *Library Act 1939*;
  - *Privacy and Personal Information Protection Act 1998 (NSW)*;
  - *Copyright Act 1968 (Commonwealth)*;
  - *Anti-Discrimination Act 1977*;
  - *Classification (Publication, Films and Computer Games) Enforcement Act 1995*;
  - *Health Records and Information Privacy Act 2002*;
  - State Library New South Wales Internet Policy Guidelines for NSW Public Libraries 2018;
  - Library Council of New South Wales: Access to Information in New South Wales Public Libraries Guidelines;
  - *The Library Regulation 2018 (NSW)*;
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- Library Council of New South Wales: Living Learning Libraries: Standards and Guidelines for NSW Public Libraries, 6<sup>th</sup> edition, 2014 [S.15 Provision of multiple use public Internet workstations];
- Library Council of New South Wales: Children's Policy Guidelines for NSW Public Libraries;
- Library Council of New South Wales: People Places: A guide for public library buildings in New South Wales, February 2021; and
- Library Council of New South Wales: Privacy Guidelines for NSW Public Libraries.

**Relevant Council Policies and Procedures include:**

- Public and TAFE Library Users Code of Conduct.

## **VARIATION AND REVIEW**

The Public and TAFE Library Internet Policy will be reviewed every three (3) years, or earlier if deemed necessary, to ensure that it meets the requirements of legislation and the needs of Council. The term of the Policy does not expire on the review date, but will continue in force until superseded, rescinded or varied either by legislation or a new resolution of Council.

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## Appendix A

### Document Control Continued

PREVIOUS VERSIONS:	DATE:	RESOLUTION NO:	DESCRIPTION OF AMENDMENTS:	AUTHOR / EDITOR:	REVIEW / SIGN OFF:
3	24/04/2019	15.04/19	Amendments were made: 1. To update standards, guidelines, and legislations.	Manager of Library and Learning Centre	Council
2	25/02/2016	24.02/16	Amendments were made: 1. To add additional Library services. 2. To add Copyright requirements. 3. To add Security requirement. 4. To update and add additional standards.	Manager of Library and Learning Centre	Council
1	28/02/2013	24.02/13	Amendments were made: 1. To remove discontinued services. 2. To add changes to the policy template.	Manager of Library and Learning Centre	Council