City of Albany
Policy

Public Library Information Technology (IT) Use Policy

Document Approval			
Document Development Officer:		**Document Owner:**	
Library Systems Coordinator *(Kimberley Stoney)*		Manager Arts and Culture *(Paul Nielsen)*	
Document Control			
File Number - Document Type:	CS.LIB.18 - Policy		
Document Reference Number:	NP23161172		
Metadata: Key Search Terms	Library, internet, cyber, online, cybersafety, privacy, esmart, eresources, electronic, user, behaviour, safety		
Status of Document:	**Administrative decision:** Approved		
Quality Assurance:	Manager Arts and Culture, ICT Steering Committee		
Distribution:	Public Document		

Document Revision History			
Version	**Author**	**Version Description**	**Date Completed**
Draft v0.01	Library Systems & eResources Coordinator, Library Officer	Initial Draft. Reviewed by Information Manager, Human Resources Administration Assistant, Communications Manager and Stakeholder Relations Manager	17/01/2014
Draft v0.02	Library Systems & eResources Coordinator, Library Officer	Final Draft. Reviewed by Manager Library Services and Information Manager	20/05/2014
1.0	Library Systems & eResources Coordinator, Library Officer	Adopted by ICT Steering Committee and EMT. NP1654479.	23/02/2016
1.1	MGR	Reviewed by document owner and minor formatting amendment. Appended with policy statement.	11/07/2017
1.2	Library Systems Coordinator	Reviewed and updated by document development officer. Updated hyperlinks and web filtering categories.	31/05/2021
1.3	Library Systems Coordinator	Updated Quality Assurance to Manager Arts and Culture	10/03/2022
1.4	Library Systems Coordinator	Updated Filtering categories and references to guidelines	14/02/2023

CONTENTS

Library Vision & Customer Charter

Albany Public Library contributes to the City of Albany's vision "to be Western Australia's most sought-after and unique regional City to live, work and visit".

Albany Public Library's commitment to delivering this with our community is our Customer Charter.

Our Vision: To be a Library committed to:

- Creating an engaging, accessible and inspiring "home away from home" – a physical and virtual 'community hub'.

- Being a place that celebrates knowledge and learning; and provides life-long learning opportunities

- Providing a safe, inclusive and stress free space for all the community

- Collaborating and building strong partnerships within the wider community

- Collecting and preserving our social and documentary heritage for current and future generations.

eSmart Libraries

eSmart Libraries is a behaviour change initiative for cyber safety and wellbeing designed to equip libraries and connect library users with the skills they need for smart, safe and responsible use of technology.

Being eSmart means knowing how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, as well as manage reputation and relationships in cyberspace. eSmart helps to embed a culture of positive technology use, create policies and procedures, gain access to evidence-informed resources and track progress in becoming eSmart.

Albany Public Library is a committed participant of the eSmart Libraries initiative, developed by The Alannah and Madeline Foundation and the Telstra Foundation. Visit https://www.esmart.org.au/esmart-libraries for more information on eSmart Libraries.

Objective

Albany Public Library is committed to providing a safe, welcoming environment and equitable access to materials and services for all library users. The purpose of this policy is to outline the obligations and responsibilities of all users of Albany Public Library's public electronic resources.

This policy has been developed in order to provide smart, safe and responsible use of technology within the Library.

Policy

All persons with granted access to the City of Albany's *"Albany Public Library's public electronic resources and facilities"* must comply with this policy and supporting guidelines.

Scope

This policy applies to all users of Albany Public Library's public electronic resources and facilities.

These resources and facilities include but are not limited to, computer and internet access, scanning and printing services and use of online databases.

Legislative and Strategic Context

This policy complies with the Western Australia Classification (Publications, Films and Computer Games) Enforcement Act 1996, Criminal Code Act 1995, Copyright Act 1968 and Albany Public Library's Public Internet Access Conditions of Use.

City of Albany Strategic Context *(Source: City of Albany Community Strategic Plan, Albany 2023)*

Key Theme: *A Sense of Community*

Objectives:

- *To build resilient and cohesive communities with a strong sense of community spirit;*

- *To create interesting places, spaces and events that reflect our community identity diversity and heritage; and*

- *To develop and support a healthy and inclusive and accessible community.*

Review Position and Date

This policy and procedure is to be reviewed by the document owner every two years.

Associated Documents

- Public Internet Access Conditions of Use - library.albany.wa.gov.au/terms/index.htm

- *Western Australia Classification (Publications, Films and Computer Games) Enforcement Act 1996 –* https://www.legislation.wa.gov.au

- *Criminal Code Act 1995 -* www.comlaw.gov.au/Details/C2014C00151

- *Copyright Act 1968 -* www.comlaw.gov.au/Details/C2013C00145

Definitions

- *Cyber safety* - refers to the safe use of Information and Communication Technologies (ICT) equipment or devices (including cellular phones) and the internet.

- *Cyber bullying* – refers to the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.

- *eResources* – electronic resources such as databases and exclusive online content.

- *Fixed Computer Access* – Individual stationary computer terminals that offer internet access and an office suite of desktop programs.

- *Wireless Internet* - Wireless connectivity to the Internet on a person's home computer, laptop, smartphone or similar mobile device.

- *Library* – Albany Public Library.

- *Minors* – a person under the age of eighteen years.

GUIDELINES

A. Acceptable Use

Facilities and resources within Albany Public Library must be used in an acceptable and lawful manner by all users.

Staff will work with the public to ensure compliance with the Policy, Guidelines and Procedures for responsible internet use at all times.

Principles of Conduct

All users must adhere to the *Western Australia Classification (Publications, Films and Computer Games) Enforcement Act 1996*, *Criminal Code Act 1995*, *Copyright Act 1968*, Albany Public Library's Public Internet Access Conditions of Use and Device Loan Agreement.

Offences

Specific offences relating to the use of public internet services are referenced in the following legislative clauses:

Western Australia Classification (Publications, Films and Computer Games) Enforcement Act 1996 (WA Classification Act)
Part 7 — Offences, Division 6 — Computer services
- 101. Objectionable material, offences as to
  - A person must not use a computer service to —
    a) transmit an article knowing it to be objectionable material; or
    b) obtain possession of an article knowing it to be objectionable material; or
    c) demonstrate an article knowing it to be objectionable material; or
    d) advertise that objectionable material is available for transmission; or
    e) request the transmission of objectionable material knowing it to be objectionable material.
- 102. Restricted material, offences as to
  - A person must not use a computer service to transmit restricted material to a minor.
  - A person must not use a computer service to make restricted material available to a minor.

Criminal Code Act 1995;
Part 10.6—Telecommunications Services, Division 474—Telecommunications offences
- 474.14 Using a telecommunications network with intention to commit a serious offence
- 474.15 Using a carriage service to make a threat
- 474.16 Using a carriage service for a hoax threat
- 474.17 Using a carriage service to menace, harass or cause offence
- 474.19 Using a carriage service for child pornography material
- 474.20 Possessing, controlling, producing, supplying or obtaining child pornography material for use through a carriage service.
- 474.22 Using a carriage service for child abuse material
- 474.23 Possessing, controlling, producing, supplying or obtaining child abuse material for use through a carriage service.
- 474.25A Using a carriage service for sexual activity with person under 16 years of age
- 474.26 Using a carriage service to procure persons under 16 years of age
- 474.27 Using a carriage service to "groom" persons under 16 years of age

- 474.27A Using a carriage service to transmit indecent communication to person under 16 years of age

Part 10.7—Computer offences, Division 477—Serious computer offences
- 477.1 Unauthorised access, modification or impairment with intent to commit a serious offence
- 477.2 Unauthorised modification of data to cause impairment
- 477.3 Unauthorised impairment of electronic communication

Part 10.7—Computer offences, Division 478—Other computer offences
- 478.1 Unauthorised access to, or modification of, restricted data
- 478.2 Unauthorised impairment of data held on a computer disk etc.
- 478.3 Possession or control of data with intent to commit a computer offence
- 478.4 Producing, supplying or obtaining data with intent to commit a computer offence

Copyright Act 1968
Part III—Copyright in original literary, dramatic, musical and artistic work, Division 2—Infringement of copyright in works
- 36 Infringement by doing acts comprised in the copyright
  - *Copyright material* means:
    a) a work; or
    b) a published edition of a work; or
    c) a sound recording; or
    d) a cinematograph film; or
    e) a television or sound broadcast; or
    f) a work that is included in a sound recording, a cinematograph film or a television or sound broadcast.

The complete and up-to-date collection of Commonwealth legislation can be viewed on the Australian Government ComLaw website, www.comlaw.gov.au.

Ramifications

If a member of staff observes a patron using electronic facilities unlawfully or in violation of library policies, the patron/s will be asked to immediately discontinue using the resource. If the act in question is an offence as outlined in guideline A then a member of staff will be required to complete an Incident Report as outlined in guideline G. Continued misuse of library facilities will result in loss of privilege to use these resources and/or notification of activity to law enforcement officials.

B.   User Responsibilities

Overview

Albany Public Library is committed to providing an environment that is free from harassment, discrimination and bullying. All users of the Library are expected to behave in an appropriate manner and respect all other people and facilities within the Library. Electronic resources and facilities are expected to be used for the purpose for which they are provided; education and information. Furthermore, users are required to comply with the specified rules and procedures to help ensure the legal, safe, and continuing availability and use of these resources.

Responsibilities

- Refrain from illegal or unethical use of the Internet
- Users must perform their own computer activities, however staff assistance is offered subject to availability of staff resources
- Users are responsible for their personal belongings and it is at their own risk to leave any item unattended
- Users of the Library must provide and wear their own headphones to listen to any audio content
- A user is responsible for deleting any of their own files or documents saved to an Albany Public Library computer or device
- Users are responsible for any material they access during an internet session
- Users are responsible for the backup of their own files and documents to their own storage device
- Respect intellectual property rights by making only authorized copies of copyrighted, licensed, or otherwise controlled software or data residing on the Internet.

Behaviour

Users of the Library are reminded that all computers are located in public areas which are shared with people of all ages, backgrounds and beliefs. Individuals are expected to consider this diversity and respect the rights of others when accessing potentially offensive information or images.

To achieve an atmosphere conducive to the best use of its resources, Albany Public Library has developed the following behaviour guidelines for all users of its in-house electronic resources:

- Users must be courteous and respectful to all other library users and staff
- Internet access provided by the Library must not be used as a medium to bully, harass, threaten or intimidate other users
- Users must listen to and take direction from staff where it is given
- All equipment and resources are to be shared equally
- Noise levels must be kept to a minimum and not cause disruptions to other library patrons
- On request by a Library staff member, users may be required to end their computer session early or leave a computer area
- Authorised room bookings will be given priority over individual user sessions
- Staff assistance is offered subject to availability of staff resources
- Where space permits, computers may be used by two or more people providing their behaviour is not disruptive
- Users may not invade the privacy of others, or attempt to modify or gain access to files, passwords or data belonging to others
- Users must not seek out, access or send any material of an offensive, obscene, pornographic, threatening, abusive, defamatory or otherwise inappropriate nature
- Users are required to comply with all Library policies and State and Commonwealth legislation

Supervision of Minors

Albany Public Library is not responsible for supervising minors. Supervision or restriction of a young person's access to the internet is the responsibility of the parent or guardian.

Some material available on the internet is unsuitable for minors. Parents or guardians are encouraged to educate and work with their children when using technology.

Ramifications

If a user does not present acceptable responsibility or behaviour, he or she may be banned from using library facilities or asked to leave the premises. Library staff reserve the right to contact law enforcement officials if the matter is not resolved.

C.   Filtering

Overview

Albany Public Library reserves the right to filter material deemed inappropriate or illegal in accordance with Part 7 Offences, Division 6 Computer Services, of the WA Classification Act.

Although the majority of online content is made available, Albany Public Library strives to minimise the possibility of illegal/inappropriate material being accessed in a public environment.

Fixed Computer Access

The Library's fixed computer access terminals use web security services to filter certain online content. The Library has the right to block content that may harm its property and/or network, or content that may distress or upset other users. The following categories are filtered on all public computers:

- Child Abuse
- Discrimination
- Drug Abuse
- Explicit Violence
- Extremist Groups
- Hacking
- Illegal or Unethical
- Proxy Avoidance
- Terrorism
- Gambling
- Lingerie and Swimsuit
- Nudity and Risqué
- Other Adult Materials
- Pornography
- Sports Hunting and War Games
- Weapons (Sales)
- Peer-to-peer file sharing
- Dynamic DNS

- Malicious Websites
- Newly Observed Domain
- Newly Registered Domain
- Phishing
- Spam URLs
- Advertising

Wireless Internet

Albany Public Library's wireless internet is provided by Acurix Networks. The following categories are filtered by Acurix Networks:

- Adult
- Filesharing (Peer-to-Peer networks)
- Porn

Filtering on the Library's wireless internet service is subject to change and dependent on the provider of the service.

D.   Web Privacy

Overview

Albany Public Library adheres to the Privacy Act 1988, Schedule 3 - National Privacy Principles. The following Web Privacy clauses outline how the Library deals with personal information related to our electronic resources.

Browsing Privacy

Where possible, the Library will configure the internet browser's privacy options on fixed computer access terminals to prevent browsing history, temporary internet files, form data, cookies, and user names and passwords from being retained by the browser. Each computer will be reset at the end of each session and any retained data will be deleted. It is the responsibility of the user to end their session before leaving to ensure this process is initiated.

All websites a user attempts to access on a fixed computer access terminal will be logged through the City of Albany firewall service. Information held in the log includes the date, time, computer number, and the URL of each website a user has attempted to access. The logs do not hold any user identifying information. Information collected is only accessible by City of Albany I.T. staff if required.

The Library's wireless internet service will retain information on filtered content. The log includes the date and time of attempted access, the device MAC address and name, and the filtering rule triggered. This information is only accessible by the wireless internet provider, Acurix Networks, and only provided to the City of Albany on request.

Monitoring

City of Albany reserves the right to monitor and inspect without consent any data on a computer system connected to the City of Albany's network. Such inspections will occur to prevent, detect and minimise the unacceptable usage of the computer system.

Collection of Personal Information

The computer and printing management software used by Albany Public Library will record the library card number and the patron name associated with that card when a user logs onto a fixed computer access terminal. This information is only accessible by City of Albany.

A user's device MAC address and device name will be recorded when a user accesses the Library's wireless internet service. These records are only accessible by the wireless internet provider, Acurix Networks.

Online databases subscribed to by the Library may record a registered user's account information including library card number, email address, given name, and surname. Databases that provide a lending service (such as for eBooks, eAudiobooks and eMagazines), will also record the title and date borrowed of items loaned. Browsing activity through these databases is recorded anonymously.

E.   Cyber Safety

Overview

Albany Public Library has a responsibility to provide a safe environment to the general public that promotes respect and equality of all members of the community. Where possible, the Library will assist users with the identification and mitigation of online risks.

Staying Safe Online

To improve a user's chance of staying safe online there are certain precautions that can be taken, including;

- Keeping profiles set to private and checking settings regularly
- Think about personal safety before 'checking in' or using location based services
- Don't share personal information and be cautious of strangers online
- Managing digital reputation responsibly
- Respecting others and looking after each other online

(Adapted from: www.esafety.gov.au)

Cyber Bullying

Cyber bullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, which is intended to harm others. Albany Public Library does not condone any form of bullying via its electronic resources and facilities.

Cyber bullying can occur in the following forms:

- Flaming - sending angry, rude, vulgar messages directed at a person or persons privately or to an online group
- Harassment - repeatedly sending a person offensive messages
- Denigration - sending/posting rumours, harmful, untrue information about the person to others
- Cyber stalking - harassment that includes threats of harm or is highly intimidating

- Impersonation or masquerading - pretending to be another person and posting/sending material online to make them look bad
- Outing or trickery - tricking a person into sending information (secrets, embarrassing and personal information that can be used to send to others online
- Exclusion - excluding someone purposefully from an online group.
- Cyber-stalking – following someone through cyberspace. Moving with them to different sites and applications; posting where they post

(Source: www.police.wa.gov.au)

Cyber bullying can occur using the following applications:

- Email
- Social networking sites such as chat rooms, Facebook and Twitter
- Personal websites, blogs and forums
- Video and photo sharing sites such as YouTube, Vimeo, Instagram and Tumblr
- Mobile phone calls and SMS

Dealing with Cyber bullying

- Block the cyber bully
- Take a screenshot as evidence of the cyber bullying
- Report offensive material to the website administrator or service provider
- Talk to a friend or trusted adult
- Report it to www.esafety.gov.au
- For more help, call the Kids Helpline (1800 55 1800) or contact the police (131 444 for non-urgent matters or 000 for emergencies)

(Adapted from: www.esafety.gov.au)

Reporting Cyber Incidents

Depending on the nature of the issue, there are various methods to reporting cyber incidents. These methods are outlined on the Australian Government eSafety website and include direct links to reporting incidents.

- Website administrator – contact the website to report issues about someone or something on their site
- ACMA – contact the Australian Communications and Media Authority to report offensive, inappropriate or illegal material on a website
- ScamWatch – contact ScamWatch to report online scams and fraud
- Police – report online child sexual exploitation

(Source: www.esafety.gov.au)

If you believe you or someone else is in physical danger, contact the necessary law enforcement officials.

F.   Social Media

Overview

Albany Public Library is not responsible or liable for, and does not endorse the privacy practices of social media websites and apps including Facebook, Instagram, Pinterest or Twitter. The Library cannot control the practices and policies of social media websites. Your use of social media websites and apps is at your own risk.

Disclaimer

Views expressed on social media website and apps via Albany Public Library facilities are not the views of City of Albany, and City of Albany disclaims all liability for any such views, comments, advertising or other non-City of Albany content.

City of Albany does not endorse or control any advertising that may be displayed by social media websites and apps.

City of Albany reserves the right to remove comments posted to its social media accounts at its sole discretion based on the Acceptable Use policy.

G.   Complaints and Incidents

Overview

Albany Public Library takes incidents of misuse or abuse of technology very seriously. All members of the Library community have a clear role to play in reporting such incidents. The Library welcomes all complaints and feedback and encourages the community to work with the Library in ensuring that incidents and accidents are not repeated.

Lodging Complaints

Complaints can be made in person, via the Albany Public Library or City of Albany websites, or by contacting Customer Services on (08) 6820 3000.

Reporting Incidents and Accidents

In the case of an incident or accident at Albany Public Library, members of the public are asked to report to the nearest staff member who will take the appropriate action. Library staff members are required to fill out a *Safety: Incident Accident Report* as a record of any incidents or accidents which are reported or witnessed.