

INTERNET AND COMPUTER USE

Procedure 2.8.8

Policy No. and title	2.8	Library Service Policy
Procedure	2.8.8	Internet and Computer Use
Version	1	
Date Adopted	23 August 2012	

1 OBJECTIVE

To inform patrons about procedures, regulations and expectations concerning the use of public computers.

To ensure efficient, fair and equitable use of public computers.

2 STATEMENT

- a) The library supplies access to computers with the following services and programs available:
 - i) Internet
 - ii) CD-ROMs
 - iii) Online databases
 - iv) Microsoft Office products
 - v) Other approved and licensed programs.
- b) By using computers available to the public, users agree to the terms and conditions specified in this procedure.

2.1 Bookings

- a) The standard booking period for a public access computer is one (1) hour.
- b) Bookings for 1 hour sessions may be made up to 7 days in advance, in person or by phone. A maximum of 7 bookings may be made in this period.
- c) No more than two people are allowed on a computer at any time.
- d) Library members must be present to use their allocated session.
- e) Computers may be subject to problems related to hardware or software and the library makes no guarantee that any computer will be available when booked.
- f) Users should advise of the need to cancel a computer booking at the earliest opportunity.
- g) A delay of more than 10 minutes in arrival for a 1 hour booking will lead to loss of the allocated session.
- h) Users will be notified when possible if the equipment is unavailable for use.
- i) Users must vacate their workstation once their allotted time is ended.

- j) Children under 10 may not use the computer without an adult present.
- k) Children 10-16 must have the appropriate section of the membership form permitting Internet use signed by a parent or guardian.

2.2 Software

- a) While using programs or sites with sound, patrons are requested to use headphones to ensure minimal disruption to other library patrons.
- b) Personal files contained in application programs are not secure. Users are requested to save files to their own storage medium to ensure privacy and security.
- c) Up-to-date virus protection is maintained, however, users are advised that the computers may on occasion become virus or spyware affected.
- d) Users must not download software from the Internet onto the library computer; downloading of legal software is possible onto client supplied USB drives.
- e) Unauthorised software must not be executed on the library computer.

2.3 Printing

- a) Only Library supplied paper may be used in Library printers.
- b) Users are responsible for their own time management. Large print jobs should not be commenced at the end of a session.

2.4 Charges

- a) Use of public computers is free, however printing costs as listed in Council Fees and Charges, apply.

2.5 Public responsibilities

- a) Any equipment malfunction should be reported to library staff immediately. Users should not attempt to 'repair' hardware or software problems.
- b) Users may not use their own personal software on library computers, or attach equipment to the library's hardware.
- c) As per the Library Conditions of Use Procedure, unacceptable conduct may lead to the suspension of library privileges. Unacceptable behaviour includes:
 - i) Destruction of or damage to library equipment.
 - ii) Software license infringement.
 - iii) Mishandling or attempting to remove any equipment or CD-ROMs.
 - iv) Installing and/or using non Library owned programs on the computer.
 - v) Violation of computer system security or change of library computer default settings or programs.
 - vi) Attempting to modify or gain access to files, password or data belonging to others.
 - vii) Display or transmit offensive or inappropriate material.
 - viii) Unauthorised monitoring of electronic communications.
 - ix) Intentional infringement of copyright.
 - x) Annoying other people or interfering with their use of the computer or property.

- xi) Refusing to vacate a computer at the end of a booking period.
- d) Users who deliberately corrupt software or damage equipment will be charged for the cost of repairs.

2.6 Disclaimer

- a) The Library reserves the right to refuse access to computers to anyone who fails to comply with the Library Conditions of Use Procedure.
- b) The Library accepts no responsibility for the confidentiality or integrity of files stored on library computers.
- c) The Library accepts no responsibility for damage to users' property such as USB drives, CD-ROMs or the files contained thereon.

VARIATION

Council reserves the right to review, vary or revoke this procedure which will be reviewed periodically to ensure it is relevant and appropriate.