DEPARTMENT   COMMUNITY & CLIENT SERVICES

PROGRAM   COMMUNITY PROGRAMS

POLICY TITLE   COMPUTER AND INTERNET PUBLIC ACCESS POLICY

ADOPTED   15 JUL 2009 – FOLIO 7046

AMENDED

REVOKES

1.   POLICY OBJECTIVE

Mackay Regional Council Library Service provides Internet and computer access on the following terms and conditions. By using the Mackay Regional Council Library Service's public access computers and Internet, users agree to these terms and conditions.

With the provision of this service, Mackay Regional Council Library Service aims to:

- Promote fair and equitable use of the Internet as an informational, recreational and educational tool
- Promote freedom of information
- Promote lifelong learning
- Set clear guidelines in the use of the Internet that will protect staff and customer rights to access the public PCs
- Promote the responsibility of customers when using electronic resources

2.   DEFINITIONS

Reference to "The Library" for these purposes denotes Mackay Regional Council Library Service.

3.   RESPONSIBILITY OF THE USER

3.1   Independent use of the Public Access PCs

Library customers are expected to be able to use the Internet, online and Microsoft Office applications independently. However, in the event of technical problems, customers must notify Library staff immediately. Customers should not attempt to 'repair' hardware or software problems. The Mackay Regional Council Library Service is discharged of all liability that might arise from the use of the service.

3.2   Courtesy to Library Staff

Customers are reminded that the Internet is a diverse tool. As a result, staff members cannot be expected to be experts in all problems that users may encounter. Courtesy to staff members is expected at all times.

3.3 Offensive Material

The Library's connection to the Internet offers the potential for access to a diverse range of information. The Library 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 use the Library's PCs to access pornographic, criminal or generally offensive material, or use it for illegal purposes. Library staff will make the final judgement of whether material is offensive.

3.4 Children's use of the Public Access PCs

Children's use of the Internet is the responsibility of their parent or guardian. Any material viewed by children whilst using the Internet is the sole responsibility of the parent or guardian. Children under the age of 12 must be actively supervised by a parent/guardian when using public access computers. Children aged 12 – 14 may use the public access computers independently, but must have signed authority by a parent/guardian. (Refer to: Mackay Regional Council Library Service - Form – Public Computer Permission)

3.5 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, as provided for by Mackay Regional Council Local Laws – Libraries.

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 Mackay Regional Council Library Service;
- Violation of computer networks, system security, and the privacy of creators, authors, users of information resources;
- Download or use of unauthorised software on the public computer network

3.6 Erroneous Content

Mackay Regional Council Library Service has no control of the Internet's content and assumes no responsibility for the quality, accuracy, suitability or currency of any Internet resources.

3.7 Computer Viruses

Material downloaded from the Internet may contain viruses. Viruses can damage a network or computer. It is the responsibility of the customer to check any downloaded material prior to installing any software on a non-Library computer. The Mackay Regional Council Library Service accepts no responsibility for any damage caused as a result of downloaded viruses or other software.

4. RESPONSIBILITY OF THE LIBRARY

Mackay Regional Council Library Service will:

- Provide a copy of the Computer and Internet Public Access Policy where the public computers are located.
- Provide a copy of the PCs and Internet – General Conditions where the public computers are located.
- Provide limited assistance where required, 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.
- Provide records as requested by relevant authorities under state or federal laws for criminal or investigatory purposes.

Disclaimer

Mackay Regional Council Library Service does not guarantee availability to public access computers. Waiting times for access to sites on the Web may vary during the day and technical and network difficulties may arise.

5. AUTHORISATION

Adopted by Council on 15 July 2009 (FOLIO 7046)