



**Burwood**  
Inc.1874

## **BURWOOD COUNCIL AND LIBRARY PUBLIC COMPUTER AND INTERNET USE POLICY**

---

PO Box 240, BURWOOD NSW 1805  
Suite 1, Level 2, 1-17 Elsie Street, BURWOOD NSW 2134  
Phone: 9911-9911 Fax: 9911-9900  
Email: [council@burwood.nsw.gov.au](mailto:council@burwood.nsw.gov.au)  
Website: [www.burwood.nsw.gov.au](http://www.burwood.nsw.gov.au)

## **Purpose**

---

To guide the provision of access to public computer equipment and the Internet in the Burwood Library (the Library); and access to the Internet by customers using their own computer equipment and mobile devices to connect to the Wi-Fi service provided by the Burwood Council and the Library (the Council).

## **Scope**

---

This policy applies to the use of the Internet from all public computer equipment and mobile devices in the Library.

The Council and Library customers are also bound by this policy when using the wireless service (Wi-Fi Service) with their own computer equipment and mobile devices. The Wi-Fi Service is provided free to customers both within the Council and the Library; as well as in the adjacent external public areas that are provided for the enjoyment of the community.

## **Policy Statement**

---

### **1. Principles**

The Council is committed to serving the information needs of customers. As part of this commitment, the Council strives to provide a welcoming environment with free public access to the Internet and computer equipment. Use of the Library Internet Service and computers or other devices is governed by this policy, which has been prepared with reference to the Library Council of NSW *Internet Policy Guidelines for NSW Public Libraries*.

### **2. Access**

#### 2.1 Public Computers

The Council provides Library members with free use of public access computers and other devices. All public access computers provide access to the Internet. Library members may book computers for a set period of time, as determined by the Library staff, based on demand. Computers may be subject to problems related to hardware or software and the Library can make no guarantee that the computers will be available when booked.

The Council does not guarantee the authority or accept responsibility for the accuracy of any information accessed via the Internet; whether on the Library's public computer equipment or on customers' own devices using the Council's Wi-Fi service. Some Internet sources may contain material which is inaccurate or which may cause offence to, or upset some people. The Council reserves the right to restrict access to some sites (see section 4) and to certain processes, file types and download sizes.

#### 2.2 Wi-Fi Service

Customers may also access the Internet through the Council's public Wi-Fi network using their own computer equipment and mobile devices. Free access to the Wi-Fi Service is provided to customers throughout the Council and the Library; and is also available in public spaces outside the Council and the Library. Library membership is not required to use the Wi-Fi Service, nor is a password required. The Council cannot guarantee the speed of the Wi-Fi Service. Customers need to be aware of the risk in using Wi-Fi Service, as communications over public W-Fi networks are not secure.

There is a fee for printing which is itemised in Burwood Council's Fees and Charges schedule.

### 2.3 Use by young people below the age of 18

The Council promotes and supports young people's access to information, including information through its Internet facilities. Library staff are available to assist young people in the use of the Internet and to recommend websites on particular subjects; however parents/guardians are responsible for their child's use of the Internet. Junior library members (under the age of 18) are required to have the consent of their parents/guardians before using the Library's public computers for accessing the Internet. Library staff does not supervise or monitor children using the public computers in the Library so there is a risk that unsupervised children may use the Internet inappropriately or be subject to cyber bullying.

Parents/guardians are responsible for their child's use of the Council's Wi-Fi Service using their own computer equipment and/or mobile devices; whether inside or outside the Council and the Library. Parents/guardians are encouraged to work with their children in using the Internet. Library staff are available to assist with children's information needs, but are not responsible for sites they may access.

### **3. Security**

Security in an electronic environment cannot be guaranteed and use of the Internet is at the customers' own risk. The Council accepts no responsibility or liability for any loss, injury, damage or expenses incurred by customers from use of the Internet, including, but not limited to, loss of data or funds; or identity theft which may result from service faults, defects, negligence, error or omission. The Council assumes no responsibility for the security and privacy of on-line transactions.

The Council does not guarantee that its public computers are free of viruses or other defects and the Council is not responsible for any virus or other computer infection that may be passed via its public computer equipment or any other equipment operated or maintained by the Council. The Council is not liable for any losses suffered as a result of technical problems in accessing the Internet or when using the computers. The Council is also not liable for any defamatory, offensive or illegal conduct of any customer using the Internet.

### **4. Illegal and Inappropriate Use**

The Library has a role to play as an unbiased source of information and ideas, including online content, and provides free access to materials and information presenting, as far as possible, all points of view on current and historical issues, including controversial issues. However there are limits on information that may be accessed.

It is acknowledged that the State Library does not support the use of censoring software as it inhibits free access to information and does not provide adequate protection for children from all material on the Internet that may be harmful. Nevertheless, the Council uses filtering software to inhibit access to sites that could reasonably be considered to be offensive. Customers need to be sensitive to the values and beliefs of others when displaying potentially controversial information or images on computer screens located in public areas.

If a customer uses Library equipment to access unlawful, pornographic or other offensive material, or for any anti-social or unlawful use, such a cyber bullying, online gambling or attempting to hack into other computer networks, the Council and the Library reserves the right to:

- terminate a session
- direct the customer to cease using its services and to leave the Council and the Library
- direct that the customer not re-enter the Council and the Library for a specified period

- deny future access to the Internet services provided by the Library
- report any unlawful conduct to the relevant authorities

The Council generally respects the right of customers to privacy when using the Internet. However, the Council reserves the right to monitor all traffic transmitted through its computer network where there are grounds to suspect illegal use. Council may also be legally obliged to provide internet logs to law enforcement agencies to investigate Internet usage where there may be reasonable suspicion of illegal use.

Much information available through the Internet is protected by copyright laws. Customers must therefore be aware of their responsibility not to do any unauthorised copying of copyright protected material or to infringe any licence agreements.

Library customers should also treat all public computer equipment with care so as not to damage any equipment, software or data belonging to the Library or other customers. Customers are not to make any changes to the setup or configuration of the computers, including the loading of software applications such as games.

### **Relevant Legislation/Policies**

---

Library Act 1939 and the Library Regulation 2018  
State Library of NSW *Internet Policy Guidelines for NSW Public Libraries*  
Copyright Act 1969 (Commonwealth)  
*ALIA Statement on Online Content Regulation*

### **Review**

---

This policy will be reviewed every four years.

### **Contact**

---

Library Manager  
Burwood Library  
2 Conder Street, Burwood NSW 2134  
(02) 9911 9999