# Internet Access Policy

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| Related Policies | Responsible Conduct Policy |
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| | CCTV Surveillance Policy |
| | Copyright Regulations |
| | Fees and Charges |
| | Membership Policy |
| | Privacy Policy |

Yarra Plenty Regional Library (YPRL) is committed to serving the information and recreation needs of the community.  The Library strives to provide a welcoming environment and provides free public access to the internet to support lawful access to information and services; access to recreational material and avenues for community engagement and participation.

Library patrons accessing the library's public computers are expected to abide by the following Terms and Conditions and the library reserves the right to terminate Internet and/or Computer access privileges of any person abusing these Terms and Conditions.

This policy follows the principles of the Australian Library and Information Association's Online Content Regulation statement and the Public Libraries Victoria Network statement on Internet Access (2017).  See Appendix 1.

Internet access is available free of charge at all branches and the mobile library service under the following conditions:

## Access
Patrons may access the library public computers by applying for a library membership and complying with policies and guidelines.

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

Patrons must not engage in any activity that interferes with the ability of other patrons to use the library and its resources. Please be considerate of others and keep noise to a minimum.  It is expected that headphones are used when playing sound files, games or any other similar content with sound.
Patrons must not knowingly exhibit or display any material which may be considered harmful to children in its content, or material that is obscene in any public place where children are or may be present and where they are able to view the material.

## Children and Young People
YPRL promotes and supports young people's access to information, including online information through its Internet facilities.  Library staff are available to assist young people in the use of the internet and to recommend websites on particular subjects.

Parents/legal guardians are responsible for monitoring access to the internet for children under the age of 18.  This is in accordance with library policy in regard to access to any library material.

Persons under 18 who are living independently are permitted to use library public computers or wireless network as per the terms and conditions of the YPRL Membership Policy.

## Copyright

Material found on the Internet may be protected by Copyright.  Before using the Internet, patrons should read the Copyright Regulations which are located near the computers.

Library patrons using the Internet are responsible for complying with all copyright and software licencing requirements and any relevant laws and legislation when accessing and/or printing material from the Internet.

## eSmart Library

YPRL was accredited as an eSmart library in November 2015.  eSmart provides a framework for libraries to ensure their processes are in place to provide a cyber-safe environment for their patrons.

## Fees and Charges

Patrons wishing to print must pay the current charge per page and must use paper supplied by YPRL.

## Filtering

YPRL provides free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.

The Library does not use censoring software as it inhibits free access to information and it does not provide adequate protection for children from all material that may be harmful on the Internet.

Parents/legal guardians are responsible for monitoring access to the internet for children under the age of 18.

## Liability

YPRL assumes no responsibility or liability for the safety or security of any personal equipment resulting from the connections to the Library's network and/or wireless network.  YPRL also assumes no responsibility or liability for any loss or damage caused by the use of PCs or by the transmission of computer viruses and is also not responsible for personal equipment malfunction, damage to user disks and/or flash drives, USBs or electronic transaction of any type.

## Monitoring of Use

YPRL may monitor access and retain internet browsing history of a patron where it reasonably believes there is a breach of its policies or guidelines, or is in receipt of a lawful request to disclose the information.

## Non-compliance with Terms and Conditions

Non-compliance may result in:
- denial of access to technology services;
- patrons being asked to leave the premises;
-  patrons being excluded from Library premises for a period set by YPRL;
- patrons being referred to the appropriate legal authority.

## Public Computer (PC) use

Free public access during opening hours with a library membership.  Library public computers do have time restrictions.

To provide equitable access, time limits and particular functions are displayed for each computer work station. Patrons are asked to comply with these limits for the benefit of all. Failure to do so may result in Internet access being curtailed.

## Privacy Safeguards

All Internet use is logged for statistical purposes which assists the library service to continually manage and improve Internet services.

No information is collected to the detriment of individual privacy.

## Prohibited and Inappropriate Use

Public access technology is not to be used for any activities of an illegal or fraudulent nature, including such activities as defined under any applicable Federal, State and Local laws.

These activities include, but are not limited to:
- Displaying any material that is pornographic, offensive or objectionable and therefore deemed unsuitable for a public audience;
- Engaging in any conduct that offends Federal or State laws and regulations;
- Cyberbullying, harassment (sexual or otherwise) or intimidation of another person;
- Engaging in any defamatory message, including reading and then forwarding a message of which you are not the author;
- Sending or forwarding any material that is abusive, sexist, racist, pornographic, offensive or otherwise illegal including unsolicited commercial email;
- Engaging in activities of and illegal or fraudulent nature.

Where a library patron is found to be using Library computers displaying pornographic, offensive material or for any unlawful purpose, the Library reserves the right to direct the patron to leave the Library, to direct that the patron not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

Any instances of inappropriate use should be reported immediately to library staff.

Any illegal, unauthorised or dangerous activities under Victorian and Commonwealth of Australia laws may be reported to the appropriate authorities.

## Technical

YPRL cannot be held responsible for the validity or accuracy of information, technical difficulties or service interruptions.

Patrons must not attempt to modify settings of library hardware and software and must not load their own or any other software to the Library's equipment.

## Risk management

Privacy and confidentiality cannot be totally assured in the use of any online resource and the security of data and networks cannot be guaranteed. Computers are for general use and should not be regarded as secure. Patrons should log out of services and refrain from entering highly sensitive information (e.g. tax file numbers, banking details) while using library facilities.

The library cannot assume responsibility for any direct or indirect loss of data, funds, or identity theft that may result from use of technology and the internet in the library.

At the conclusion of each Internet session ensure that all opened web browser windows are closed. Do not leave passwords on display.

## Social media

All third party social networking platforms facilitated by YPRL will be regularly monitored.  All postings which breach YPRL's Responsible Conduct Policy terms and conditions will be removed.

## Wireless (Wi-Fi) access

Access to Wi-Fi services is via patrons' own devices and is provided free of charge.  Patrons accessing the Internet through the wireless network are bound by YPRL's Terms and Conditions.

Communications over a wireless network are not secure.  Information sent from or to a laptop can be captured by anyone else with a wireless device and appropriate software.  You should be aware of the risk in using wireless access in the library.

Appropriate use of patron's own devices and any associated behaviour within the library is governed by the **Internet Access Policy**.

## APPENDIX 1

## ALIA ONLINE CONTENT REGULATION

To promote the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy.

Principle

Freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas.
Statement

Libraries and information services facilitate and promote public access to the widest variety of information, reflecting the plurality and diversity of society. The selection and availability of library materials and services, including online content and services, is governed by professional considerations and not by political, moral and religious views.

Libraries and information services support the right of all users to unhindered access to information of their choice regardless of format. Access to electronic information resources should not be restricted except as required by law and this basic right should not be eroded in the development of regulatory measures for online information.

Users are assisted with the necessary skills and a suitable environment in which to use their chosen information sources and services freely and confidently. Each user's right to privacy and confidentiality is protected with respect to information sought or received and resources consulted.

In addition to the many valuable resources available on the internet, some are incorrect, misleading and may be offensive. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively. (Amended 2002)

## PUBLIC LIBRARIES VICTORIA NETWORK (PLVN) STATEMENT ON INTERNET ACCESS

Public Libraries Victoria Network is a collaborative and advocacy organisation and the peak body for Victorian public library managers, comprising representatives of every public library service in the state. Public libraries in Victoria are vital community hubs that provide access to a wide range of content and foster learning, creativity and imagination.

Public libraries are delivered to their local communities by municipal councils; and to people with blindness and low vision by Vision Australia. In accordance with Victorian State Government funding agreements, councils and regional library corporations undertake a range of activities to support and meet the information needs of their communities, including Providing free access to the Internet for information resources.

PLVN recommends all public library services develop an internet use policy to safeguard the principles of free access and to guide and support use by patrons of public access computers. PLVN supports the Australian Library and Information Association's Statement on Online Content Regulation.