POLICY NUMBER	-	**5.15**
POLICY SUBJECT	-	**5.15 Merredin Regional Library – Internet Use and Access**
ADOPTED	-	15 April 2014 (CMRef 81345)
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POLICY

Overview
The purpose of this policy is to outline the obligations and responsibilities of all users of the Merredin Library's public electronic resources. This policy has been developed in order to provide smart, safe and responsible use of technology within the Library.

Scope
This policy applies to all users of the Merredin Library's facilities and public electronic resources. These facilities and resources include but are not limited to computer and internet access, scanning and printing services and use of online databases.

Definitions
Cyber safety – refers to the safe use of Information and Communication Technologies (ICT) equipment or devices (including cellular phones) and the internet.

Cyber bullying – refers to the use of electronic communication to bully a person, typically be sending messages of an intimidating or threatening nature.

eResources – electronic resources such as databases and exclusive online content.

Fixed computer access – individual stationary computer terminals that offer internet access and an Office suite of desktop programs.

Wireless internet – wireless connectivity to the internet on a person's home computer, laptop, smartphone or similar mobile device.

Minors – a person under the age of eighteen years.

Acceptable Use
Facilities and resources within the Library must be used in an acceptable and lawful manner by all users. Staff will work with the public to ensure compliance with the Policy.

Principles of Conduct
All users must adhere to the *Western Australia Classification (Publications, Films and Computer Games) Enforcement Act 1996, Criminal Code Act 1995, and Copyright Act 1968*.

All users of the Merredin Library are expected to behave in an appropriate manner and respect all other people and facilities within the Library. Electronic resources and facilities are expected to be used for the purpose for which they are provided; education and information.

Responsibilities
1. Refrain from illegal or unethical use of the Internet.
2. Users must perform their own computer activities, however staff assistance is offered subject to availability of staff resources.
3. Users are responsible for their personal belongings and it is at their own risk to leave any item unattended.
4. A user is responsible for deleting any of their own files or documents saved to a Library computer or device.
5. Users are responsible for any material they access during an internet session.
6. Users are responsible for the backup of their own files and documents to their own storage device.
7. Respect intellectual property rights by making only authorised copies of copyrighted, licensed, or otherwise controlled software or data residing on the internet.

Behaviour
Users are reminded that the Library is a public area which is shared with people of all ages, backgrounds and beliefs. Individuals are expected to consider this diversity and respect the rights of others when accessing potentially offensive information or images.

1. Users must be courteous and respectful to all other Library users and staff.
2. Internet access provided by the Library must not be used as a medium to bully, harass, threaten or intimidate other users.
3. Users must listen to and take direction from staff where it is given.
4. Staff assistance is offered subject to availability of staff resources.
5. Users must not seek out, access or send any material of an offensive, obscene, pornographic, threatening, abusive, defamatory or otherwise inappropriate nature.
6. Users are required to comply with all Library policies and State and Commonwealth legislation. Some activities are unlawful and prohibited and include but are not limited to the following:
    a. to gain access to any material that is pornographic, offensive or objectionable;
    b. to engage in any conduct that breaks Federal, State or local Council laws and regulations;
    c. to send or forward any material that is abusive, sexist, racist or otherwise illegal;
    d. to circumvent any filtering or other content access device or software;
    e. for illegal purposes or practices;
    f. for any purpose if the Library advised you that such purpose is prohibited;
    g. in any way that damages or interferes (or threatens to damage or interfere) with the operation of the service or with the efficiency of the network;
    h. to transmit, publish or communicate any material or engage in any conduct which is defamatory, abusive, menacing or harassing;
    i. to engage in abusive behaviour toward staff or other computer users;
    j. to make inappropriate contact with children or minors;

k. to access, store, reproduce, distribute, publish or commercially exploit any information or material of any kind that infringes on copyright, patent, trademark, design or other intellectual property right;

l. to access, or attempt to access, the accounts or private information or others, or to penetrate, or attempt to penetrate, the Library's or a third parties security measure, computer software or hardware, electronic communications system or telecommunications system;

m. to use or distribute software with the intent of compromising network security;

n. to make fraudulent offers to advance any type of financial scam; and

o. to engage in any unreasonable activity which impairs the ability of other people or systems to use the Library's services or the internet.

Content

The Merredin Library does not control the content or layout of any material on any external site. The Library does not make any representation or warranty about relevancy, accuracy, quality or validity of any material and the user must make that judgement for themselves. Users providing personal details and credit information do so at their own risk.

All use of resources and services is at the user's risk.

Spam

'Spam' includes one or more unsolicited commercial electronic messages with an 'Australian link' as contemplated by the *Spam Act 2003*. Users must not use the service to:

1. send, allow to be sent, or assist in the sending of spam;
2. relay e-mail from a third party's mail server without permission or which employs similar techniques to hide or obscure the source of the e-mail;
3. connect to the Library network with an open relay mail server or any other device which may allow third parties to use that mail server or device for the purposes of sending electronic messages, solicited or otherwise, with or without their prior knowledge or consent;
4. use or distribute any software designed to harvest email addresses; and
5. otherwise breach the *Spam Act 2003* or any regulations made under the *Spam Act 2003.*

The Merredin Library reserves the right to block any content that may harm its property and/or network, or content that may distress or upset other users.

Sites that are inappropriate to access include:

1. adult/sexually explicit – including:
   a. sex chat rooms;
   b. sex portals;
   c. pornography (including magazines, pictures, videos and phone sex);
   d. adult Services (including escort, stripper and mistress services);
   e. adult personal advertisements;
2. anonymizer – sites that offer anonymous access to web sites, often used to bypass corporate and school proxy controls as well as parental control filtering solutions;
3. gore – sites that display graphic violence and the infliction of pain or injuries, including:
   a. gross violence toward humans or animals;

b. scenes of dismemberment, torture, massive blood and gore; and

c. sadism and other types of excessive violence;

4. hacking – sites that promote or provide the means to practice illegal or unauthorised acts of computer crime using technology or computer programming skills including:

    a. hacker magazines;

    b. password, software or other 'cracks' for download or trading;

    c. sites offering software license keys; and

    d. tools and scripts for hacking;

5. illegal activity – sites with illicit content or instructions for threatening or violating the security of property or privacy of people including:

    a. child pornography and paedophilia sites;

    b. child-oriented erotic sites that are registered with global advocacy groups;

    c. theft of money, goods and phone services;

    d. lock-picking and burglary;

    e. fraud, identity theft, and stealing credit card numbers;

    f. telephone crime;

    g. evading or circumventing the law;

6. peer-to-peer;

7. spam URL's;

8. spyware – sites that provide or promote information gathering or tracking that is unknown to, or without the explicit consent of, the end user or organisation, including:

    a. sites that carry malicious executable or viruses;

    b. third-party monitoring; and

    c. malware with 'phone home' destinations.

Wireless Internet

Users must use reasonable measures to secure any device or network within their control against being used in breach of the internet. The Merredin Library does not guarantee access to any internet site. The Merredin Library reserves the right to restrict access to certain types of files and download sizes.

Filtering on the Library's wireless internet is dependent upon the provider of the service. The Merredin Library assumes no responsibility or liability for any damage caused to hardware or software due to electrical surges, equipment malfunction, security issues, hacking or viruses.

Web Privacy

Monitoring

The Merredin Library reserves the right to monitor and inspect without any consent any data on a Library computer system. Such inspections will occur to prevent, detect and minimise the unacceptable usage of the computer system.

Cyber safety

The Merredin Library has a responsibility to provide a safe environment to the general public that promotes respect and equality of all members of the community. Where possible the Merredin Library will assist users with the identification and mitigation of online risks

Social Media

The Merredin Library is not responsible or liable for, and does not endorse the privacy practices of social media websites and apps including Facebook, Instagram, Pinterest or Twitter. The Library cannot control the practices and policies of social media websites. Use of such sites is at the user's own risk.

Disclaimer

Views expressed on social media website and apps via the Merredin Library's facilities are not the views of the Library, and the Shire of Merredin disclaims all liability for any such views, comments or advertising, or other non-LGA content.

The Council does not endorse or control any advertising that may be displayed by social media websites and apps.

Complaints and Incidents

The Merredin Library takes incidents of misuse or abuse of technology very seriously. All members of the Library community have a clear role to play in reporting such incidents. The Merredin Library welcomes all complaints and feedback and encourages the community to work with the Library in ensuring that incidents and accidents are not repeated.

Reporting Incidents and Accidents

In the case of an incident or accident at the Merredin Library, members of the public are asked to report to the nearest staff member who will take the appropriate action.

Legislative and Strategic Context

This policy complies with the *Western Australia Classification (Publications, Films and Computer games) Enforcement Act 1996, Criminal Code Act 1995, Copyright Act 1968* and Merredin Library's Public Access Conditions of Use.

Conditions of Use

Merredin Regional Library endeavours to provide for the informational, educational, recreational and cultural needs of the Shire of Merredin by providing electronic access to relevant and up to date information resources with equitable access to the internet during normal Library opening hours to the public abiding to the conditions of use stated in this policy.

1. The Merredin Regional Library does not control the Internet, is not responsible for information available and/or accessed by clients, and is not responsible for any technical problems experienced while accessing any Internet site.
2. ~~Internet access is available through bookings only, in ½ hour blocks in accordance with the Library's Schedule of Fees, no more than 2 hours per day or 4 hours per week. Booking may be made no earlier than one week prior to the appointment.~~ All users of the Merredin Library Public Access Computers must sign in prior to using the computers.
3. ~~Latecomers forfeit the unused portion of their reserved time. If clients are more than 15 minutes late the balance of their reserved time may be allocated~~

~~to another user.~~

4.3. No more than 2 people at any one time may use the Internet terminal.

5.4. Printing is available in accordance with the Library's Schedule of Fees.

6.5. Users shall not attempt to use the Library workstations for any purpose other   than the Internet and are not permitted to modify the installed hardware or software in any way. Staff will assist users where time permits, however a basic proficiency in Internet use is recommended.

7.6. The Merredin Regional Library reserves the right to deny access or restrict access to certain sites or materials, and to terminate a user's Internet privileges if any of these conditions are breached.

8.7. Users are expected to respect Copyright Law and licensing agreements, and Censorship Law when using Merredin Regional Library resources.

9.8. Users must not use a computer to transmit, obtain possession of, demonstrate, advertise or request the transmission of an article knowing it to contain objectionable material (*WA Censorship Act 1996*).

10.9. Users must not use the Internet Service to make restricted material available to a minor (*WA Censorship Act 1996*). A minor is a person under 18 years of age.

11.10. Due to the changing nature of the Internet, this policy is subject to change without notice and at Council's discretion.