

Melbourne Library Service Policy



Public Access Internet and Computer Use Policy

Melbourne Library Service offers access to computers, software, and the Internet to members of the library and visitors to Melbourne. The library is a public place and we ask that users of computers and wireless Internet services be considerate of others. In addition users of Internet access through Melbourne Library Service are expected to abide by the following Terms and Conditions and the library reserves the right to terminate Internet and/or Computer access privileges of any person abusing these Terms and Conditions.

DEFINITIONS

- *Council* means Melbourne City Council
- *Library* 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.

TERMS AND CONDITIONS

Users of Library PCs

- Users must be current members of Melbourne Library Service and have their card present when using the PCs.
- Library membership is not transferable. Only the registered library member can access Melbourne Library Service public PCs. Access cannot be granted by one library member to another.
- Access to the Internet and Microsoft applications is available free of charge. Charges are made for printing. Printing is only available on paper supplied by the library.
- Printing is available via shared network printers, and at City Library may be visible and released by other users. At City Library non released print jobs will automatically be deleted after a period of time.

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- Self bookings can be made up to 7 days in advance, for a maximum of 1 hour per day for general users and 3 hours per day for CAE accredited course students. Users must abide by the time limit of the booking.
- Bookings are cancelled 10 minutes after the scheduled starting time. The time is defined by the computer clock.
- Users agree to comply with all copyright laws and any applicable Federal and State legislation.
- The Melbourne Library Service is not responsible for any loss or damage occurring from the use of this resource, including accuracy or content of web sites, technical difficulties, service interruptions or the transmission of computer viruses.
- Melbourne Library Service runs anti virus software. If a virus is identified the software will attempt to clean the infected file. If the file can not be cleaned, the document will be left in its current location and original state but will not be able to be accessed on a library computer.
- At the end of the allotted time, the system will provide a 10 minute warning and then a 2 minute warning. It is the user's responsibility to ensure all documents are saved appropriately. Any data saved on the computer will be cleared when the computer is restarted. At the end of the session the computer will automatically log out and all data not saved on a portable storage device will be lost.
- To ensure that private information is not viewed by others, users are required to log off the computer at the end of the session.
- Users must not attempt to make changes to the setup or configuration of the computers; this includes the loading of software applications including games.
- The intentional downloading and/or viewing of material on the Internet that contains content considered to be offensive or that may contravene the *Equal Opportunity Act* 1995 is expressly prohibited and will not be condoned.

Offensive material includes, but is not limited to:

- Obscene or harassing language or images;
- Racial, ethnic, sexual, erotic or gender specific comments or images; and
- Other comments or images that would offend someone on the basis of their religious or political beliefs, sexual orientation, physical features, national origin or age.

Users of library wireless facilities

- Users must be current members of Melbourne Library Service.
- Library membership is not transferable.

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- Access to the Internet is available free of charge. There is no access to printing services via the wireless network
- The Library reserves the right to limit download amounts, and may restrict access to certain sites, including but not limited to, content streaming sites, to ensure equitable access to all users.
- Users agree to comply with all copyright laws and any applicable Federal and State legislation.
- The Melbourne Library Service is not responsible for any loss or damage occurring from the use of this resource, including accuracy or content of web sites, technical difficulties, service interruptions or the transmission of computer viruses.
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PENALTIES FOR BREACH OF POLICY

- Breaches of library policy may result 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 will be issued.
- In the third instance, written notification of withdrawal of access to the Library service will be issued. However, the Melbourne Library Service reserves the right to withdraw access immediately to the Library Service.
- Melbourne Library Service reserves the right to change the policies relating to the use of the Melbourne Library Service's computer equipment and the wireless Internet service at any time without notice.
- Melbourne Library Service is entitled to monitor any activity on its computer equipment for statistical reports. This will not involve the collection and storage of personal information and activity is monitored in accordance with the *Information Privacy Act* 2000.
- Melbourne Library Service does not filter access to content on the Internet.

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