



Title: Library Services – Online Information

Category: Operating – Service Delivery – Library Services

Key words: Online, Information, Internet

File number: L-33-62

Policy owner: Director of Corporate Services

Authorisation: Adopted March 2008 by Director of Corporate Services

Review date: March 2011

Modification history: This is a new policy

Related legislation: New South Wales Library Act 1939, Copyright Act 1968

Related policies: Library Services – Access to Public Computers
Library Services – Conditions of Use

Related procedures:

Related forms:

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1. Purpose

The purpose of this policy is to inform users of copyright, filtering and use issues relating to online information available on public access PCs within City of Canterbury libraries.

2. Objectives

Implementation of this policy will provide clear information to library users about online information provision through City of Canterbury libraries.

3. Scope

This policy applies to all library members accessing online information at City of Canterbury libraries.

4. Definitions

“Internet Filter”- a piece of software that filters by keyword or blocks by URL what a web browser will display, usually for the benefit of children. There may be many criteria for which the filter works, the most common being pornography.

“Online database” – An electronic database of either full-text documents or citations and abstracts, which can be searched by Internet connection.

“Online information” – is used to refer to information available through online databases or the Internet.

5. Background

A key role of the library service is to provide timely information in a wide range of forms that make the best use of new technology. An important means of achieving this is to provide access to online information. Much of that information is available through the Internet, however the library also subscribes to a range of online databases which greatly enhance access to information resources. These databases are often specialist, providing in-depth and current information for research and study purposes.

Library members can access online information at any of Canterbury’s libraries. Remote access is also available for many of the online databases.

6. Principles

The library supplies access to online information on the following terms and conditions. By accessing online information within any City of Canterbury Library, users agree to these terms and conditions.

6.1 Internet Content

- The Library takes no responsibility for the accuracy, completeness, safety or security of any material or transactions on the Internet.
- The Library has no control over the content of material available via the Internet and accepts no responsibility for any damages, direct or indirect, arising from use of its Internet access.
- Each user is required to make their own assessment of accuracy and suitability of Internet information. Users should be aware that errors and intentional misinformation sometimes occur.
- Any information that is downloaded from the Internet onto disc is done so at the users' own risk. The Library will not be responsible for virus infections which may occur on home computers as a result of downloading information from the Internet.

6.2 Filtering

- The library does not censor access to material either in the library or on the Internet. The position taken in the Australian Library Information Association statement on Internet Filtering is upheld for the following reasons:
 - Current filtering software is regarded as inaccurate and unreliable.
 - Filtering software packages do not take into account the wide range of users who use the Internet in a public library.
 - The use of such software may lead to both adults and children missing out on vital information. Concurrently, it may also lead to a false sense of security.
- The library seeks to address the concerns of parents and the community by placing Internet computers in full public view.
- Persons downloading inappropriate or offensive material will be subject to our conditions of use guidelines – See our *Access to Public Computers Policy* – and this may result in the user being excluded from use of Public Access Computers.

6.3 Copyright

- Much of the material (including software) available on the Internet is copyright.
- Users must not breach copyright in material available on the Internet. A copyright owner is entitled to take legal action against a user who infringes his or her copyright. Unless otherwise permitted by the Copyright Act 1968 or the Copyright Amendment Act, 2006, unauthorized copying of a work in which copyright subsists (including digital copying) may infringe the copyright in that work.

6.4 User Responsibilities

- Use of the Internet is a privilege, not a right. Contravention of *the Library Services - Access to Public Computers* policy or the *Library Services – Conditions of Use* policy will result in a suspension of this privilege.
- Library users access the Internet at their own discretion and are responsible for any access points they may reach.
- Parents are responsible for their children's access to the Internet.

6.5 Disclaimer

- By accessing online services, users release and discharge Canterbury City Council from any liability which might arise from the use of the service including liability in relation to defamatory or offensive material or any breach of copyright which may occur as a result of use.
- Users should be aware that the downloading of illegal information from the Internet could lead to prosecution.
- Users should take care to ensure no unauthorized access during their bookings. We may be required to provide information concerning bookings for use of the internet to police monitoring inappropriate downloads.

7. Responsibilities

All library staff share responsibility for implementing this policy consistently across all locations of the library.

8. Complaints

- Any complaint / appeal will be dealt with in the first instance by the supervising Librarian.
- Complaints / appeals that cannot be resolved at this level will be referred to the Manager, Library Services or an authorised delegate (Co-ordinator Client Services or Co-ordinator Support Services).
- If the customer remains unsatisfied, they may write to:

Mr. Jim Montague
General Manager,
Canterbury City Council
PO Box 77 CAMPSIE NSW 2194