



**Title:** Library Services – Access to Public Computers

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**Category:** Operating – Service Delivery –Library Services

**Key words:** Technology Access, Internet, computer booking,

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**Policy owner:** Director of Corporate Services

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**Modification history:** This policy replaces the Technology Access Centre Code of Use

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**Related legislation:** New South Wales Library Act, 1939  
Copyright Act, 1968  
Copyright Amendment Act, 2006

**Related policies:** Library Services – Online Information  
Library Services – Conditions of Use

**Related forms:**

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## 1. Purpose

The purpose of this policy is to describe the rules and procedures for library members using public computers at the City of Canterbury Library Service.

## 2. Objectives

The objectives of this policy are to:

- ensure efficient and effective management of public computers at our libraries; and
- inform patrons about procedures, regulations and expectations concerning the use of public computers.

## 3. Scope

This policy applies to all members of the public who use public computers within the City of Canterbury Library Service.

## 4. Definitions

**“Public Computer”** – a computer available to be booked by a library member for internet use, scanning, document creation or editing.

**“Virus”** – A **computer virus** is a computer program that can copy itself and infect a computer without permission or knowledge of the user.

**“Unauthorised software”** – unlicensed software; software downloaded or installed without permission.

## 5. Principles

- The library supplies access to computers with the following services and programs available:
  - Internet
  - CD-ROMs
  - Online databases
  - Microsoft Office products
  - Other approved and licensed programs including multilingual word processing software
- By using computers available to the public, users agree to the terms and conditions specified in this policy.
- Our libraries use an online booking system for use of computers at Campsie, Earlwood, Lakemba and Riverwood Libraries. Current membership of our library is a prerequisite.

### 5.1 Bookings

- The standard booking period for the public access computers is one hour, however express computers with a maximum ½ hour booking may be booked on the day of use.

- Bookings for 1 hour sessions may be made up to 7 days in advance, in person, by phone, or over the Internet. A maximum of 7 bookings may be made in this period.
- No more than two people are allowed on a computer at any time.
- Library members must be present to use their allocated session.
- Computers may be subject to problems related to hardware or software and the library makes no guarantee that any computer will be available when booked.
- Users should advise of the need to cancel a computer booking at the earliest opportunity.
- A delay of more than 10 minutes in arrival for a one hour booking will lead to loss of the allocated session. A delay of more than 5 minutes will lead to loss of the allocated session for ½ hr booking.
- Users will be notified when possible if the equipment is unavailable for use.
- Users must vacate their workstation once their allotted time is ended.
- Children under 10 may not use the computer without an adult present.
- Children 10-16 must have the appropriate section of the membership form permitting Internet use signed by a parent or guardian.

**Note:** Computers within the Technology Access Centre at Campsie Library will at times be unavailable due to Internet or Computer classes, functions and group bookings.

## 5.2 Software

- While using programs or sites with sound, patrons are requested to use headphones to ensure minimal disruption to other library patrons.
- Personal files contained in application programs are not secure. Users are requested to save files to their own storage medium to ensure privacy and security.
- Up-to-date virus protection is maintained, however, users are advised that the computers may on occasion become virus or spyware affected.
- Users must not download software from the Internet onto the library computer; downloading of legal software is possible onto client supplied USB drives.
- Unauthorized software must not be executed on the library computer.

## 5.3 Printing

- Only Library supplied paper may be used in Library printers.
- Users are responsible for their own time management. Large print jobs should not be commenced at the end of a session.

## 5.4 Charges

- Use of public computers is free, however printing costs as listed in Council Fees and Charges, apply.

## 5.5 Public responsibilities

- Any equipment malfunction should be reported to library staff immediately. Users should not attempt to 'repair' hardware or software problems.
- Users may not use their own personal software on library computers, or attach equipment to the library's hardware.
- As per the Library Conditions of Use Policy, unacceptable conduct may lead to the suspension of library privileges. Unacceptable behavior includes:
  - Misuse of the booking system
  - Destruction of or damage to library equipment
  - Software license infringement
  - Mishandling or attempting to remove any equipment or CD-ROMs
  - Installing and/or using non Library owned programs on the computer.
  - Violation of computer system security or change of library computer default settings or programs
  - Attempting to modify or gain access to files, password or data belonging to others
  - Display of offensive or inappropriate material.
  - Unauthorized monitoring of electronic communications
  - Intentional infringement of copyright.
  - Annoying other people or interfering with their use of the computer or property.
  - Refusing to vacate a computer at the end of a booking period.
- Users who deliberately corrupt software or damage equipment will be charged for the cost of repairs.

## 5.6 Disclaimer

- The Library reserves the right to refuse access to computers to anyone who fails to comply with the Library Conditions of Use Policy.
- The Library accepts no responsibility for the confidentiality or integrity of files stored on library computers.
- The Library accepts no responsibility for damage to users' property such as USB drives, CD-ROMs or the files contained thereon.

## 6. Responsibilities

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

## 7. 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