PUBLIC ACCESS COMPUTER GUIDELINES

General

- Latrobe City provides free access to computers and WiFi at Churchill, Moe, Morwell and Traralgon libraries.
- Computer users who are current members of Latrobe City Libraries or associated Libraries Victoria libraries must logon to library computers using their own member card number. Visitor passes are available.
- No more than two people can use a library computer at one time.
- There are charges for printing, USBs and headphones.
- All PCs accept USB flash drives and CDs. Some software on these storage devices may be blocked by the PC's security program.
- The Library does not accept 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 Libraries does not guarantee that computer access is available at all times. Access may be restricted by high demand, unforeseen technical problems, power outages or routine maintenance.

Bookings

- Bookings are taken for all PCs in person, by telephone, or by logging onto the booking tool at the Library PCs or catalogue.
- To ensure equitable service to all people, bookings are accepted on a first-come first-served basis.
- Bookings are in blocks of 30 or 60 minutes to a maximum of two hours. Users are allowed only one pre-booked session per person per day.
- Bookings will be automatically cancelled if the session is not started within 10 minutes of the scheduled starting time.

Staff Assistance

- Staff members are able to provide basic assistance and help in troubleshooting problems but cannot provide one to one tuition in the use of the computer or internet.
- Training courses are provided by Latrobe City Libraries from time to time. Niche Academy is the library's online tutorial service and is available free to Library members.

Access for Children

- Parents/guardians are responsible for use of the internet by their children, and for any websites accessed. Parents/guardians who wish to limit or restrict access by their children must personally oversee their use of the internet and other forms of electronic information.
- Library staff members are available to assist with children's information needs, however they do not accept responsibility for determining what they should access.

For bookings & enquiries
Phone 1300 367 700
www.latrobe.vic.gov.au/library

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Your Responsibilities

- Make yourself aware of the Internet Guidelines and Terms and Conditions of Use documentation on display near each PC.
- If you wish to print, ask staff to setup a Printing Account before you start your session.
- Do not make changes to the setup or configuration, or upload software.
- Use headphones when visiting sites with high sound levels or as requested by staff.
- Save your work before your session ends. The Library does not take any responsibility for loss of data.
- Content that is illegal under Commonwealth or Victorian legislation must not be downloaded, viewed and or printed. The intentional downloading, viewing and or printing 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 political beliefs, sexual orientation, physical features, national origin or age.
- You must not engage in behaviour which inconveniences or discomforts others in the library.
- 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 staff or Coordinator Libraries if required.

Risk Management

- Privacy and confidentiality cannot be totally assured in the use of any online resource and the security of data and networks cannot be guaranteed. Computers are for general use and should not be regarded as secure.
- You should log out of services and refrain from entering highly sensitive information (eg. tax file numbers, banking details) while using library facilities.
- The library cannot assume responsibility for any loss of data, funds, or identity theft that may result from use of the internet in the library.
- At the conclusion of each Internet session ensure that all opened web browser windows are closed. Do not leave passwords on display. If you are finishing your internet session early, click the End Session button which displays on the screen to close your session.

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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 (eg. USB, MP3 Player) or copying from one disk to another.
- Access to the internet does not allow you to download songs, movies or other content illegally from peer-to-peer sites. Members may however access sites where they legally pay to access such material.
- Any person 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 bought against people in these circumstances.

Privacy

- The Library takes no responsibility for the security of personal or any other information that users may choose to place on the internet - for example, through internet banking, social media. Merchandising websites or by filling out any forms on the internet.
- For information on the privacy of information collected by the Library from users to allow access to the Library's internet services, please refer to the Latrobe City Council's Privacy Policy and Privacy Statement for further information.

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 a written notification of withdrawal of access to the internet.
- Notwithstanding this procedure, Latrobe City Libraries reserves the right for staff to terminate sessions at any time where users are informed of a serious breach of these conditions and continue to breach the conditions during any one session.

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