

Policy Name	Internet Access Policy
Version number	6.0
Procedure date	June 2024
Date to be reviewed	June 2027
Responsibility	Executive Manager Public Participation Executive Manager Technology & Assets
Related policies and procedures	Responsible Conduct Policy CCTV Standard Operating Policy and Procedures Copyright Regulations Membership Policy Privacy Policy Child Safety and Wellbeing Policy
Related Legislation	Privacy and Data Protection Act 2014 (Vic) Child Safe Standards (Vic) ALIA Free Access to Information Statement Online Safety Act 2021

Purpose

Yarra Plenty Regional Library (YPRL) is committed to serving the information and recreation needs of the community. YPRL strives to provide a welcoming environment and provides free public access to the internet to support lawful access to information and services, access to recreational material and avenues for community engagement and participation.

YPRL patrons accessing YPRL's public computers are expected to abide by the following Terms and Conditions and YPRL reserves the right to terminate Internet and/or Computer access privileges of any person abusing these Terms and Conditions.

This policy follows the principles of the Australian Library and Information Association's Online Content Regulation statement and the Public Libraries Victoria statement on Internet Access (2017). See APPENDIX 1.

Internet access is available free of charge at all branches and the mobile library service under the following conditions:

Access

Patrons may access YPRL public computers by applying for a YPRL membership and complying with policies and guidelines.

Appropriate Use

Patrons must be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas.

Patrons must not engage in any activity that interferes with the ability of other patrons to use the YPRL and its resources. Please be considerate of others and keep noise to a minimum. It is expected that headphones are used when playing sound files, games or any other similar content with sound.

Patrons must not knowingly exhibit or display any material which may be considered harmful to children in its content, or material that is obscene in any public place where children are or may be present and where they are able to view the material.

Children and Young People

YPRL promotes and supports young people's access to information, including online information through its Internet facilities. YPRL staff are available to assist young people in the use of the internet and to recommend websites on particular subjects.

Parents/legal guardians are responsible for monitoring access to the internet for children under the age of 18. This is in accordance with YPRL policy in regard to access to any YPRL material.

Persons under 18 who are living independently are permitted to use YPRL public computers or wireless network as per the terms and conditions of the YPRL Membership Policy.

Copyright

Material found on the Internet may be protected by Copyright. Before using the Internet, patrons are advised to read the Copyright Regulations which are located near the computers.

YPRL patrons using the Internet are responsible for complying with all copyright and software licencing requirements and any relevant laws and legislation when accessing and/or printing material from the Internet.

Fees and Charges

Patrons wishing to print must pay the current charge per page and must use paper supplied by YPRL.

Filtering

YPRL provides free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues.

YPRL does not use censoring software as it inhibits free access to information. YPRL firewalls block patrons from accessing known offensive websites, as well as gambling and gaming sites on our public computers and Wi-Fi.

Parents/legal guardians are responsible for monitoring access to the internet for children under the age of 18.

Liability

YPRL assumes no responsibility or liability for the safety or security of any personal equipment resulting from the connections to YPRL's network and/or wireless network. YPRL also assumes no responsibility or liability for any loss or damage caused by the use of PCs or by the transmission of

computer viruses and is also not responsible for personal equipment malfunction, damage to user disks and/or flash drives, USBs or electronic transaction of any type.

Monitoring of Use

YPRL may monitor access and retain internet browsing history of a patron where it reasonably believes there is a breach of its policies or guidelines or is in receipt of a lawful request to disclose the information.

Non-compliance with Terms and Conditions

Non-compliance may result in:

- denial of access to technology services;
- patrons being asked to leave the premises;
- patrons being excluded from YPRL premises for a period set by YPRL;
- patrons being referred to the appropriate legal authority.

Public Computer (PC) use

Free public access during opening hours with a YPRL membership. YPRL public computers do have time restrictions.

To provide equitable access, time limits and particular functions are displayed for each computer workstation. Patrons are asked to comply with these limits for the benefit of all. Failure to do so may result in Internet access being curtailed.

Privacy Safeguards

All Internet use is logged for statistical purposes which assists YPRL to continually manage and improve Internet services.

YPRL will collect and store this information for up to seven (7) days once the terms and conditions have been agreed to. The decision to grant or deny approval of any request for this information remains solely at the discretion of the CEO or the CEO's authorised representatives.

YPRL is not responsible for the use that any third party may make of personal information obtained through the use of the wireless network.

No information is collected to the detriment of individual privacy.

Prohibited and Inappropriate Use

Public access technology is not to be used for any activities of an illegal or fraudulent nature, including such activities as defined under any applicable Federal, State and Local laws.

These activities include, but are not limited to:

- Displaying any material that is pornographic, offensive or objectionable and therefore deemed unsuitable for a public audience;

- Engaging with any child sexual abuse material;
- Engaging in any conduct that offends Federal or State laws and regulations;
- Cyberbullying, harassment (sexual or otherwise) or intimidation of another person;
- Engaging in any defamatory message, including reading and then forwarding a message of which you are not the author;
- Sending or forwarding any material that is abusive, sexist, racist, pornographic, offensive or otherwise illegal including unsolicited commercial email;
- Engaging in activities of and illegal or fraudulent nature.

Where a YPRL patron is found to be using YPRL computers displaying pornographic, offensive material or for any unlawful purpose, YPRL reserves the right to direct the patron to leave the Library, to direct that the patron not re-enter the Library for a specified period and to report unlawful conduct to the relevant authorities.

Any instances of inappropriate use will be reported immediately to YPRL staff.

Any illegal, unauthorised or dangerous activities under Victorian and Commonwealth of Australia laws may be reported to the appropriate authorities.

Technical

YPRL cannot be held responsible for the validity or accuracy of information, technical difficulties or service interruptions.

Patrons must not attempt to modify settings of YPRL hardware and software and must not load their own or any other software to the YPRL's equipment.

Risk management

Privacy and confidentiality cannot be totally assured in the use of any online resource and the security of data and networks cannot be guaranteed. Computers are for general use and patrons should not consider them secure. YPRL recommends patrons log out of services and refrain from entering highly sensitive information (e.g. tax file numbers, banking details) while using YPRL facilities.

YPRL cannot assume responsibility for any direct or indirect loss of data, funds, or identity theft that may result from use of technology and the internet in the library.

At the conclusion of each Internet session ensure that all opened web browser windows are closed. Do not leave passwords on display.

Social media

All third party social networking platforms facilitated by YPRL will be regularly monitored. All postings which breach YPRL's Responsible Conduct Policy terms and conditions will be removed.

Wireless (Wi-Fi) access

Access to Wi-Fi services is via patrons' own devices and is provided free of charge and may require a YPRL membership. Patrons accessing the Internet through the wireless network are bound by YPRL's Terms and Conditions.

Communications over a wireless network are not secure. Information sent from or to a laptop can be captured by anyone else with a wireless device and appropriate software. We advise patrons to be aware of the risk in using wireless access in the library.

Appropriate use of patron's own devices and any associated behaviour within the library is governed by the **Internet Access Policy**.

APPENDIX 1

ALIA ONLINE CONTENT REGULATION

<https://alia.org.au/Web/Web/Research-and-Publications/Policies/ALIA-on-online-content-regulation.aspx>

PUBLIC LIBRARIES VICTORIA (PLV) STATEMENT ON INTERNET ACCESS

https://www.plv.org.au/wp-content/uploads/2020/04/PLV-Statement-on-Internet-Access_June-2017.pdf

[END OF INTERNET ACCESS POLICY]