



Burwood Council

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BURWOOD LIBRARY INTERNET ACCESS POLICY

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Purpose

To state the rules, procedures and expectations concerning the use of the Library's Internet services to facilitate an efficient, effective and equitable service.

Scope

Applies to all Burwood Library members and visitors who access the Internet.

Rules

Burwood Council Library (the Library) has an important role as a provider of sources of information and ideas, including online content. While it provides access to materials and information presenting all points of view on current and historical issues, including controversial issues, it has a responsibility to the community to ensure that categories that display offensive and objectionable content including violence, illegal activities, pornography, etc. are restricted.⁽¹⁾

To this effect, filtering software has been installed on the Library's computer and wireless systems to screen out offensive content. A copy of the categories that have been filtered is available on request from the Library's Information Desk.

Council reserves the right to notify the police should any material be viewed or downloaded, the contents of which would be deemed illegal to view and/or download.

The following rules apply to use of the Library's Internet Service:

1. Use of and access to the Library's Internet Service is free, however printing costs are listed in Burwood Council's Fees and Charges schedule.
2. A person under the age of 18 years must have signed parental/guardian approval on their Library Membership Form to use the Library's Internet service on its computers.
3. Bookings on the Library computers may be made in person or by phone on the day of use.
4. Patrons should advise of the need to cancel a booking at the earliest opportunity.
5. A delay of more than 10 minutes in arrival will lead to the loss of the allocated session.
6. Patrons must not install their own software programs, violate software licensing agreements on the Library's Internet Service or create viruses. They must not change any settings on the Library's Internet Service. The misuse or abuse of the Library's Internet Service may result in their access to the service being suspended, depending on factors, including, but not limited to the nature of the misuse and the frequency of the offences. The length of the suspension will be at the discretion of the Library and if the offence is repeated longer periods of suspension may be imposed.⁽²⁾
7. Patrons who deliberately corrupt software or damage equipment will be charged for the cost of repairs.
8. Patrons must not attempt to restart or turn off the computers or to fix any problem they encounter. Any problems must be reported to a Library staff member immediately.
9. Copyright laws apply to the Internet and use of material published on the Internet. Use of material, including its download, is at the patron's own risk and Burwood Council accepts no responsibility for any breach of copyright arising out of any material downloaded using its Internet access service.

10. The Library does not guarantee the availability of the Internet or any sites at any time, but will endeavour to ensure reasonable access for patrons. Computers may be subjected to problems related to hardware or software and the Library makes no guarantee that the computers will be available when booked. Where possible, notice will be provided to patrons when the service is unavailable.
11. Should part of the patron's booking time be lost due to technical problems, the patron will still be obliged to vacate the computer at the end of their booking for the next patron.
12. Patrons should save files to their own storage device to ensure privacy and security. Burwood Council bears no responsibility for the security or integrity of private material that is placed onto any of its computers, its server or any equipment owned or operated by Burwood Council.
13. While all care is taken, the Library accepts no responsibility for virus infection, loss of data or damage to a patron's storage device.
14. Headphones are to be used when playing sound files.
15. Wireless Technology Access
 - a. Laptops should be brought fully charged, as electrical outlets are not always available in the Library.
 - b. Electrical cords must not be strung across public areas to protect the safety of others in the Library.
 - c. The Library cannot guarantee the speed of the wireless connection as it can be affected by problems experienced by the service provider.
16. It is the sole responsibility of parents/guardians to determine and monitor their children's use of Library materials and resources, including the use of the Library Internet Service. Library staff are available to assist young people in the use of the Internet, but not to supervise their use of the Internet. Parents/guardians need to be aware that unsupervised young people may be subject to cyber bullying and hence they are encouraged to work with their children when they are accessing the Internet.

Disclaimer of liability: Access to the Internet from the Library premises

1. Burwood Council Library (the Library) will not be responsible to you or any other person for any loss or damage suffered in connection with the use of the Library Internet Service.
2. The Library makes no representations or warranties in relation to the accuracy, authority or completeness of the information accessed through the Internet when using the Library Internet Service.
3. The availability of information via the Internet does not constitute any endorsement or ratification of that information by the Library.
4. If a patron places any reliance upon the information accessed via the Internet when using the Library Internet Service, they do so at their own risk.
5. Security in an electronic environment such as the Internet cannot be guaranteed. The Library is not liable for any loss of data, funds or identity theft arising from any disclosure of information you may make over the Internet when using the Library Internet Service, including, but not limited to, disclosure of personal information within the meaning of the *Privacy and Personal Information Protection Act 1998*, health information within the meaning

of the *Health Records and Information Protection Act 2002*, or any other confidential and sensitive information.

6. The Library does not represent or warrant that the Library Internet computers are free of software viruses or other defects nor shall the Library be responsible for any virus or other computer infection that may be passed via its computer equipment or any equipment operated or maintained by the Council.
7. The Library does not represent or warrant availability of the Library Internet Service, or access to the Internet or Internet sites when using the Library's computers. The Library is not liable for any losses suffered as a result of technical problems or computer viruses in accessing the Internet or Internet sites when using the Library Internet Service.
8. The Library makes no representation or warranty as to the suitability of the information accessible via the Internet for viewing by minors or any other person. In particular, the Library makes no representation or warranty regarding information that is offensive, pornographic, unsuitable for minor's access, or otherwise of a criminal or violent nature being safeguarded from access through the Internet while using the Library's computers.
9. The Library is not liable for the defamatory, offensive or illegal conduct of any user of the Library Internet Service.
10. To the extent permitted by applicable laws, all warranties, representations and implied terms having regard to the use of the Library's free wireless and Internet services, are excluded.

Library Website Disclaimer of Liability

1. Burwood Council Library (The Library) will not be responsible to you, or any other person, for any loss or damage suffered in connection with the use of this web site, or in connection with any materials contained on this web site (Site Materials) or materials contained on any web site linked on the worldwide web (Linked Materials).
2. The Library makes no representation or warranty in relation to the accuracy, reliability, timeliness, or otherwise of the Site Materials or Linked Materials.
3. If you place any reliance upon the Site Materials or Linked Materials, then you do so at your own risk.
4. The links provided to other web sites are done for convenience purposes only and the Library does not purport to approve or endorse any of the Linked Materials.
5. The Library does not represent or warrant that the Site Materials or Linked Materials are free of computer viruses or other defects. The Library recommends that virus checks should be done on any downloaded Site Materials or Linked Materials which have not been updated.
6. Changes may be made to this web site, however the Library makes no representation that the Site Materials will be updated and the Library is not liable for any losses suffered in relation to Site Materials or Linked Materials which are out of date.
7. To the extent permitted by applicable laws, all warranties, representations and implied terms are excluded.
8. To the extent permitted by applicable laws, any liability incurred in relation to Site Materials or Linked Materials is limited to the resupply of the Site Materials or the links to the Linked Materials, or the reasonable cost of having the Site Materials or the links to the Linked Materials resupplied.

9. Under no circumstances will the Library be liable for any incidental, special or consequential damages, including damages for loss of business or other profits, arising in relation to use of the Site Materials or Linked Materials.

Related Information

(1) Library Council of NSW (2007) Access to information in New South Wales Libraries
http://www.sl.nsw.gov.au/services/public_libraries/policies/docs/accesstoinformation2007.pdf

(2) The Library Regulation 2010, Section 17(1)(b) under the *Library Act 1939* empowers libraries to limit access to resources and services to any person based on conditions determined by local government authorities.

http://www.sl.nsw.gov.au/services/public_libraries/legislation/index.html

Review

This Policy will be reviewed every four years.

Contact

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