

 <p>Mackay REGIONAL COUNCIL</p>	COUNCIL POLICY	
	Library Public Internet and Computer Use	
	POLICY NO	036
	DEPARTMENT	Community & Client Services
	PROGRAM	Community Lifestyles
ENDORSED BY COUNCIL	22 February 2017 - Folio 42522	

1.0 Scope

This policy applies to all users of public computers and internet services within Mackay Regional Council (MRC) Libraries.

2.0 Purpose

The objectives of this policy are to:

- ensure efficient and effective management of public computers and internet services at MRC Libraries;
- inform library users of the terms and conditions of use for accessing public computers and internet services.

3.0 Reference

- Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities & Roads) 2011

4.0 Definitions

To assist in interpretation the following definitions shall apply:

Council shall mean the Mayor and Councillors of Mackay Regional Council.

Internet services shall mean internet access available via the public computers and wireless internet.

Library shall mean a Library belonging to, or under the control or management of, MRC and includes all library locations.

Member shall mean any user who has fulfilled the requirements for membership of the Library and has a current membership card.

MRC shall mean Mackay Regional Council.

Offensive material may include but is not limited to images or text containing nudity, obscenity, or graphic violence.

User shall mean any person, whether or not a member, who visits a Library for the purpose of using Library resources and/or facilities.

Visitors shall mean any user, who is not a library member.

5.0 Background

This policy outlines the requirements for access to MRC Libraries' public computer and Internet services.

6.0 Policy Statement

6.1 Responsibility of the Library

Library Services staff have the responsibility of implementing this policy consistently across all library branches.

6.2 Terms and Conditions

- The Public Internet and Computer Use Policy is subject to revision.
- Users who do not agree to these terms and conditions will not be permitted to use the computers in the libraries.
- Users are required to accept the terms and conditions when logging in to a public computer and internet services.

6.3 General Booking Conditions

- Users must be current members of MRC Libraries and have their card or stored card image present when using the computers.
- Library membership is not transferable. Only the registered library member can access MRC Library public computers and internet services. Access cannot be granted by one library member to another.
- Public computer bookings are up to 90 minutes free per day for library members.
- Library non-members are issued with a guest pass entitling the recipient to 30 minutes of internet use per day.
- Additional time can be purchased by members and non-members. A maximum of 3 hours per day applies.
- When accessing audio, headphones must be used for private listening.
- Users agree to comply with all Copyright laws and any applicable Federal and State legislation.
- Library staff will provide assistance to users where able, regarding applications;
- Courtesy to staff members is expected at all times.
- The library takes no responsibility for loss or corruption of files on storage devices.

6.4 Bookings via Self- Serve Computer Booking Systems

- Computers are accessible within the library using the individual user's library card number and 4 digit PIN.
- Advance bookings are made using the web based PC Booking module or in-house with the user's library card number and 4 digit PIN.
- Self-serve bookings can be made up to 14 days in advance for up to a maximum of 90 minutes.

- Bookings made via the Computer Booking System will be held for 10 minutes after the start time. The time is defined by the computer clock. The booking will lapse if the session is not logged on within these 10 minutes.
- Public computers are available to be booked until 5 minutes before library closing time when computers will automatically shut down.
- Charges apply for printing. The user's library card and 4-digit PIN; or a Guest Code for non-members is required for self-serve printing at specific branches. Direct payment to library staff applies at all other branches.
- Print jobs can be sent to library printers from personal computers or mobile devices using the MobilePrint Service™. This service is available at all library branches excluding Walkerston and the Mobile Library.
- Print jobs expire in 24 hours and automatically delete
- Warnings are provided at 10 minutes and 1 minute prior to the booking expiry.
- It is the user's responsibility to ensure all documents are saved to a storage device. Any data saved on the computer will be cleared when the computer is restarted.

6.5 Users of Wireless Services

- MRC Libraries provide users access to free Wi-Fi at all branches during opening hours (excluding the Mobile Library).
- Access to printing services from mobile devices via the wireless network is available.
- To ensure equitable access to all users, download limits apply and access to specific sites may be restricted. This includes, but is not limited to, content streaming sites.
- Wireless users can access power in designated library areas.

6.6 Display of Offensive Material or Images and Other Legal Conditions

- Displaying or printing offensive material is not permitted. User's must not send, receive or display offensive text or graphics:
 - Inappropriate use will be referred to Senior Executive Coordinator, Library Services;
 - Records of PC bookings are maintained for a 12 month period.
- Library users must respect the privacy of all users and not deliberately access any user's information, including printed documents.
- Public computers must not be used for unlawful purposes. Users using a computer for unlawful purposes will be reported to the relevant authorities as outlined in Subordinate Local Law No. 4 (Local Government Controlled Areas, Facilities & Roads) 2011; and asked to leave the library.
- MRC uses filtering programs. Web filtering programs screen incoming web pages to determine if the page should be displayed to the user. Filtering has limitations; therefore users must ensure material accessed does not breach this policy.

6.7 Parental Responsibility

- All young people aged 11 years and under must be supervised by a parent or guardian when using public computers and internet services;

- Parents and guardians are encouraged to work with their children and help select resources consistent with their family's boundaries and values accessible via the internet;
- Parents and guardians have the option of requesting their child's computer access be disabled;
- Parents can book an internet session using their own library membership card for their child.

6.8 Penalties for Breach of Policy

- First instance of breach of policy; an explanation of the policy, its rationale and the procedures to be followed will be provided.
- Second instance of breach of policy; a written warning will be issued detailing the nature of the breach, the time it occurred and any additional actions.
- Third instance of breach of policy; written notification of withdrawal of access to MRC Libraries will be issued. MRC reserve the right to withdraw access to the library service immediately if the severity of the breach warrants such action.
- MRC reserve the right to change the policies relating to the use of MRC Libraries' public computers and internet services at any time without notice.
- MRC monitors activity on its computer equipment for statistical purposes. This does not include the collection and storage of personal information.

6.9 Technical and General Conditions

- MRC is not responsible for any loss or damage occurring from the use of public computers, including accuracy or content of web sites, technical difficulties, service interruptions and/or the transmission of computer viruses.
- Altering, destroying or damaging equipment, software or data belonging to the library or tampering with local or remote computer files is not permitted.
- Users must not attempt to make changes to the setup or configuration of the computers, including loading software applications and games.
- MRC runs anti-virus software. If a virus is identified the software will attempt to clean the infected files. The library accepts no responsibility for any damage or corruption to computer files or portable storage devices caused as a result of downloaded viruses or other software.

6.10 Disclaimer

- MRC does not guarantee the authority or accuracy of any information found on the Internet. Library users are responsible for verifying the accuracy of material.
- MRC does not guarantee availability of the internet or any sites at any time. The library is not liable for technical difficulties, loss of data resulting from delays, non-delivery or service disruptions.
- MRC cannot guarantee privacy during or after use of the computers. Public computers are on a public network, therefore guarantees cannot be made concerning the privacy or security of information accessed.

- Users must shut down public computer when at the end of each session to help protect user privacy.
- MRC are not liable for the defamatory, offensive or illegal conduct of any user of the computer facilities.
- Security measures on the network may prevent some attachments downloading.
- Firewalls may prevent access to certain websites.

6.11 Complaints

Any complaint or appeal will be dealt with in the first instance by the Branch Coordinator.

Complaints or appeals that cannot be resolved at this level will be referred to the Senior Executive Coordinator - Library Services, and if still unresolved to the Manager, Community Lifestyle.

If the customer remains unsatisfied, they may write to:

Chief Executive Officer
 Mackay Regional Council
 PO Box 41
 MACKAY QLD 4740
 Email: council@mackay.qld.gov.au

7.0 Review of Policy

This policy will be reviewed when any of the following occur:

1. The related documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.

Version Control:

Version	Reason / Trigger	Change	Endorsed / Reviewed	Date
2	Review of Policy	No Amendments	Endorsed by Council	22/02/2017