

General

- Latrobe City Library Service provides public access computers at the Churchill, Moe, Morwell and Traralgon libraries.
- Users must be a member of the Latrobe City Library Service.
- Use of the internet is free.
- Members with fines in excess of \$10.00 will not be allowed to use public access computers.
- Fees and charges are on display at all libraries and on the Latrobe City Council webpage.
- Costs are incurred for printing.
- All PCs accept USBs and read-write CDs. USBs, CDs and headphones are available for sale at all libraries.
- Latrobe City Library Service does not accept any responsibility for the accuracy of information accessed on the internet or for any consequences that may arise from the use of the information obtained.
- Latrobe City Library Service does not have any control over information returned from search results.

Bookings

- Latrobe City Library Service does not guarantee that any computer will be available when booked due to unforeseen technical problems.
- Bookings are taken for all PCs and can be made at the front counter in the library, by telephone, email or by logging onto the booking tool at the Library PCs or catalogue.
- To ensure equitable access of this service only one pre-booked session per member, per day is allowed however members may continue to use the internet and PCs if there are no other formally booked sessions immediately after their session concludes by rebooking.
- Bookings are in blocks of 30 or 60 minutes in 5 minute increments.
- Members should complete their work, including saving documents and printing, by the end of the booked session.

- Members who are not at the PC within ten (10) minutes of the booked time may have their booking cancelled.
- Access to the PC is limited to a maximum of two (2) members per session.

Members responsibility

- Members should make themselves aware of the Internet Guidelines and other Terms and Conditions of Use documentation on display near each PC.
- Members must not make any changes to the setup or configuration of the computers including the loading of games or any other software.
- Members are responsible for saving their work if using word processing or other software and Latrobe City Library Service does not take any responsibility for the loss of data.
- Members must not engage in behaviour which causes inconvenience or discomfort to others in the library and should be aware of the Conditions of Membership.
- Members should exercise due care when accessing e-commerce websites such as eBay and banking sites to ensure that personal data is not used by other members in subsequent sessions.
- Complaints regarding breaches of the Conditions of Membership or Internet Guidelines are to be directed to staff. The complaint will be escalated to a Senior Library Officer or Coordinator Library Services if required.
- The intentional downloading and/or viewing of material that contains content considered to be offensive as defined by the Victorian Equal Opportunity Act 1995 is not condoned. Offensive material includes but is not limited to:
 - Obscene or harassing language or images.
 - Racial, ethnic, sexual, erotic or gender specific comments or images.
 - Other content or images that would offend someone on the basis of their religious or politics, sexual orientation, physical features, national origin or age.

Access for children

- Parents/guardians are responsible for any use of the internet by their children and for any websites that may be accessed. Latrobe City Library Service does not provide filtering software.
- Parents/guardians who wish to limit or restrict access by their children should personally oversee their use of the internet and other forms of electronic information.

Library staff are available to assist with children's information needs but the library does not accept responsibility for determining what they should access.

Copyright and intellectual property

- Reproduction of any material protected by copyright without the permission of the copyright owner may infringe copyright. This includes printing, saving to a mass storage device (e.g. USB, MP3 Player) or copying from one disk to another.
- Access to the internet does not allow people to download songs, movies or other content illegally from peer to peer sites. Members may however access sites such as BigPond and legally pay to access material.
- Any member caught downloading material illegally will be asked to cease immediately and may have their internet privileges suspended or barred. Latrobe City Council will cooperate with authorities in any civil proceedings brought against a member.

Staff assistance

- Staff are able to provide basic assistance and help in troubleshooting problems, e.g. scanning a document but cannot provide one on one tuition in the use of the computer or internet.
- Training courses on using various internet webpages, e.g. Flickr, are provided by the Latrobe City Library Service throughout the year and other courses are available through U3A and TAFE colleges.

Privacy

- Library member details are confidential records and will not be disclosed except in circumstances required or allowable by law.
- Personal information being requested by library staff is being collected by Council for the purpose of enrolling you as a member of the library and to enable us to keep track of items borrowed. It is also used to ensure that we comply with the provisions of the various legislation and industry codes relating to the provision of public internet services. The personal information will only be used by Council for that primary purpose or directly related purposes.
- If you choose not to provide this information, then we will be unable to process your application.
- The applicant understands that the personal information provided is for the reasons outlined above and he/she may apply to the library for access to and/or amendment of

the information. Further information may be obtained from the Privacy Officer on 1300 367 700.

Breaches of these guidelines

- In the first instance a verbal explanation of the policy, its rationale and the procedures to be given.
- In the second instance a written warning detailing the nature of the breach, the time it occurred and the procedures to be given.
- In the third instance written notification of withdrawal of access to the internet.

Other documentation

- Public Library Policy 09 POL-3
- Public Library Membership Conditions