PUBLIC ACCESS TECHNOLOGY

Whitehorse Manningham Regional Library Corporation (WMRLC) is committed to the provision of high-quality library services, to equitable access of services for all library users and to the freedom of access to information.

WMRLC provides public access to technology resources within its library branches. Facilities include public access computers with access to the internet and Microsoft Office software, Wi-Fi access and online library catalogues (OPACs).

WMRLC is committed to providing a positive, safe and healthy digital and physical environment to library users that is free of harassment, bullying or exposure to inappropriate behaviour or content. In line with the Corporation's Child Safe Policy, WMRLC are committed to providing children with a safe and friendly environment whilst they are visiting our libraries.

CONDITIONS OF USE

All users of the Library's public access technology must adhere to the conditions of use outlined in this Policy. Breaches of these conditions may result in the Library immediately terminating use of the facility and restricting future use for a determined period of time.

1.   GENERAL

1.1   A current WMRLC membership card is required to use all technology resources, with the exception of OPACs.
1.2   A parent or guardian must register as guarantor for members under 18 years of age and are solely responsible for supervising their child's access to internet and technology resources in the library.
1.3   Users are expected to be able to use the computers without staff assistance.
1.4   WMRLC cannot guarantee that access to the Internet or other features will be available at all times even if a booking has been made. Bookings are forfeited and made available to someone else if a user is 10 minutes late for a session.
1.5   Printing and scanning facilities are available at a cost. Users must abide by the copyright laws. All printing and/or downloading must be completed before the end of each session. Material may only be printed on paper supplied by the Library.
1.6   While the library computer equipment has antiviral software installed, WMRLC is not responsible for any loss or damage caused by the transmission of computer viruses.
1.7   WMRLC is not responsible for equipment malfunction, damage to storage devices, data or electronic transactions of any type.
1.8   Library users are responsible for ensuring any personal equipment used within the library is in good condition and used in a safe manner. WMRLC reserves the right to prevent any equipment deemed unsafe from being used in the library.

2.   PROHIBITED AND INAPPROPRIATE USE

2.1   Public access technology is not to be used for any activities of an illegal or fraudulent nature, including such activities as defined under any applicable Federal, State and Local laws. Relevant legislation includes, but is not limited to, the Australian Copyright Act 1968 & Copyright Amendment Act 2017, Victorian Privacy and Data Protection Act 2014 and WMRLC Local Law No 2 – Library Services.

2.2   Activities that are unlawful or inappropriate are prohibited. These activities include, but are not limited to:

- Gaining access to any material that is pornographic, offensive or objectionable and therefore deemed unsuitable for a public audience.
- Engaging in any conduct that offends Federal or State laws and regulations.
- Cyberbullying, harassment (sexual or otherwise) or intimidation of another person.
- Engaging in any defamatory message, including reading and then forwarding a message of which you are not the author.
- Sending or forwarding any material that is abusive, sexist, racist, pornographic, offensive or otherwise illegal.
- Engaging in activities of an illegal or fraudulent nature.

2.2.2   Inappropriate use of the library public access computers may result in member access to the public computers being suspended for a period of time.

- Ongoing infringements will be reported to the police and access to the internet will be denied for a period to be determined by WMRLC.
- Where a child is exposed to inappropriate material the police will be called immediately and access denied.

2.3   WMRLC may disclose information relating to the use of public access technology where the Corporation is required or authorised to do so by law or other regulation.

3.   USAGE LIMITATIONS

3.1   Users are not permitted to interfere with Library computer equipment; this includes installing, deleting or changing anything on the Library's computer equipment.

3.2   The Library's computer network may not be used:

- To disseminate, view or store, destructive code (e.g. viruses, self-replicating programs, etc.).
- To access sites for the purpose of Hacking, Proxy Avoidance or other security risks.
- For gambling purposes.

4. FACILITIES, SERVICES AND ACCESS

4.1   WMRLC is not responsible for the material available on the Internet and cannot guarantee the authority or accuracy of any of the information found on it, nor can it accept responsibility for any material it contains which may be considered offensive by some users. Users can make complaints to the Australian Communications and Media Authority about prohibited content or potential prohibited content at www.acma.gov.au

4.2   WMRLC accepts no responsibility for security on the internet. Sending information on the Library's computer equipment via the internet, including information relating to any financial transaction, is undertaken at the user's sole risk.

4.3   WMRLC cannot guarantee that access to the internet will be available at all times even if a booking has been made. WMRLC reserves the right to limit daily access times, restrict access to certain file types and limit bandwidth and download size.

4.4 ONLINE PUBLIC ACCESS TERMINALS (OPAC)
- These terminals may be used for browsing the library catalogue, viewing your library card details, paying library fees and charges, renewing items on loan and placing reservations only.
- The use of portable storage devices is prohibited on OPACs.

4.5 PUBLIC INTERNET KIOSKS
- Access to the Public Internet Kiosks is free of charge.
- Kiosks can be used for a maximum of 60 minutes per session.
- Bookings can be made up to 7 days in advance. A maximum of 1 advance booking can be made in a 7-day period.
- Portable storage devices can be used with the Public Internet Kiosks.

4.6 Wi-Fi ACCESS
- Access to the Wi-Fi service is via your own personal device.
- Wi-Fi access is provided free of charge during normal library opening hours.
- Information sent to and from a user's personal equipment via the Wi-Fi service may be captured by anyone with a wireless receiver. Sending information via the Wi-Fi service is undertaken at the user's own risk.
- Assistance with Wi-Fi access is limited to general guidance on how users can connect to the service.

5. PRIVACY

5.1 Access to this service is provided in a public place and through publicly available facilities. Users should be aware that no guarantee of privacy can be made.

5.2 WMRLC has the right to monitor and log any activity on its computer equipment. Activity is monitored in accordance with the *Victorian Privacy and Data Protection Act 2014*.

5.3 WMRLC has the right to and may be required to utilise software to identify and block access to Internet sites containing material deemed inappropriate in a public place.

5.4 For information regarding the use and disclosure of personal information collected in relation to the use of public access technology please refer to the WMRLC Information Privacy Policy, available at www.wml.vic.gov.au.

6. NOTICE OF INDEMNITY
Users acknowledge that in the event that any legal action is threatened or commenced the Library bears no responsibility whatsoever for the conduct or outcome of the legal action, arising out of or connected with their use of the library internet service. Users also agree to indemnify the Library against any and all damages, costs and expenses arising out of any action settlement or compromise, arising out of or connected with their use of this internet service.