

## RIVERINA REGIONAL LIBRARY INTERNET USAGE POLICY

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3	January 2018	June 2018	March 2018
This document is to be reviewed annually.			
<b>RESPONSIBLE DIRECTOR</b>		Robert Knight, Executive Director RRL	

### 1. INTRODUCTION

The Riverina Regional Library (RRL) is committed to providing the public with opportunities to satisfy both their recreation and information needs in safe and welcoming environments. RRL branch library staff appreciate the importance of the internet and its related applications and as such endeavour, where possible, to provide a reliable service for their patrons.

#### 1.1 Policy Objectives

The purpose of this policy is to clearly outline user responsibilities for library clients in relation to access and use of internet applications at Riverina Regional Library branch libraries.

#### 1.2 Scope of Policy

This policy applies at all RRL branch libraries.

#### 1.3 Definitions

Riverina Regional Library branch libraries include:

Adelong, Batlow, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Mulwala, Talbingo, Temora, Tumbarumba, Tumut, Wagga Wagga and RRL Mobile Library.

Member councils are councils that are signatories to the RRL Deed of Agreement.

## **1.4 Legislative Context**

RRL operates under the [Library Act 1939](#) and the [Library Regulation 2018](#).

## **1.5 Related Documents**

RRL Customer Service Charter and Customer Code of Conduct.

For detailed information related to copyright see the [Copyright Act 1968](#).

## **1.6 Responsibilities**

Users of the internet within RRL branch libraries, RRL staff and branch library staff are responsible for abiding by the intent of this policy. The RRL Internet Usage Policy is available to the public via the [RRL website](#).

## **1.7 Reporting Requirements**

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022 with a full policy review undertaken every four years in line with Local Government procedures. Progress of policies will be reported biannually

## **1.8 Approval Arrangements**

Approval arrangements will be undertaken through the RRL Advisory Committee approval process.

## **1.9 Review procedures**

This policy will be reviewed annually in line with item RRL2.2.4 – Shape the Future of the RRL Integrated Planning Strategy 2018-2022.

## **2. POLICY CONTENT**

### **2.1 General Principles of the Riverina Regional Library Internet Usage Policy**

- 2.1.1 Members of the public and RRL staff who utilise internet applications within RRL branch libraries, whether on public access supplied computers or on personal internet ready devices such as laptops, smart phones or tablets via Wi-Fi, within or provided by the library, are not permitted to view or print material which is prohibited by law, or is deemed inappropriate or offensive by library staff. Continued viewing or printing of this type of material can lead to expulsion from library premises.
- 2.1.2 Members of the public and RRL staff who utilise internet applications within RRL branch libraries, whether on public access supplied computers or on personal internet ready devices such as laptops, smart phones or tablets, via Wi-Fi, within or provided by the library are not permitted to send messages or post items which are illegal or considered inappropriate including posting items that are slanderous, bullying or defamatory. These terms include not sending large amounts of spam or interfering with others' email accounts.
- 2.1.3 Running, removing or copying software on library computers is forbidden.
- 2.1.4 Users are not permitted to interfere with, or alter the physical or electronic equipment.
- 2.1.5 RRL does not take any responsibility for any business or personal transactions undertaken on library computers or on personal devices via Wi-Fi, this includes items posted to social networking sites, or financial transactions and Internet Banking.
- 2.1.6 RRL does not take any responsibility for any loss of work undertaken on supplied public access computers and saved to removable storage devices such as thumb drives or mobile devices.
- 2.1.7 Parents/guardians are responsible for supervising their children's access to the internet. Please see the related policy, RRL Children's Policy.

### **2.2 The Library reserves the right to:**

- Request payment for use of facilities for services that are not free of charge
- Refuse access to library computers to those who have breached the RRL Customer Services Charter and Customer Code of Conduct
- Deny responsibility for loss or damage incurred by use of public computers or Wi-Fi within the library.

## 2.3 Service Statement

RRL is dedicated to providing relevant, current and accessible information, resources and collections for our constituents as well as providing safe, welcoming and accessible facilities. Where possible, RRL customers can expect:

- Prompt, courteous and accurate service
- Clear and accurate information about library policies
- Libraries to be open in accordance with advertised opening hours
- Staff with professional expertise and knowledge
- Access to a wide range of library and information services
- Free and equal access to resources and services to all individuals and groups within the community, in accordance with the [Library Act 1939](#)
- Access to online library services and internet facilities
- Confidentiality in accordance with the [Privacy and Personal Information Protection Act 1988](#).

## Amendments

Amendments to this policy in relation to operational matters may be made with the approval of the Executive Director RRL.

## 3. References

Commonwealth Government Legislation, [Copyright Act 1968](#)

New South Wales Government Legislation, [Library Act 1939](#)

New South Wales Government Legislation, [Library Regulation 2018](#)

New South Wales Government Legislation, [Children and Young Persons \(Care and Protection\) Act 1998](#)

New South Wales Government Legislation, [Privacy and Personal Information Protection Act 1998](#)

State Library of NSW, [Legislation and Policies](#)