

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, Barooga, Batlow, Berrigan, Bland, Coolamon, Cootamundra, Corowa, Culcairn, Finley, Gundagai, Henty, Holbrook, Howlong, Jindera, Junee, Leeton, Mulwala, Temora, Tocumwal, Tumbarumba, Tumut, and the 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 and Revision Requirements

This policy will be reviewed annually in line with objectives in the RRL Strategic Plan.

Progress of policy reviews will be reported biannually.

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

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.
- 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.

2.1.2 Running unapproved, removing, or copying software on library computers is forbidden.

2.1.3 Users are not permitted to interfere with or alter the physical or electronic equipment.

2.1.4 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.

2.1.5 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.

2.1.6 Parents/guardians are responsible for supervising their children's access to the internet. Please see the related policy, RRL Children's Policy.

2.1.7 RRL does not have any control over information available on the Internet and does not accept responsibility for accuracy of information or for any consequences that arise from use of the information.

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 1998](#).

2.4 Amendments

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

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](#)

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1	June 2010	July 2010	June 2010
2	January 2014	May 2014	March 2014
3	January 2018	June 2018	March 2018
4	July 2024	June 2024	March 2024
This document is to be reviewed annually.			