

	COUNCIL POLICY	
	Library Public Internet and Computer Use	
	POLICY NO	036
	DEPARTMENT	Community & Client Services
	PROGRAM	Community Lifestyle
ENDORSED BY COUNCIL 24 February 2021		
Resolution: ORD-2021-55		

1.0 Scope

This policy applies to all users of Mackay Regional Council (MRC) and Library Services computers and networks.

2.0 Purpose

The objectives of this policy are to:

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

3.0 Reference

- *Local Government Act 2009*
- *Human Rights Act 2019*
- MRC Policy No. 001 - Administrative Action Complaints Policy
- 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.

Human Rights Complaint shall mean a complaint about an alleged contravention of section 58-1 by a public entity in relation to an act or decision of the public entity.

Internet services shall mean internet access available via the PC's and wireless network.

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.

PC shall mean PC.

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 Internet and wireless network services.

Human Rights have been considered when preparing this Policy.

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

If users do not wish to be bound by these terms and conditions, they should not accept these terms and conditions or access the library, public computer or WiFi services.

MRC Libraries is committed to a policy of information equity for our community. As part of this commitment the library provides access and maintains public internet PC's at all library sites as well as a public wireless network at all library sites and other public MRC facilities. Any breach of this policy will result in library services being suspended or withdrawn.

- Users agree to comply with all copyright laws (displayed at printing station) and any applicable Federal and State legislation.
- Mackay Regional Council Libraries are not responsible for any loss or damage occurring from the use of this resource, including accuracy or content of web sites, technical difficulties, service interruptions, the transmission of computer viruses or loss/corruption of files on storage devices.
- Council reserves the right to implement software and hardware control mechanisms to block information determined to be inconsistent with the organisation mission, together with software to protect the PC's from viruses and setting changes.

- Council does not guarantee availability of the internet or any sites at any time. Libraries are not liable for technical difficulties, loss of data resulting from delays, non-delivery or service disruptions.
- Users must not attempt to make changes to the setup or configuration of PC's, including the loading of software applications and/or games.
- The intentional downloading and/or viewing of material on the internet that contains content considered offensive is expressly prohibited.
- Council reserves the right to limit download amounts, and may restrict access to certain sites, including but not limited to, content streaming sites, to ensure equitable access to all users.
- Council does not provide support to configure your equipment for wireless access. For further assistance refer to your user manual or refer to your hardware or software provider.
- Library staff may decline to provide assistance to users where there is a risk a user may be exposing confidential information such as banking or other identifying details. As such library staff will not enter a user's personal information into forms or information fields on a user's behalf, eg typing up word documents, entering financial information into online forms.
- All PC's and wireless users must adhere to the Mackay Regional Council Libraries Customer Service Charter at all times, treating library staff with courtesy and respect.
- Information wirelessly sent to and from your laptop/notebook may be captured by someone else with a wireless device. Users must keep this in mind when accessing personal or business information.
- As a legal requirement Council will retain user browsing history for a period of two years, this will log internet traffic for devices on the hardwired network (PC's), the wireless networks (Laptops) and user devices.

6.3 General Conditions

- Library PC's, internet and WiFi is available at all library branches (except Mobile Library) and some public council facilities during opening hours.
- Access to and use of Library PC's, Internet and WiFi is free of charge.
- Printing is available via the Library PC's only on paper supplied by the library.
- Printing is also available via personal computers or mobile devices using the MobilePrint Service.
- There are charges for printing.
- Print jobs automatically delete from the print queue every 24 hours.
- Bookings can be made up to 14 days in advance for public PC's, using the individual user's library card and PIN, for a maximum of two hours. Users must abide by the time limit of the booking.
- Advance bookings can be made using the web-based PC booking module or in branch using the library card and PIN.
- Bookings are automatically cancelled if the user fails to arrive 10 minutes after the scheduled starting time. The time is defined by the computer clock.
- Prior to the end of the allotted time it is the user's responsibility to ensure all documents are saved appropriately. At the end of the session the computer will log out and all data not saved on a portable storage device will be lost.

- Users are required to log off the computer at the end of the session to ensure that private information is not viewed by others.
- Computer time warnings display onscreen at 10 minutes and 1 minute prior to the scheduled booking expiry.
- All library computers shut down automatically 10 minutes before the library closes.
- To avoid disruption to others, headphones must be used for private listening – audio from PC's will not activate until headphones are connected.
- Public laptops cannot be booked in advance and must be checked out using library card and pin via the Laptop Dispenser.
- Any technical issues should be reported to Library staff.

6.4 Wireless Network Access

MRC Libraries provide users access to free WiFi at all branches 24 hours a day, 7 days per week and is accessible external to our libraries outside of library hours(excluding the Mobile Library).

- All users must logon to the WiFi service using their library card number and PIN within the library environment to access extended WiFi time.
- When using the WiFi network, anti-virus, security and privacy of information is the responsibility of the device owner.
- All users of wireless services must accept and abide by the Terms & Conditions on the splashpage presented upon accessing the network
- 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.
- As a legal requirement, Council will keep the records of any device connecting to public WiFi service for a period of two years and retain the following details:
 - Mac Address of device connected
 - IP address assigned to device
 - Time when the device authenticates
 - Time when the device terminates the session
 - Locate of the session (Locate of AP connected)
 - Firewall history across the WiFi network for Loan laptops and User devices

6.5 Inappropriate Use

Inappropriate use of Library and/or Council PC, internet or WiFi may result in access cancelled or suspended. Further action may be taken including the user being banned from use of the library or appropriate law enforcement agencies being contacted and may lead to prosecution. Inappropriate use includes but is not limited to:

- Display or downloading of pornographic or offensive material;
- Modification of library hardware, settings or software;
- Illegal, criminal or anti-social (intimidation, harassment, bullying) internet use;

- Damage to or theft of library resources;
- Use MRC PC's to obscure the identity of the signed in user or to impersonate others;
- Use MRC Library internet or WiFi networks to attempt or inflict harm to third parties or third-party hardware or software systems.
- Altering, destroying or damaging equipment, software or data belonging to the library or tampering with local or remote council files.
- Refusal to vacate an internet PC when a booking has expired and access is required by another user.

6.6 Library Accounts

- Users must be current registered members of MRC Libraries and have their card or stored card image present when using MRC computers and networks.
- Library accounts must be in good standing and clear of any review of status or debarment.
- Library membership is not transferrable. Only the registered library member can access MRC computers and internet services. Access cannot be granted by one library member to another.
- Council may block, cancel or retain your Library Card if Council reasonably believes that:
 - a) your Library card is lost, stolen or faulty; or
 - b) you have breached these terms and conditions
- Users must keep any usernames, passwords, personal identification numbers, card security codes and answers to security questions confidential.
- Library non-members can join under the short-term Entry Membership category which provides 2 hours free internet per day.
- University, technical and high school students are able to access up to six hours of computer access per day as part of the Work Together Program – current and valid Student Identification must be sighted by Library staff.

6.7 Parental Supervision

- Children aged 11 years and under require parent/guardian permission to access PC's and the internet. Active supervision is required when using computers. Parents/Guardians are required to stay with the child at all times.
- Young Adults aged 12-14 years require parent/guardian permission to access PC's and the internet. Computers can be used unsupervised provided parental permission has been given.
- A PC/Wireless/Games Access for Young People form must be completed by the parent/guardian which is witness by a library staff member.

6.8 Privacy

As PC's are on a public network, Libraries are unable to guarantee privacy during or after use of PC's. To ensure private information is not viewed by others, users should:

- Only save a copy of a document to a flash drive or other portable storage device and not to the computer's hard disk drive; and
- Close the Internet browser and other applications in use before the end of the booking.

6.9 Penalties for Breach of Policy

- A verbal explanation of the policy, its rationale and the procedures to be undertaken when it is breached (first warning) – the breach will be recorded on the individual's library card;
- A written warning, detailing the nature of the breach, the time it occurred and procedures to be undertaken; and
- Written notification of withdrawal of access to the Internet service.
- Notification to the relevant authorities for illegal acts.

The above are not necessarily to be applied in a required sequence. For instance, a serious breach may result in final withdrawal of access without a written warning action.

Mackay Regional Council Library Service reserves the right to change the policies relating to the use of the Mackay Regional Council Library Services' computer equipment and wireless internet service at any time without notice.

6.10 Complaints

Any complaints in relation to this service will be assessed and managed in accordance with MRC's Administrative Action Complaints Policy, a copy of which can be found on MRC's website.

Complaints may be made as following:

In writing to

Chief Executive Officer
Mackay Regional Council
PO Box 41
MACKAY QLD 4740

Via Email

Email: complaints@mackay.qld.gov.au

In person to the Branch Coordinator or Library Personnel

6.11 Human Rights Complaints

When an individual feels that they are the subject of MRC's failure to act compatibly with human rights, they can make a complaint directly to MRC. These complaints will be assessed against the Human Rights Act 2019.

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 - Folio 42522	22/02/2017
3	Review of Policy	Amendments	Council	24/02/2021