Document Title	**Public Access Computers, Wi-Fi and Internet Use Policy**
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Contact Officer	Chief Executive Officer
Legislative or Regulatory References	Privacy and Data Protection Act 2014 (amended) (Vic) Copyright Act 1968 (amended) (Cth)
Review Date	April 2019 or when related practices change
Related Documents	GLC Privacy Policy 2018 GLC Privacy Statement 2018 GLC Membership Terms and Conditions 2018

Version control

Version Review	Date	Author	Comment
1	April 2018	Policy Officer	Adopted by Board March 2018

Definitions

Copyright	The exclusive right granted by law for a certain term of years, to make and dispose of copies of, and otherwise control, a literary, musical, dramatic or artistic work.
Library Member	A member of the public who has registered as a library member and has provides the necessary information to receive a membership number (a unique identifier) and card.
Patrons and Users	Members of the public who access the library services, resources, spaces and/or facilities but are not utilising these services as a library member.
Personal information	For the purposes of the Act, personal information means information or an opinion (whether true or not) about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion. Personal information can include name, date of birth, sex, address, financial information, marital status and education and employment history.
Privacy	Recognised broadly as a human right in the United Nations Declaration of Human Rights and the International Covenant on Civil and Political Rights. In Victoria, a right to privacy is included in the Victorian Charter of Human Rights and Responsibilities Act 2006. Privacy encompasses several overlapping notions, including secrecy, confidentiality, solitude of the home, informational self-determination, freedom from surveillance, and the protection of an individual's intimate relationships.

1. Purpose

The Goldfields Library Corporation (**GLC**) offers access to computers, software and the internet to our members and patrons. The purpose of this policy is to guide and support positive and equitable use of these resources at our library branches and agencies.

2. Policy

The GLC vision is to provide places where Communities explore, engage and create and we achieve this through:

- Welcoming and inclusive spaces
- Friendly, helpful and knowledgeable staff
- Access to information, collections and technology
- Programs for learning, creativity and recreation

Central to this mission is the provision of technology through innovative infrastructure and digital services and a highly skilled team who add value to the user experience.

We have prioritised the delivery of programs aimed at increasing community access to technology in our Library Plan 2017-2021 (Year One):

Prioritising Our Strategic Resources: Technology:

> *We will provide access to computers and other digital devices to enable internet access for all. Our systems and networks will be designed for a positive customer experience. We will explore new and emerging technologies to ensure contemporary services and systems.*

We aim to increase confidence and understanding in the internet as a valuable resource and information tool for our communities. We do this through encouraging patrons to develop their own internet and computer skills whenever possible so that they have positive and safe online experiences.

The GLC offers free access to internet connected computers and Wi-Fi in our library branches for the purposes of lawful access to information and services.

3. Terms and Conditions of Use

Users of the library internet computers and Wi-Fi are expected to abide by the following terms and conditions and the GLC reserves the right to terminate access to any patron abusing these terms and conditions.

3.1 Appropriate use

All staff, patrons and members of the GLC are expected to abide by the laws governing Australia in relation to prohibited offensive online content, illegal online content or extremist material. For further information and guidance on the types of content that are classified as prohibited, see the Office of the eSafety Commissioner.

Accessing content that may be construed as obscene or offensive by community standards is also not acceptable.

3.2 Bookings, resources and fees

Use of the GLC's public internet computers and Wi-Fi at our libraries is free of charge. Generally bookings are not required to use our public internet computers. However, we may use bookings to manage limited facilities when required. Members need their Goldfields Library card and visitors can use a temporary log-on in certain circumstances.

Computers are available for use in 60 minute blocks. Some libraries also offer drop-in computer access for 15 minutes. Wi-Fi access is available using your own device.

Colour and black and white printing, copying and scan to email are available at most branches. The GLC is not responsible for documents left on computers or in hard copy.

Some fees for these services may apply, see the GLC fees and charges schedule for information.

3.3 Children and Young People

The GLC is a child safe organisation and we are committed to ensuring all children are safe and welcome in our library branches and agencies.

Parental supervision of children under the age of 16 is expected in library branches and agencies. The GLC is not responsible for monitoring or regulating the lawful activities of children and young people accessing the internet.

Staff can provide advice and guidance to young people and their parents and carers in relation to using technology safely and enjoying positive online experiences.

3.4 Copyright

Material found on the internet may be protected by Copyright under the Australian *Copyright Act 1968*. Before using the internet, you should read the Copyright Regulations located near the GLC public internet computers.

3.5 eLibrary online resources

The GLC is committed to providing members with free access to a range of resources online as part of the eLibrary service. This provides links to books, magazines, training and reference material that has been selected for its quality and educational and entertainment value. Access can be gained through the library website.

Patrons should be aware that when using the eLibrary they will be directed to other websites and pages and the GLC is not liable for the content or accuracy of information on these webpages. Users should familiarise themselves with the privacy policy and terms and conditions of other sites.

3.6   eSmart Libraries accreditation

The GLC is aiming to gain accreditation as an eSmart Library by the end of 2018. eSmart uses a cultural change approach to improve cyber safety and reduce cyber bullying. The eSmart Libraries program provides a framework to help integrate better cyber safety practices and promote the safe use of online technology in communities. Visit the eSmart website for more information.

3.7   Filtering of content

The GLC uses filtering software to limit some content accessible through its public internet computers and Wi-Fi. This is limited to certain topics that are deemed socially unacceptable or are illegal.

3.8   Online security

The GLC takes all reasonable steps to provide a safe online service, however the security of online use, resources and transactions cannot be guaranteed. The GLC cannot assume responsibility for any loss of data, funds or identity theft that may result from use of the internet in the library branches.

The GLC uses a booking system that reboots the computer after each use, and all personal information is removed. At most library branches this happens at the conclusion of each session (Heathcote is an exception, and occurs when the computer is manually rebooted).

3.9   Privacy

The GLC values an individual's right to privacy and is committed to protecting the personal information it collects and uses. As a public sector organisation, we are required to comply with the Victorian *Privacy and Data Protection Act 2014 (Vic)* (amended) and patrons should read the Privacy Statement when providing personal information.

Internet use is logged by the GLC for statistical purposes to assist the GLC to maintain and improve services offered.

3.10   Staff assistance

Staff are trained to assist with requests and general queries related to the use of computers, Wi-Fi and printers and photocopiers. We can provide assistance to users to access websites and services and give some guidance on these. Staff availability to assist with complex individual queries may be restricted when the library is busy.

The GLC is committed to encouraging positive online experiences and offers resources, guidance and training opportunities through our Digital Literacy and Technology public programs and bookable one-to-one online learning sessions at all library branches.

3.11   Technical

The GLC cannot be responsible for technical difficulties or service interruptions when patrons are accessing the internet at GLC libraries. Patrons must not attempt to modify settings and library hardware on GLC computers.

3.12   External websites

The GLC website contains links to websites not operated by the GLC. The GLC is not responsible for the content of other websites and it is recommended that users familiarise themselves with the terms and conditions of use of these sites.

The GLC cannot be held responsible for the validity or accuracy of information accessed on the internet on GLC public access computers or via Wi-Fi.

3.13   Wi-Fi access

The appropriate use of internet enabled devices and associated behaviours is governed by this policy.

Patrons are able to access the free Wi-Fi at GLC library branches anonymously. The GLC records MAC addresses for statistical purposes and may provide this information to law enforcement if required.

The GLC takes reasonable efforts to provide a secure Wi-Fi service, however information sent from or to a mobile device can be captured by another wireless device using hacker software.

4. Breach of policy

If a patron is deemed by a staff member to have breached the terms and conditions of use as outlined in this policy, the following procedure will occur:

1. In the first instance, a verbal explanation of the policy and terms and conditions and the consequences of a further breach will be provided to the patron.
2. In the second instance, a written warning detailing the breach and consequences of further breaches will be provided to the patron along with a copy of this policy.
3. In the third instance, a written notification that the patron's access to library computers and Wi-Fi will be withdrawn for a period of one month.
4. A further instance will result in written notification of withdrawal of membership to the GLC.

Where illegal activity is being conducted, the patron will be reported to the relevant authority.

5. Further information

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