

## Internet and Computer Use Policy

<b>Date Authorised by Chief Executive Officer:</b>	01.02.2024
<b>Commencement Date:</b>	February 2024
<b>Review Date:</b>	February 2027
<b>Responsible Department</b>	Library Services

This policy has been authorised.

Cathy Henderson  
Chief Executive Officer

01.02.2024

## **1. Introduction**

This policy provides conditions, information and guidelines relating to public access to computers, Internet, wireless, printing and photocopying at [Merri-bek Libraries](#).

## **2. Context**

This policy updates the Computers, Internet, Wireless, Printing and Photocopying Conditions for Public Use Policy dated October 2020 (DSD 7 – CEO approved October 2020).

### **2.1 Alignment**

Access to membership of the library service and the rights and obligations of members are detailed in the *Library Use Policy*.

Policies and procedures relating to the loan of resources from its libraries are detailed in the *Library Loans Policy*. Detailed loans procedures are contained within the Merri-bek Libraries Policy Procedures and Guidelines Manuals, which are kept at each library.

Library fees and charges are detailed in the *Library Fees and Charges* document which is available on the [website](#).

### **2.2 Organisational Context**

The implications of the Internet and Computer Use Policy have been assessed in accordance with the requirements of the Charter of Human Rights and Responsibilities.

## **3. Objectives**

This policy aims to clarify the conditions and processes by which members of the public can access and use computers, the Internet, printing and photocopying at Merri-bek's libraries located in Brunswick, West Brunswick, Coburg, Fawkner and Glenroy.

## **4. Policy details**

### **4.1 Computer, internet, printing and photocopying services**

Merri-bek Libraries provide free access to computers with internet access and a suite of software applications, as well as free wireless access. We also offer facilities for printing and photocopying at a charge.

To use the library computers, you will need to be a library member. You will need your library card number and password to logon to the computer.

If you are under 18, your parent or guardian will need to authorise you to use the library computers and if you are under 10, they will need to supervise you when you use the computer.

You do not need to be a library member to use the free wireless on your own mobile device. The wireless is available within the library buildings during opening hours.

The library does not use filtering software.

Merri-bek City Council is committed to protecting your privacy in accordance with the Privacy and Data Protection Act 2014 (Vic) and our Information Privacy and Health Records Policy. For more information visit [our website](#)

Merri-bek Libraries is an accredited eSmart library. This means that we promote safe, smart and responsible use of technologies. You can find more information about being cybersafe at [esafety.gov.au](http://esafety.gov.au).

## **4.2 Acknowledgements**

By using the internet at Merri-bek Libraries, you acknowledge that:

- You access the internet at your own risk. Merri-bek Libraries is not responsible for information or graphic images which are accessed, viewed or downloaded, including material that may be:
  - Sexually explicit or pornographic
  - Violent or dangerous
  - Defamatory or offensive
  - Incorrect.
- If you are a parent or guardian, you are responsible for your children using the internet at the library if you allow them to do so.
- Council reserves the right to limit download amounts and restrict access to certain sites and file types.
- The library takes no responsibility for items saved to the computer desktop, or to any portable storage device such as a USB.
- The library takes no responsibility for any viruses caused by downloading software or files from the Internet. We recommend that you use a virus checker.
- If you don't follow your responsibilities, or if you use the internet for one of the prohibited reasons (see section 4.4) we may immediately end your internet session and restrict you from accessing the internet again.
- We report illegal activities to the police.

In addition, you agree to:

- Comply with all copyright laws and any applicable State or Federal legislation.
- Comply with the responsibilities outlined in this policy.
- Not undertake any prohibited uses outlined in this policy.

- Indemnify the library in respect of any loss, damage, action, claim, suit or proceeding brought against the library by any person arising directly or indirectly out of your use of the Internet facilities.

### **4.3 Your Responsibilities**

- Use your own library card to access the computers, either by yourself or with one other person. Your library card should be valid and up to date.
- Supervise children under the age of 10 if you are their parent, guardian or responsible adult. Only one child may access a computer at a time.
- Use headphones with a low sound volume so you don't disturb other users.
- Make sure anything you view on the computer screen is appropriate for a public or general community setting.
- Delete any items saved to the computer desktop before the end of your session, log off the computer and remove any USBs or other portable storage devices so that no one else views your private information.
- If you have overdue items or charges over \$50 owing on your library card, you will need to return the items or make a payment to reduce the amount owing under \$50 in order to use a public computer.

### **4.4 Prohibited Uses**

You must not:

- Access, transmit, download or store any material which is offensive, defamatory, abusive, obscene, pornographic, threatening, bullying, predatory or illegal.
- Load software or introduce any computer viruses on to library computers.
- Use the internet for gambling online.
- Alter, damage or delete any files or set ups on any of the library's computers.

### **4.5 Public Computer Bookings and Session Times**

- You can book a computer for a maximum of two hours per day. You can make your booking up to 14 days in advance. If you are more than 5 minutes late for a session, without notifying the library, your booking will be automatically cancelled.
- You must finish your booked computer session, including all printing, on time and before the library closes. The system will automatically close at the end of the session.
- If you want to save documents, you need to save them onto your own storage device. Files saved onto the computers will be automatically deleted.

## 4.6 Staff Assistance

- Public computers, internet access and software applications are provided by Merri-bek Libraries on a self-help basis.
- Staff can assist you with basic use of the computers. If more specific support is required, you may book a one-on-one training session where library staff will help you with internet basics and digital resources.
- Staff cannot provide assistance or advice with content and transactions which may be financial, legal, medical or personal.
- Staff are not available to supervise children who use the internet.

## 5. Roles and responsibilities

Party/parties	Roles and responsibilities
Mayor and Councillors	Demonstrate commitment to the principles outlined in the policy.
Chief Executive Officer	Approve the policy.
Manager Information Technology	Ensure that the network meets business needs and devices are fit-for-purpose and maintained to ensure security.
Library Leadership Team	Implement, monitor and review the policy in line with the Library Strategy.
Library Staff	Implement the policy as appropriate to their role and function as Library employees.

## 6. Monitoring, Evaluating and review

The Library Leadership Group and Library staff will monitor the effectiveness of this policy through daily use at Merri-bek Libraries. The Library Leadership Group will evaluate effectiveness during the life of the Policy as indicated through monitoring and feedback from library staff and the community. Review of the policy will be undertaken by the Library Leadership Group prior to the review date and approval will be sought from the Executive Management Team.

## 7. Definitions

Term	Definition
Council	Merri-bek City Council
User	Any person, whether or not a library member, who visits the library for the purposes of using library resources and/or facilities.
Member	Any user who has fulfilled the requirements for membership of the library and has a current membership card.

## **8. Associated Documents**

*Library Use Policy* - CEO authorised - (D11/133783).

*Library Loans Policy* – CEO authorised - (D20/389771).

*Library Fees and Charges* - CEO authorised - (D09/19086)