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**Online Services Provision**

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*Policy Owner:* Community Development  
*Contact Person:* Manager Capacity Building  
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**Objective**

Provide effective and efficient use of online services whilst ensuring Council is not legally compromised by its public provision of these services, such as access to the Internet and email.

**Statement****1. Introduction**

Libraries provide access to online information services as one method of satisfying the information, recreational and cultural needs of the community. Specific entertainment-based online services will not be provided unless warranted by valid informational content in line with standard selection policies.

**2. Access to online services**

A Person seeking to access online services from within a City of Wanneroo library must be a registered member of the City of Wanneroo library service and have signed the Internet User Register and, therefore, accepted the conditions of the Online Service Provision Policy - Public Acceptable Use (see section 3)

A notice containing a copy of section 102 of the WA Censorship Act 1996 will be located near each public library PC providing online services to ensure awareness of liabilities. A notice indicating Internet Rules will also be posted near each public library workstation.

A Person using an Internet workstation in the public areas of a City of Wanneroo library is responsible for the selection of sites and should be aware that others may be involuntarily exposed to what is displayed. Library staff are authorized to ask customers to leave Internet sites if the site they are viewing is deemed disturbing others, or if children in the vicinity might be exposed to sites deemed to have inappropriate content.

The Internet workstations must not be used for any activities of an illegal or fraudulent nature.

Some activities deemed unlawful and therefore prohibited include, but are not limited to:

- Transmit Objectionable Material;
- Obtaining and possession of Objectionable Material;
- Advertise Objectionable Material is available for transmission;
- Request the transmission of Objectionable Material;
- Transmit Restricted Material to a Child;

- Make Restricted Material available to a Child;
- Online harassment (sexually, bullying or otherwise) 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.

Customers must not attempt to breach security measures implemented to prevent:

- Transfer of digital files to and from Council equipment and online sources.
- Transfer of objectionable or illegal material as defined by the WA Censorship Act 1996.
- The installation, modification or deletion of software.

Customers should be further aware that they:

- Agree that as a Parent/Guardian they are responsible for their Child's (under 18) access to and use of the Internet;
- Not use, or attempt to use, file transfer (FTP), newsgroups, Internet relay chat (IRC), chat lines, or other similar interactive services except at terminals where these services are specifically available;
- Understand that Internet access is a filtered service, which prohibits access to certain sites which might be considered either illegal or immoral;
- Acknowledge that the Libraries cannot guarantee more than a single booking period. Customers must have finished all online activity before the end of a booked session; and
- Understand that the City is not responsible for the content of any online services, including its accuracy, authoritativeness, timeliness or usefulness. Similarly, the City cannot be held responsible for breaks in the service due to technical problems outside its control. The nature of the Internet means that some or all services will sometimes not be available without prior notice.
- Understand that the City is not responsible for any fees incurred from the use of its connection to the Internet.
- Understand that the City is not responsible for any direct or indirect damages arising from the use of its connection to the Internet.
- Must respect all relevant copyright laws and licensing agreements.

Any customers found breaking or refusing to comply with the Online Service Provision Policy will immediately have access to online services revoked for a period of three months. Where such breaches include suspected illegal activity the matter will be referred to the Western Australian Police Service.

#### **4. Confidentiality and Security**

Access to the public Internet workstations are provided in a public place and through publicly available facilities. Therefore the library cannot make any guarantee of privacy.

Privacy and identity fraud are an issue of concern for all users of any electronic equipment. Therefore, customers make use of the library's public Internet workstations at their own risk.

For the customer's own security, it is not recommended that customers input personal passwords or information at these workstations. The library is not responsible for information that may be gained by a third party through use of the workstations. The Library cannot guarantee security and confidentiality of any transaction, particularly e-commerce and internet banking transactions.

Customers who use the public Internet workstations should note that:

- It is essential to always log out when ending their session to ensure that other Library customers do not access the computers through a membership other than their own.
- Passwords are private and should not be shared with other customers.
- All usage of the public access computers is logged and may be used by the Library for statistical purposes.
- No attempt is made to identify individual users or their browsing activities except, in the unlikely event of an investigation, where a law enforcement agency may exercise a warrant to inspect the Library's logs.

## **5. Charging**

Internet access will be provided free of charge to clients, in line with Council policy to provide a free information service to residents and library users. Provision of other Internet-based or online services will incur charges to recover Council costs as appropriate.

## **6. Training**

Library staff will provide only basic access assistance in the use of the public online services. Organised group training sessions may be conducted as considered appropriate by the Manager, Capacity Building. Such training sessions may be charged to the client on a cost recovery basis.

## **SCOPE**

This policy applies to all customers who use the public Internet workstations and associated Internet access services located and provided within the City of Wanneroo Libraries.

This policy also applies to any home use of the Internet which is accessed via the City of Wanneroo Libraries website and online public access catalogue (OPAC).

By using the library's public Internet workstations and Internet access services, customers agree to the conditions of this policy.

## **BACKGROUND**

The City of Wanneroo Libraries have embraced the Internet as a way to enhance traditional collections and services. The provision of public Internet services allows library members to connect to ideas and information on a global scale and with others in pursuit of knowledge, shared experiences and communication.

Providing access to the Internet supports the Library's objective to maintain a high quality of service utilising new forms of information technology.

This policy is written:

- To ensure fair and equitable access to the Internet as an information resource;
- To establish guidelines for acceptable use of the Internet within City of Wanneroo Libraries;
- To ensure the integrity and safety of City of Wanneroo Council's information technology network.

### **CONSULTATION WITH STAKEHOLDERS**

Key stakeholders include residents of the City of Wanneroo, City of Wanneroo Council members, City of Wanneroo library and other staff, and any member of the general public who is a member of the City of Wanneroo Libraries.

### **IMPLICATIONS (Financial, Human Resources)**

The Online Services Provision Policy will guide library staff in ensuring fair and equitable access to the Internet from public workstations in the City's libraries.

The policy will be reviewed regularly to ensure that new technologies and services (when available) are included in its scope.

### **IMPLEMENTATION**

The Online Services Provision Policy will support the ongoing task of providing Internet access services at the City of Wanneroo libraries.

### **ROLES and RESPONSIBILITIES**

The Manager Library and Heritage Services is responsible for online service provision. In practice, this is delegated to all library staff employed within the Library Service, under the management of the Coordinator Library Service.

### **WHO NEEDS TO KNOW about THIS POLICY?**

All library staff employed within the City of Wanneroo Library Service will be required to have a working knowledge of this policy to guide them to ensure the equitable access of the resource for library members.

### **EVALUATION AND REVIEW PROVISIONS**

Assessment of this policy is integral to its effectiveness. The following performance measures will be employed on a regular basis as a means of reviewing and updating this policy:

- To ensure fair and equitable access to the Internet as an information resource;

- To establish guidelines for acceptable use of the Internet within City of Wanneroo Libraries;
- To ensure the integrity and safety of City of Wanneroo Council's information technology network.

The Library Service Senior Team will review this policy annually as part of the Library Service's commitment to meet the needs of the community.

## DEFINITIONS

DEFINITIONS: Any definitions listed in the following table apply to this document only.	
Internet	A global communication public network that allows computers worldwide to connect and exchange information. The World Wide Web is one element of the Internet.
Workstation	A desktop computer connected to a network at which users interact with software stored on the network.
Online public access catalogue (OPAC)	A searchable, online database of materials owned by the Library.

## REFERENCES

Library Service Policy  
Local Studies Collection Policy

Responsibility for Implementation  
Manager, Capacity Building

## Appendix 1

Western Australia. Censorship Act 1996, Part 7-Offences , Division 6-Computer services  
102 Restricted material: offences

102. Restricted material: offences:

- (1) A person must not use a computer service to transmit restricted material to a minor.  
Penalty: \$5 000.
- (2) A person must not use a computer service to make restricted material available to a minor.  
Penalty: \$5 000.
- (3) It is a defence to a charge of an offence against subsection (1) or (2) to prove that
  - (a) the accused complied with a code of practice;
  - (b) the accused took all reasonable steps in the circumstances to avoid a contravention of the subsection; or
  - (c) the accused believed on reasonable grounds that
    - (i) the person to whom the accused transmitted the restricted material was not a minor; or
    - (ii) the restricted material would not be made available to a minor.

[Section 102 amended by No. 30 of 2003 s. 41(2); No.84 of 2004s. 82.]

Versions	Next Review	Record No:
25 November 2003 – CD11-11/03	March 2012	534421
8 August 2006 – GS01-08/06		886039
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