



STRATEGIC POLICY
MOUNT ISA CITY COUNCIL
City Library Internet and Computer Use Policy

RESOLUTION NO. **OM17/01/17** VERSION V3

APPLIES TO STRATEGIC POLICIES ONLY

This an official copy of the **City Library Internet and Computer Use Policy**, made in accordance with the provisions of *Local Government Act and Regulations, Public Records Act, Mount Isa City Council's Local Laws, Subordinate Local Laws and current Council Policies.*

Strategic policies are adopted by Council due to its desire to influence the direction of an issue or assist in the delegated decision making of Council officers. Strategic policies should follow the jurisdiction provided to Council through its Corporate Plan; the **City Library Internet and Computer Use Policy** is approved by the Mount Isa City Council for the operations and procedures of Council.

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 Emilio Cianetti
Chief Executive Officer

DOCUMENT VERSION CONTROL					
I/R	255661	FILE	1208 Policy Register	POLICY TYPE	Strategic (Council)
VERSION	DATE	RESOLUTION NO.	DETAILS		
V1	23.02.2005	G24/02/05 Adopted	Responsible Officer Coordinator Library Services Description Document Creation – New Document		
V2	12.11.2014	OM08/11/14 Amended	Responsible Officer Coordinator Library Services Description The Internet Use Policy has been updated to reflect current technology trends, fees and charges and copyright regulations.		
V3	26.01.2017	OM17/01/17 Amended	Responsible Officer Coordinator Library Services Description The Internet Use Policy has been updated to reflect current technology trends, fees and charges and copyright regulations.		
				REVIEW DUE	01/2019 <i>Review by Council</i>
				EXTINGUISHED	00.00.0000 Resolution No: OM00/00/00 <i>No further action required.</i>



The library supplies computer and internet access on the following terms and conditions

By using the library's Internet service, users agree to the terms and conditions outlined within the City Library Internet and Computer Use Policy.

Objective

It is the Mount Isa City Library's role to service the recreational, cultural, information and independent learning needs of the citizens of Mount Isa. Providing access to the Internet supports the Library's commitment to raising the level of information awareness in the community, and maintaining a high quality of service utilising new forms of information technology.

Release

By using the Library Internet Service, users **release and discharge** the Mount Isa City Council from any liability which might arise from the use of the service, including liability in relation to defamatory or offensive material or any breach of copyright which may occur as a result of use.

Users should be aware that the downloading of illegal information from the Internet could lead to prosecution.

Content

The Library seeks to address the concerns of parents and the community by using SONICWALL filtering software and placing Internet computers in full public view. If users feel that legitimate content has been filtered by SONICWALL please speak to Library staff. Information on safe surfing is available in the general library collection or on the Internet for interested users.

The library cannot guarantee the quality of information on the Internet. It is the responsibility of the user to determine the validity, quality and relevancy of the information accessed.

The library cannot ensure access to sites on the Internet, waiting times may be long and connections to all sites cannot be guaranteed.

Copyright

Much of the material (including software) available on the Internet is copyright. Users must not breach copyright in material available on the Internet. A copyright owner is entitled to take legal action against a user who infringes his or her copyright. Unless otherwise permitted by the *Copyright Act 1968*, unauthorised copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work.

A copy of the Australian copyright regulations follows this policy.

Access

The Library Internet Service is available at the City Library at 23 West Street, during opening hours. The last booking may end 15 minutes prior to closing time.

The library is not responsible for restricting available content or supervising Internet use. Some material available on the Internet is unsuitable for minors. When a user is 16 years old or under, supervision or restriction of a child/young adult's access to the Internet is the responsibility of the parent/guardian/carer.

Children 11 years old and under must be accompanied and supervised by a parent/guardian/carer.

Children 12 to 16 years (inclusive) may be given permission by their parent/guardian/carer to use the library computer facilities unaccompanied and unsupervised. In this case a computer permission form must be signed. If a permission form is not signed the child/young adult must be accompanied and supervised when using library computers.



The Council maintains up-to-date virus protection. However patrons are advised that information technology resources may become contaminated.

The electronic mail and World Wide Web services are not secure. Therefore, users should be careful submitting personal details or other information that could have the potential to be misused.

Bookings

To maximise Internet availability and to ensure fair access for all clients, NETLOAN booking system has been installed. The following booking guidelines apply:

- Users must have their Library card with them in order to access the computers. Library staff will not give out barcode numbers to users who do not have their cards with them.
- Sessions on the Internet public access are available for a maximum of two hours – membership number is required to make a booking
- Bookings may be made at the library or by telephone (47473350)
- Bookings can only be made for one session – up to one week in advance
- Time on the Internet may be extended, if a computer is available
- A 10 minute delay in arrival for a booking may lead to loss of session
- A maximum of two people may use the computer per session
- Group bookings may be allowed with prior arrangements
- Users will be notified when possible if the equipment is unavailable for use
- Users must vacate their workstation once their allotted time has ended (regardless of whether the user arrived late for their appointment).
- Users are responsible for planning time on the Internet. When there is 5 minutes left on the users session a 5 minute warning will pop up. Sessions are automatically terminated when time has expired. It is important that users finalize their work to ensure losses do not occur.

Wireless internet

Free Wi-Fi is available to all patrons who have their own Wi-Fi standard equipped laptop or other wireless device at our library.

You can freely connect to the library network by entering the password and then accept the Terms and Conditions of Use. If you disconnect or lose your internet connection, re-accept the Terms and Conditions of Use to continue.

Printing is NOT available from the wireless network.

Please note: should you have any connectivity issues Library Staff are unable to assist you; we suggest you refer to the manufacturer's instructions or to the company from whom you purchased the device.



Staff assistance

Library staff will provide a maximum of five minutes assistance for word processing/Internet enquiries and initial training.

Aids and guides (books, etc.) are available for loan in the general library collection.

Mycomputerschool tutorials are available on every public computer.

Saturday

Very limited assistance is available on Saturday due to the busy nature of the library.

Training

Subject to availability of trained staff. Bookings are essential.

Public conduct

Any equipment malfunction should be reported to library staff immediately. Users should not attempt to 'repair' hardware or software problems.

Users may not, under any circumstances use their own personal software on library computers, or attach equipment to the library's hardware.

Unacceptable conduct may lead to the suspension of library privileges.

Unacceptable behaviour includes:

- destruction of, or damage to, library equipment or software
- licence infringement
- violation of computer system security or change of Library default settings
- attempting to modify or gain access to files, password or data belonging to others
- display of offensive or inappropriate material
- unauthorised monitoring of electronic communications
- intentional unauthorised infringement of copyright.
- excessive noise and/or disruption of other users

If a decision is made to suspend Internet library privileges notice will be given in writing to the user or their guardian.

The library reserves the right to eject patrons engaged in unacceptable usage.

For Young Adult users 12-16, please also refer to the *Mount Isa City Council Children in the Library Policy*.

Downloading

Users **must not** download software from the Internet onto Library computers. Unauthorised software must not be executed on Library computers.

Downloading is possible on USB devices supplied by the user or discs can be purchased from the circulation desk at a cost relevant to the Council Fees and Charges for that financial year.

Data downloaded from the Internet may contain viruses. The Library does not accept any responsibility for viruses transmitted to users' own equipment.

Printing

Colour or black/white printing is available.

Current Printing charges can be found on the council website under Fees and Charges. Printing is to be collected from the printer and payment made at the circulation desk.

Users are responsible for planning time on the Internet, **this especially applies to printing**. Large print jobs should not be commenced at the end of a session.

Charges

Internet and WIFI access is free to all patrons.

Social Media

When engaging in social media you must be clear about who you are representing, you take responsibility for ensuring that any references to any organisation are factually correct and accurate and do not breach confidentiality requirements, and that you show respect for the individuals and communities with which you interact.

Social media tools include

- social networking sites, e.g. Facebook, MySpace, Bebo, Friendster
- video and photo sharing web sites, e.g. Flickr, YouTube, Blip, Instagram
- micro-blogging and activity stream sites, e.g. Twitter, Yammer
- blogs and blogging platforms, e.g. WordPress, Blogger, Tumblr
- forums and discussion boards, e.g. Trove Forum, Yahoo! Groups, Google Groups
- online encyclopaedias, e.g. Wikipedia
- any other web sites that allow individual users or companies to use simple publishing tools, e.g. wikis.

Inappropriate use

Inappropriate use of social media includes, but is not limited to:

- using discriminatory, defamatory, abusive or otherwise objectionable language in content
- accessing, downloading or transmitting any kind of sexually explicit material, violent images including graphic images of blood or gore.
- accessing, downloading or transmitting information on the use and construction of weapons, explosives and other tools of violence or terrorism
- accessing, downloading or transmitting any material deemed to be illegal under Queensland and Australian Commonwealth law
- accessing, downloading or transmitting hate speeches and overt racism; material extolling the inherent or moral superiority or inferiority of a particular race, ethnic group, or sexual orientation; racial epithets; or religious bigotry
- compromising the privacy of any person
- attempting to gain unauthorised access to the computing resources of other organisations

Inappropriate use of social media may lead to the suspension of library privileges.

If a decision is made to suspend Internet library privileges notice will be given in writing to the user or their guardian.

The library reserves the right to eject patrons engaged in unacceptable usage of social media.

For Young Adult users 12-16, please also refer to the *Mount Isa City Council Children in the Library Policy*.

**Commonwealth of Australia
Copyright Act 1968**

Notice about the reproduction of works and the copying of published editions

WARNING

Copyright owners are entitled to take legal action against persons who infringe their copyright. A reproduction of material that is protected by copyright may be a copyright infringement. Certain dealings with copyright will not constitute an infringement, including:

- a reproduction that is a fair dealing under the Copyright Act 1968 (the Act), including a fair dealing for the purposes of research or study; or
- a reproduction that is authorised by the copyright owner.

It is a fair dealing to make a reproduction for research or study, of one or more articles in a periodical publication for the same research or same course of study or, for any other work, of a reasonable portion of a work.

For a published work in hardcopy form that is not less than 10 pages and is not an artistic work, 10% of the number of pages, or one chapter, is a reasonable portion.

For a published work in electronic form only, a reasonable portion is not more than, in the aggregate, 10% of the number of words in the work.

More extensive reproduction may constitute fair dealing. To determine whether it does, it is necessary to have regard to the criteria set out in subsection 40 (2) of the Act.

A court may impose penalties and award damages in relation to offences and infringements relating to copyright material.

Higher penalties may apply, and higher damages may be awarded, for offences and infringements involving the conversion of material into digital or electronic form.



**Commonwealth of Australia
Copyright Act 1968
Notice about the copying of audio-visual items**

WARNING

Copyright owners are entitled to take legal action against persons who infringe their copyright. Unless otherwise permitted by the Copyright Act 1968 (the Act), unauthorised use of audio visual items in which copyright subsists may infringe copyright in that item.

It is not an infringement of copyright in an audio visual item to use that item in a manner that is a fair dealing under section 103C of the Act.

Section 103C of the Act relates to fair dealing for the purpose of research or study and sets out the matters that must be considered in determining whether a reproduction of an audio-visual item is a fair dealing.

A court may impose penalties and award damages in relation to offences and infringements relating to copyright material.

Higher penalties may apply, and higher damages may be awarded, for offences and infringements involving the conversion of material into digital or electronic form.