



HUME LIBRARIES

Conditions of use for public internet, computers and Wi-Fi

Strategic Objective:	Hume City Council Plan 2017-2021; Theme 1: A well-educated and employed community 1.1 Support and enhance skill development and educational opportunities to reduce disadvantage, improve employment prospects and quality of life.
Date of Adoption:	October 2018
Date for Review:	October 2020
Responsible Officer:	Coordinator, Libraries
Department:	Community Strengthening

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CONDITIONS OF USE STATEMENT

Hume City Council seeks to support the provision of library, learning and information services across Hume City through Hume Libraries, as part of the Community Strengthening Department.

Libraries and Hume Global Learning Centres are available to all members of our community regardless of cultural identity, language, age, gender, religious affiliation, ability, economic, employment status or educational attainment.

Libraries foster a confident, active, empowered, cohesive community, inspiring learning through the provision of relevant resources, facilities and programs.

Hume Libraries are certified eSmart. <https://www.esmart.org.au/esmart-libraries/what-is-esmart-libraries/>

PURPOSE

The purpose of these *Conditions of use for public internet, computers and Wi-Fi* is to inform library users of the terms and conditions for accessing public computers, including iPads, internet and wireless internet (Wi-Fi) access in each of Hume Libraries' service points.

For the purposes of this document:

- The names 'Hume City Council' and 'Hume Libraries' may be used interchangeably.
- The *Conditions of Use for public internet, computers and Wi-Fi* will be referred to as the '*Conditions of use*'.
- The term 'computer' will refer to an electronic device, owned by Hume City Council, which is capable of receiving, processing and/or transmitting information (data). These could be in the form of PCs, laptops, smart phones, tablet devices and iPads.

Further definitions may be found at the end of this document.

SCOPE

These *Conditions of use* apply to all users of public computers or wireless facilities within Hume Libraries.

The conditions outlined in this document are intended to operate in accordance with Council policies, plans, strategies and procedures. These cover issues such as privacy of personal information, access and equity, staff code of conduct and health and safety. Wherever there is inconsistency between the conditions of use outlined in this document and a council policy, the relevant Council policy shall override these conditions.

OBJECTIVE

These *Conditions of use* aim to support our community's expectation that "the learning, economic, social and recreational aspirations of all residents are supported, including the provision of high-quality libraries and learning centres" (Hume City Council Plan 2017-2021, Theme 1: A well-educated and employed community; Community Expectation 1.1.4).

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The benefits are:

- Consistency of content and conditions across all library service points and Hume Global Learning Centres.
- Community awareness of the arrangements under which public internet, computer and Wi-Fi facilities are offered.

GENERAL PUBLIC INTERNET AND COMPUTERS' CONDITIONS OF USE

- The public computers and Wi-Fi facilities offered by Hume Libraries are the property of Hume City Council and as such, usage of these facilities is managed and monitored by Council staff.
- The *Conditions of use* will be implemented by the Coordinator, Libraries, as follows:
 1. Informing staff through existing induction and training processes;
 2. Placing these *Conditions of use* on Hume Libraries' website and other prominent places within Hume Libraries.
 3. Providing a link to the *Conditions of use* on all public computers.
 4. Ensuring all persons who seek to use a public computer within Hume Libraries' facilities are aware of and agree to the conditions of use via the *Public PC Usage Agreement* on the desktop of each public computer, which must be agreed to prior to commencing any session.
 5. Providing a paper copy of these *Conditions of use* to new library members before they sign their library membership card.
- Hume City Council operates its libraries from the following locations:
 1. Broadmeadows Library in the Hume Global Learning Centre - Broadmeadows
 2. Craigieburn Library in the Hume Global Learning Centre - Craigieburn
 3. Sunbury Library in the Sunbury Youth and Library Centre
 4. Tullamarine Library
 5. Gladstone Park Community Library
 6. Hume Mobile Library.
- Hume Libraries' public computers are for the use of library members only. Any person seeking to gain access to the public computers must have a current library membership card. Library membership cards are not transferrable to family or other community members. Access cannot be granted by one library member on behalf of another person.
- In order to use Hume Libraries' public computers, each member will need a signed library membership card and/or the library membership card of a child less than 18 years of age for whom you are taking responsibility. This signed card will serve as a legally enforceable document to state that you have read, understood, and agree to comply with the relevant *Conditions of Use* for publically accessible computers offered for use by Hume Libraries.
- Library members who wish to use the public computers must comply with the *Public PC Usage Agreement* and these *Conditions of use* as displayed during the log in procedure on every public computer.
- Users who do not agree to comply with these *Conditions of use* will not be permitted to use the computers or the Wi-Fi service in any of Hume Libraries' locations.
- All Hume Libraries' service points will provide access to public computers and Wi-Fi.
- Access to public computers and Wi-Fi is free of charge.
- Bookings for the use of public computers can be made only for the specified time limits per person per day.
- Documents created or edited on a council computer that a user wishes to keep must be saved onto one's own portable storage device, such as a USB drive.

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- USB drives can be purchased from library staff for your convenience. A small fee will be charged.
- Users are prohibited from adjusting, changing or tampering with settings on computers or printers.
- A maximum of two (2) people is allowed per computer, unless indicated otherwise.
- Courtesy to fellow library users and staff is expected at all times.
- If you need help using technology, staff will facilitate access and assist you to:
 - Start and end your session
 - Manage your printing and copying
 - Find a website or form
 - Create an email account
 - Start a document or email
 - Logon on to the Wi-Fi
 - Be safe online
 - Access other sources of assistance.
- Library staff cannot assist with
 - Reading or interpreting documents or emails for you or provide advice on their content
 - Completing forms or applications
 - Typing documents or emails
 - Trouble-shooting or configuring devices
 - Providing assistance or advice on content or transactions which may be financial, legal, medical or personal.
- When accessing audio or video, sound must be muted or headphones must be used for private listening.
- Any breach of these conditions may result in immediate withdrawal of membership privileges.
- In interpreting the above, each computer user must follow the reasonable direction of library staff.

WIRELESS (Wi-Fi) INTERNET CONDITIONS OF USE

- Free Wi-Fi is offered to all customers at all service points of Hume Libraries.
- Use of the Wi-Fi network within Hume Libraries is governed by Hume Libraries' *Conditions of use*, as per above.
- Hume City Council cannot guarantee the security of the Wi-Fi connection. Access and use of the Wi-Fi service is at your own risk.
- The Wi-Fi service is open and public; it is recommended that you don't send or receive sensitive / personal information, or conduct activities such as internet banking whilst connected to a public Wi-Fi connection.
- It is recommended that anti-virus software or firewalls are installed and kept up to date on your personal wireless device.
- Hume City Council reserves the right to limit download amounts and may restrict access to certain websites, including - but not limited to - content streaming sites to ensure equitable access to all users.
- Access to printing services from mobile devices via the wireless network is available via our *Mobile Print* service.
- Mobile Charge Bars are available for users' convenience in selected library branches. In addition, users may use available power points in public access areas. Users are not permitted to interfere with any device already connected to Mobile Charge Bars or power points.
- Hume City Council is not liable for theft of or damage to personal items. You are advised to keep your personal belongings with you at all times.

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- Users of the Wi-Fi service are obliged to comply with the provisions relating to the *Display of Objectionable Material and Other Legalities* section within this document.
- In interpreting the above, each user must follow the reasonable direction of library staff.

TECHNICAL AND GENERAL CONDITIONS

- Altering, destroying or damaging equipment, software or data belonging to the library or another person or tampering with local or remote computer files is not permitted and may result in the immediate withdrawal of library privileges.
- Members must not attempt to make changes to the setup or configuration of the computers. This includes loading of software applications, including games.
- Most computers have USB ports available for use. You are advised to remove your USB prior to ending your session.
- USBs accidentally left in the USB ports or the library will be kept by the library for a period of four weeks. After this point USBs will be sent for recycling by a Council approved contractor.
- Hume City Council runs anti-virus software. If a virus is identified, the software will attempt to clean the infected files.
- Public internet, computers and Wi-Fi are provided in Hume Libraries' facilities as a complementary service.
- Hume Libraries does not guarantee the availability of computers or the internet and Wi-Fi service at all times.
- Hume Libraries is a certified eSmart Library. Whilst every effort is made to make users aware of cyber safety practices, library staff are not responsible for the online safety of library users.
- The responsibility remains with the library member to ensure that their usernames, passwords, and other security-based information are kept private.
- Display of materials on any electronic device in any library does not indicate endorsement by Hume City Council.
- Hume City Council cannot guarantee the authority and/or reliability of any material accessed online.
- Library users are responsible for verifying the accuracy of material that is accessed or downloaded. Hume City Council does not accept responsibility for the accuracy of any material displayed on any electronic device.
- Security measures on the computer or Wi-Fi network may prevent some attachments from being downloaded. Firewall may also prevent access to certain websites.
- While every effort has been taken to ensure computer users have a productive, informative and enjoyable experience, library members use the public computer and Wi-Fi service at their own risk.

COMPUTER BOOKINGS CONDITIONS OF USE

- Without a booking, council cannot reasonably assure users that they will have access to a computer while visiting a Hume Libraries branch.
- Computers are accessible within the library using the individual user's library membership card number and 4-digit PIN.
- Advance bookings can be made using the web-based PC Reservation system or in-house using the individual user's library membership card number and PIN.
- Self-serve bookings to use the computers can be made up to seven (7) days in advance, to a maximum of two (2) hours on the PC Reservation system.

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- Bookings made via the PC Reservations system will be held for ten (10) minutes from commencement of the booking. The time is defined by the computer clock. The booking will lapse if the session is not logged on within these ten (10) minutes.
- At the end of the allotted time the system will provide a ten (10) minute warning and then a one (1) minute warning. It is the member's responsibility to ensure all work is saved appropriately. Any data saved on the computer will be cleared when the computer is restarted. At the end of the session the computer will automatically log out and all data not saved on a portable device will be lost.
- Public computers will display an alert 15 minutes prior to the library closing time.
- Public computers and the print management system are available for use up until ten (10) minutes prior to the library closing time when the computers will automatically shut down.

PRINTING CONDITIONS OF USE

- Wired printing is a service available to members of Hume Libraries only.
- Print jobs can also be sent to library printers from remote locations for release by library users within a selected Hume Libraries branch using the *MobilePrint* software and/or App which requires an email address. Mobile print is available to all users and does not require a library membership.
- Computer users are responsible for their own printing costs at all times and must pay the current advertised charge per page.
- Printing can be paid for via the individual member's account for self-serve printing at the larger library branches and direct payment to library staff at all other branches.
- Non-released print jobs will automatically be deleted after 24 hours.

PARENTAL RESPONSIBILITY

- All children aged eight (8) and under must be accompanied and supervised by a parent/guardian when using the library computers.
- Parents, guardians or guarantors are responsible for the use of computers by persons under the age of 18 even if not physically accompanying young people in the library.
- Hume Libraries are certified *eSmart*. Whilst every effort is made to make users aware of cyber safety practices, library staff do **not** supervise children using any kind of technology while in the library.
- The library respects the responsibility of all parents/legal guardians to guide their own children's use of the library's computer services. Parents/guardians concerned about the types of materials available on the internet should work with their children and help select resources consistent with their family's boundaries and values.
- Parents/guardians have the option of requesting their child's computer access be disabled.
- Parents may book an internet session on their own library membership card for their child in order to accompany him/her while using the internet.

DISPLAY OF OBJECTIONABLE MATERIAL AND OTHER LEGALITIES

- Material displayed from any audio/visual device in any Hume City Council building must be appropriate for a public or general community setting.
- Online gambling within library facilities is not permitted, and may result in the immediate withdrawal of library privileges.
- Users are responsible for abiding by all copyright, censorship and other relevant laws and legislation when accessing, posting, reproducing forwarding, saving and/or printing materials.

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- Users must not transmit or print any material of an illegal, offensive or derogatory nature.
 - Inappropriate use of the public internet, computer or Wi-Fi service may result in the following actions:
 - You may be asked to leave the library.
 - Access to the public internet and computers may be temporarily withdrawn.
 - The matter may be referred to the Manager Community Strengthening.
 - The matter may be reported to the relevant authorities as outlined in General Local Law No. 1 – 2013.

BREACH OF THESE CONDITIONS OF USE

- Aside from the transmission or printing of offensive material, which is dealt with in a separate section above, breaches of these *Conditions of use* may result in the first instance in a verbal explanation of these Conditions of use and their rationale.
- In the second instance, access to the public internet and computers may be withdrawn.
- Depending on the severity of the breach, access to other library services may initially remain unaffected.

RESPONSIBLE OFFICERS

- At all libraries, the team leaders and shift supervisors are responsible for the day-to-day implementation and compliance of these *Conditions of use*.
- Library users are expected to use the internet and online applications relatively independently.
- Courtesy to staff members is expected at all times.
- Feedback or complaints about this service will be dealt with in the first instance by the shift supervisor on duty at the time of the complaint. Complaints that cannot be resolved at this level will be referred as follows:
 - Team Leader of the library branch
 - Coordinator Library Programs and People
 - Coordinator Libraries
 - Manager Community Strengthening
 - Director, Community Services.

PRIVACY

- Hume City Council respects your privacy. Personal information is collected for the purpose of conducting library business only, according to Council's Information Privacy and Health Records Policy.
- When you book a public computer, your library membership data is collected for statistical and system administration purposes.
- Hume Libraries cannot guarantee privacy during or after use of the computers. These computers are available on a public network, therefore no guarantee can be made concerning the privacy or security of information provided through this service. Ensuring you log your computer session off according to instructions when you have finished your session will help protect your privacy.
- Connection to a wireless network is not as secure as a connection to a wired network (i.e. – the public access computers).
- When you access the Libraries' Wi-Fi service, some non-personal information may be automatically recorded by our servers for statistical and system administration

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purposes only. This includes the operating system and browser type used on your device.

- Council will collect the IP and MAC address of any wireless enabled device that access the Libraries' Wi-Fi, once *Conditions of use* have been accepted.
- To the extent that this automatically generated data could make you identifiable, we will not attempt to identify individuals unless required by law.
- Our Privacy Policy does not extend to third-party websites and apps. Hume Libraries are not responsible for the use of your personal information by any third-party website or app. It is recommended that when you link to a third party site, you read the privacy statement of that site to familiarise yourself with their privacy policy.
- Resources for protecting your privacy and staying smart online are available from our website, as well as from library staff.

DEFINITIONS

For the purposes of these conditions we define the following:

Computers: electronic devices which are capable of receiving, processing, and/or transmitting information (data). These could be in the form of PCs, laptops, smart phones, tablet devices and iPads.

Wi-Fi: a facility allowing computers, smartphones, or other devices to connect to a network, the Internet or communicate with one another wirelessly within a particular area.

User: any person, whether or not a member, who visits a library for the purpose of using library resources and/or facilities.

Member: any user who has fulfilled the requirements for membership of the library and holds a current library membership card.

Legally enforceable: An agreement between private parties creating mutual obligations enforceable by law.

Comply: act in accordance with.

Offensive material: any published or broadcast content (such as articles, photographs, films, or websites) that is likely to be upsetting, insulting, or objectionable to some or most people and may include but is not limited to images or text containing nudity, obscenity or graphic violence.

Derogatory: insulting and/or offensive.

USB: Universal Serial Bus. This is a common interface that enables communication between devices and a host controller such as a personal computer (PC).

USB drive: a removable, portable hard drive that can be plugged into the computer's USB port for the purposes of transfer of data.

PIN: Personal Identification Number, set up as part of and linked to the library membership card.

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Third party apps, software or websites: app, software or website accessed that has no link to or endorsement by Hume City Council.

RELATED DOCUMENTS

- 1. Council**
 - Council Information Privacy and Health Records Policy:
https://www.hume.vic.gov.au/About_Us_Contact_Details/Your_Council/Legislation/Privacy_Policy
 - Hume City Council website: www.hume.vic.gov.au
 - Hume Libraries website: www.humelibraries.vic.gov.au
 - Hume City Council Plan 2017-2021:
https://www.hume.vic.gov.au/About_Us_Contact_Details/Your_Council/Media_Publications_amp_Forms/Budget_amp_Council_Plan/Council_Plan_2017-2021
 - Hume City Council Local laws:
https://www.hume.vic.gov.au/Services_For_You/City_Laws/Local_Laws
 - Hume City Council Social Justice Charter:
https://www.hume.vic.gov.au/files/sharedassets/hume_website/publications/social_justice/2014/hume_social_justice_charter.pdf

- 2. Legislation**
 - Information privacy Act 2000:
http://www.legislation.vic.gov.au/domino/Web_notes/LDMS/PubLawToday.nsf/95c43dd4eac71a68ca256dde00056e7b/cd652e34a04da6c2ca257505007ce686!OpenDocument
 - Charter of Human Rights and Responsibilities Act 2006:
<https://www.humanrightscommission.vic.gov.au/human-rights/the-charter>
 - Disability Discrimination Act 1992:
<https://www.humanrights.gov.au/employers/good-practice-good-business-factsheets/disability-discrimination>
 - Equal Opportunity Act 2010:
<https://www.humanrightscommission.vic.gov.au/the-law/equal-opportunity-act>

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