



## Internet Policy

Policy Owner	Technology and Young People Team Leader
Issue Date	December 2007
Last Revised Date	August 2012
Next Review Date	August 2013

### 1. Purpose

This policy covers the provision of Internet services to customers of Melbourne Library Service (MLS) through personal computers located at City Library, North Melbourne Library and East Melbourne Library and through wireless access at all libraries.

This policy has been developed in support of the ALIA Statement on Online Content and Regulation (1997, amended 2001, 2002) and complies with the Internet Industry Code of Conduct (IIA 2000-2006).

### 2. Definitions

For the purposes of this policy and procedures, the following definitions apply:

- *ALIA* means the Australian Library & Information Association
- *Copyright* means the exclusive right granted by law for a certain term of years, to make and dispose of copies of, and otherwise control, a literary, musical, dramatic, or artistic work.
- *IIA* means the Internet Industry Association
- *Council* means Melbourne City Council
- *Library or Library Service* means a Library belonging to, or under the control or management of, Council and includes the buildings, rooms, offices, passageways, staircases, foyers, meeting rooms, adjacent entrances and sanitary facilities and includes the City, East Melbourne and North Melbourne Libraries and library facilities at Docklands Hub
- *User* means any person, whether or not a member, who visits a Library for the purpose of using any Library resources and/or facilities
- *Member* means any user who has fulfilled the requirements for membership of the Library and has a current membership card
- *Authorised Staff Member* means any person officially employed by Council in the Library.

### 3. Application

This policy applies to all areas in the Melbourne Library Service.

## 4. Policy

### 4.1. Bookings and fees

The library service requires users to book time on PCs. This requires a current, valid membership to Melbourne Library Service. In certain instances a visitor's computer pass may be obtained from the library customer service desk upon application.

There is no charge for the use of PC facilities. Customers are charged for the cost of printing. Please refer to [Library Fees & Charges](#) for more information.

PCs that are sign-posted Express Computer do not require a booking but are limited to a fifteen minute session.

PCs designated as Library Catalogues, OPACs and Membership PCs are provided so that library customers can access the catalogue or join online and are not available for Internet use.

### 4.2. Information literacy, content and quality – the role of library staff

The Internet is a valuable information resource, and Library staff will provide assistance to clients in locating information on the Internet. The provision of expert and professional assistance to users seeking information on the Internet distinguishes the library from other services providing Internet access.

To facilitate in the development of information and computer literacy skills and to promote the Internet as an information and research tool, the library service will assist library users to develop their Internet skills whenever possible. This includes the provision of targeted and programmed classes as well as individual assistance to library customers.

The Library Service has no control over information gathered on the Internet, and cannot be held responsible for accuracy, authoritativeness or timeliness of such information

### 4.3. Access

Melbourne Library Service is committed to the development of resources that meet the varied information needs of its users, and to utilising the latest technology in providing access to these resources.

The development of online resources using Internet technology allows the library service to expand resources beyond library walls, providing library users with access to global sources and resources.

The library service provides public access computers at each of its Libraries. Each computer has access to the Internet and has the Microsoft Office suite available on them.

### 4.4. Censorship

This policy affirms the role of the public library in not censoring the use of resources, regardless of format. Censorship issues are the domain of federal and state governments.

Filtering technologies cannot guarantee that all objectionable material can be



blocked, and therefore may give a false sense of security to parents and legal guardians. In addition, filtering technologies can inappropriately block access to materials and as such are censoring use of the Internet.

#### 4.5. Parental permission and supervision

Supervision of Internet use by library users under the age of 18 years is the responsibility of the parent/legal guardian. This requires an Internet library membership that has been approved by the parent/legal guardian.

Parents/guardians must sign the library membership form which acknowledges that they have read and understood the "Terms and Conditions of Use" for computer equipment available in the Library.

#### 4.6. Legal responsibilities

The user accepts full responsibility and sole liability for their actions while using the Internet. The responsibility for online content rests primarily with the content provider and the Internet user.

Internet users are responsible for complying with all applicable international, federal and state laws, including censorship, copyright, and software licensing laws.

#### 4.7. Inappropriate use

Customers using the Internet at any Melbourne Library Service Internet PC are requested to be sensitive to others when displaying potentially controversial or offensive material on computer screens in public areas.

The intentional downloading and/or viewing of material that contains content considered to be offensive as defined by the Victorian Equal Opportunity Act 1995 is not condoned. In addition, Internet users who use the Internet at the library in contravention of this policy can be excluded from the library. What constitutes inappropriate use is at the discretion of the shift supervisor, and includes any of the following:

- ◆ The display/downloading of pornographic/offensive material
- ◆ Modification of library hardware, settings, or software
- ◆ Illegal, criminal or anti-social Internet use
- ◆ Damage/theft of library resources
- ◆ Refusal to vacate an Internet PC when a booking has expired and access is required by another user.

Further action as required will be taken for all illegal/inappropriate use of the Internet. Please refer to [Terms and Conditions of Use under Our Internet & Computer Facilities](#) on the library website for more information.

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#### 4.8. Breach of policy

- ◆ In the first instance, a verbal explanation of the policy, its rationale and the procedures to be undertaken when it is breached.
- ◆ In the second instance, a written warning, detailing the nature of the breach, the time it occurred and procedures to be undertaken.
- ◆ In the third instance, written notification of withdrawal of access to the Internet service.

#### 4.9. Wireless Internet Access

Melbourne Library Service provides a free wireless Internet service during opening hours seven days per week, at all three Libraries as well as the Docklands Hub. This allows users to access the Internet using their own computer equipment or smart phones. To use the Melbourne Library Service wireless internet users are required to be library members and all conditions outlined in this policy are adhered to.

### 5. References

- ALIA Statement on Online Content and Regulation** (1997, amended 2001, 2002)
- Victorian Equal Opportunity Act** (1995)
- Copyright Act** (1969)
- Internet Industry Code of Conduct** (IIA 2000-2006)
- Public Access Library PCs terms and conditions** (Document #4334639)