

LIBRARY COMPUTER AND INTERNET ACCESS POLICY

QUALITY CONTROL			
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RESPONSIBLE POSITION	Library Coordinator		
APPROVED BY	Council		
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1. INTRODUCTION

The Broken Hill City Library Computer and Internet Access Policy details the framework for Broken Hill Council's (Council) provision of Library services to the community and residents of the Broken Hill Local Government Area (LGA).

The objective of the policy is to:

- Ensure fair and equitable access to the Internet as an information resource.
- Establish guidelines for acceptable use of the Internet within the Broken Hill City Library.
- Ensure the safety and integrity of Broken Hill City Council's information technology network.

Council is committed to providing the community with free access to information that addresses the educational, cultural and recreational needs in a safe and welcoming environment.

The Broken Hill City Library, herein referred to as 'the Library', seeks to provide free, accessible and high-quality service to our community through providing the vehicle for ideas, information, resources, facilities, programs, services and vibrant, valued spaces to help our community discover, connect, learn and grow.

2. POLICY OBJECTIVE

This Policy has been developed as a planning tool to give direction and focus that is consistent with the Library's overall direction, goals and objectives. The principles behind this Policy are guided by professional industry standards and guidelines.

3. POLICY SCOPE

This Policy applies to the use of the internet from public access computers at Broken Hill City Library.

Use of wireless Internet access on personal mobile devices within in the Library is subject to the same principles of appropriate use.

4. POLICY STATEMENT

4.1 Principles

Broken Hill City Library is committed to serving the information and recreation needs of the community.

The Library provides a welcoming environment, including free public access to the internet to support lawful:

- Access to information and services;
- Access to recreational material;
- Avenues for community engagement and participation.

4.2 Access

4.2.1. General

Access to the Internet is free of charge to those visiting the Broken Hill City Library.

The Library does not have control over information available on the Internet and does not accept responsibility for accuracy of information or for any consequences that arise from use of that information.

The Broken Hill City Library does not practice censorship control over the information available on and through the internet and therefore cannot be held responsible for its content and use. Censorship issues are the domain of Federal and State Governments.

The Library supports the safe, smart and responsible use of technology.

As some Internet sources may cause offence to some people, users are asked to be sensitive to the values and beliefs of others when displaying information or images on computer screens that are located in public areas.

The Library does not guarantee availability of the Internet or Internet sites at any time, nor is the Library responsible for technical difficulties or loss of data resulting from delays or service interruptions.

All public access computers have filtering software in accordance with Council policy, which limits access to inappropriate or offensive materials.

However, the Library cannot guarantee that the filtering software will block all offensive material to which users may gain access, or can the Library guarantee that the filtering software will not restrict access to sites that may have legitimate research or other value. Library staff, in collaboration with Council's IT staff will endeavour to provide access to legitimate sites that are blocked.

Library staff will assist with basic instruction in the use of Library computers and technology; however, it is not the role of Library staff to offer detailed assistance or tuition.

Visitors to the Library may obtain a guest ticket from staff and can book a computer for up to 60 minutes per day.

Library members who have overdue items, outstanding fees or other Library infringements on their membership record will not be allowed access by their membership card to the public access computers until the infringement is cleared.

The internet will be available during Library open hours. Time restrictions of one hour per session may apply to provide equitable access.

Library clients can book up to a set number of hours, according to availability and demand. Time restrictions of one hour per session may apply to provide equitable access.

Priority computers are for users who have a disability and users may be moved at short notice for these users.

Bookings will be automatically cancelled and allocated to the next customer in the queue if the customer does not login within 10 minutes of the scheduled time.

All computers will be shut down 10 minutes prior to the Library's advertised closing time.

Headphones must be used when accessing sites with sound features.

Printing is available via only on paper supplied by the Library. Printing is also available via personal devices the Library remote printing app. There are charged for printing.

4.2.2. Children

The Library promotes and supports young people's access to information including electronic information through its internet facilities.

Parents and guardians are responsible for their children's access to Library resources, including electronic information.

It is the responsibility of parents, guardians and carers to determine and monitor their children's internet and computer use. Children under the age of 18 years must have the consent of their parent or guardian before using Library computers to access the Internet unless they have independent membership status.

Parents and guardians are encouraged to work with their children in using the Internet. Library staff are available to assist with children's information and access needs; however, the Library does not accept responsibility for monitoring their Internet access.

To help create a child friendly Junior area at the Broken Hill City Library there are Public computers reserved for children and/or carers.

4.3 Inappropriate Use

Users may not access the Library's Internet facilities to transmit materials and/or statements that are:

- Illegal, fraudulent, criminal or anti-social (intimidation, harassment, bullying) or part of any unlawful activity.
- Slanderous, libellous or defamatory.
- Offensive, obscene, pornographic or in bad taste.
- Abusive or threatening of violence.
- Incitement to break the law.
- Harassment based on age, sex, race, disability or other protected status.

- Anonymous or repeated messages designed to threaten, annoy or torment.
- Modification of library software, settings including running, removing or copying software on Library computers is forbidden.
- Modification of library hardware including interfering with or altering the physical electronic equipment.
- Damage to equipment, software or data belonging to other customers.
- Unauthorised copying of copyright-protected material or infringement of licence agreements.
- The violation or attempted violation of any computer networks system security.
- Damage to or theft of library resources.
- Refusal to vacate an internet Personal Computer (PC) when a booking has expired, and access is required by another user.

Council may be under obligation to provide internet logs to law enforcement to investigate internet usage where there may be a reasonable suspicion of illegal use.

The responsibility for online content rests primarily with the content provider and the Internet user.

4.4 Copyright

Users are responsible for complying with international and federal laws protecting copyrighted material and software licencing requirements when accessing, printing or downloading material.

The Library has no liability or responsibility resulting from copyright infringement by users.

When printing or downloading material from the Internet, users should refer to and comply with any copying directives given by the author of the material.

4.5 Privacy

The Library respects users' rights to privacy and does not monitor information or sites accessed by clients. However, the Library may be required to provide Internet logs to officers legally empowered to investigate use of the Internet where there are reasonable grounds for that officer to suspect illegal use.

4.6 Security

Security in the online environment cannot be guaranteed and Internet users are warned that all Internet transactions and communications are vulnerable to unauthorised use. The Library does not recommend using public access computers for purchasing, banking or other financial transactions. Users are advised to log out of services and refrain from entering sensitive information, such as tax file numbers and banking details, while using Library facilities.

The Library does not take any responsibility for any loss of work undertaken on supplied public access computers and saved to removable storage devices such as thumb drives or mobile devices.

4.7 Downloading

Downloading files and copying them to an external storage device is permitted, providing executable software is not opened on the hard drive of public access computers. Note that files are not retained on public access computers.

The Library does not take any responsibility for any loss of work or corruption of client's data undertaken on supplied public access computers while they are using the computers or for any inconvenience or loss arising from technical problems.

4.8 Electronic Communication and Interactive Networking

Users are permitted to access email, web-based games, chat and social networking services, but must observe the Library's policy on inappropriate use of public access computers.

4.9 Wireless Access

Wireless Internet access is available from the Library for use by anyone with an Internet-enabled mobile device. The Library is not responsible for the security of communication over the wireless network.

Where Library customers or visitors are using their own internet-enabled device, appropriate use of the device is governed by the principles of this policy.

4.10 Fees and Charges

The Library provides free access to the Internet, including electronic communication services, as part of its mission in meeting the information needs of the community. This complies with *Section 10 of the NSW Library Act 1939*, which states that:

‘Any person (whether or not a member of the Library) is entitled free of charge access to any book of the Library and to any information forming part of the information service of the Library for use on Library premises’.

There will be a charge for any printing done at the standard rate levied for copying from computers.

4.11 Infringement of Conditions of Use

Users who do not comply with the Library's conditions of use may be asked to leave the Library or may be banned by the General Manager under Section 17 of Library Regulation 2018.

Council may be under obligation to provide internet logs to law enforcement to investigate internet usage where there may be a reasonable suspicion of illegal use.

5. IMPLEMENTATION

5.1 Roles and Responsibilities

The following Council officers are responsible for the implementation and the adherence to this policy:

- Library Coordinator
- Library Staff
- General Manager
- Council

5.2 Communication

This Policy will be communicated to the community and staff in accordance with Council's Policy, Procedure and Process Framework and Council's Business Paper process. Following adoption by Council the Policy will be made available on Council's website.

6. ASSOCIATED DOCUMENTS

The following documentation is to be read in conjunction with this policy.

- Broken Hill City Council Privacy Management Plan.
- Broken Hill City Council Privacy Policy.

7. REVIEW

Review of this policy will incorporate relevant legislation, documentation released from relevant state agencies and best practice guidelines.

The standard review period will be within each term of Council following the Local Government Elections or as required to ensure that it meets legislation requirements and the needs of the community and Council. The responsible Council officer will be notified of the review requirements three months prior to the expiry of this policy.

The Library Coordinator is responsible for the review of this policy.

8. LEGISLATIVE AND LEGAL FRAMEWORK

This policy is to be read in conjunction with the following:

- *Local Government Act 1993*
- *Library Act 1939*
- *Library Regulation 2018*
- *Copyright Act 1969 (Commonwealth)*
- *Children and Young Persons (Care and Protection) Act 1998*
- *NSW Privacy and Personal Information Protection Act 1998*

Council employees shall refrain from personal activities that would conflict with proper execution and management of Council's Library Services Policy. Council's Code of Conduct provides guidance for recognising and disclosing any conflicts of interest.