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## 2.21 Public Library Information Technology (IT) Use Policy

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<b>Document Owner</b>	Manager Arts and Culture
<b>Responsible Officer</b>	Library Systems Coordinator
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## Document Revision History

Version	Description	Date
0.1	Author: Kimberley Stoney, Library Systems Coordinator File Reference: CS.LIB.18 – Policy Register Document Reference: NP23161172 Initial Draft. Reviewed by Information Manager, Human Resources Administration Assistant, Communications Manager and Stakeholder Relations Manager.	17/01/2014
0.2	Final Draft. Reviewed by the Manager of Library Services and the Information Manager.	20/05/2014
1.0	Adopted by the ICT Steering Committee and EMT. Document Reference: NP1654479.	23/02/2016
1.1	Reviewed by the document's responsible officer. Minor formatting amendment. Appended with a policy statement.	11/07/2017
1.2	Reviewed by the document's responsible officer. Updated hyperlinks and web filtering categories.	31/05/2021
1.3	Reviewed by document owner. Updated Quality Assurance to the Manager of Arts and Culture.	10/03/2022
1.4	Reviewed by the document's responsible officer. Updated Filtering categories and references to guidelines.	14/02/2023
1.5	Reviewed by the document's responsible officer. Moved to the new policy template. Added reference to Online Safety Amendment (Social Media Minimum Age) Bill 2024; deleted eSmart Libraries section	1/10/2025

## Objective

The objective of this policy is to establish clear and consistent guidelines for the responsible use of public computer services at Albany Public Library. It aims to promote safe, lawful, and respectful digital engagement by outlining expectations for user conduct, acceptable use, and compliance with relevant legislation.

This policy also defines the library's approach to internet filtering, privacy protection, monitoring of computer activity, and the handling of personal information, ensuring that all users are aware of their rights and responsibilities in a shared digital environment. Through these measures, the library seeks to foster a secure, inclusive, and informed community.

## Scope

This policy applies to all users of Albany Public Library's public digital services and facilities.

These resources and facilities include but are not limited to computer and internet access, scanning and printing services and use of online databases.

## Policy Statement

Albany Public Library is committed to providing a safe, respectful, welcoming environment and equitable access to materials and services.

Digital services are provided to support the educational, informational, and personal development needs of the community. To ensure these services are used safely, responsibly, and in accordance with legal and ethical standards, all users must comply with the conditions, responsibilities, and safeguards outlined in this policy.

This includes adherence to behavioural expectations, lawful use of digital resources, respect for privacy, and awareness of cyber safety measures. The library reserves the right to monitor usage and enforce these standards to maintain a secure and inclusive digital environment for all patrons.

## Conditions of Use

These guidelines define acceptable use, user responsibilities, behaviour and consequences for misuse. By using the library's digital services, patrons agree to adhere to these standards and guidelines as outlined below.

- **Acceptable Use**

Facilities and resources within Albany Public Library must be used in an acceptable and lawful manner by all users. These include principles of acceptable use, codes of conduct, and relevant Commonwealth and State legislation governing internet and computer use.

Staff will work with the public to ensure compliance with the Policy, Guidelines and Procedures for responsible internet use at all times.

- **User Responsibilities**

All users of the Library are expected to behave in an appropriate manner and respect all other people and facilities within the Library. Digital services and facilities are expected to be used for the purpose for which they are provided: education and information. Furthermore, users are required to comply with the specified rules and procedures to help ensure the legal, safe, and continuing availability and use of these resources. User responsibilities include;

- Refrain from illegal or unethical use of the Internet
- Users must perform their own computer activities; however, staff assistance is offered subject to the availability of staff resources
- Users are responsible for their personal belongings, and it is at their own risk to leave any item unattended
- Users of the Library must provide and wear their own headphones to listen to any audio content
- A user is responsible for deleting any of their own files or documents saved to an Albany Public Library computer or device
- Users are responsible for any material they access during an internet session
- Users are responsible for the backup of their own files and documents to their own storage device
- Respect intellectual property rights by making only authorised copies of copyrighted, licensed, or otherwise controlled software or data residing on the Internet.

- **Behaviour**

The Albany Public Library's Standards of Behaviour have been developed to provide a welcoming and safe environment for everyone. To achieve an atmosphere conducive to the best use of its resources, the Library has additionally developed the following behaviour guidelines for all users of its in-house digital services:

- Internet access provided by the Library must not be used as a medium to bully, harass, threaten or intimidate other users
- Noise levels must be kept to a minimum and not cause disruptions to other library patrons
- On request by a Library staff member, users may be required to end their computer session early or leave a computer area
- Authorised room bookings will be given priority over individual user sessions
- Staff assistance is offered subject to availability of staff resources
- Where space permits, computers may be used by two or more people providing their behaviour is not disruptive
- Users may not invade the privacy of others, or attempt to modify or gain access to files, passwords or data belonging to others
- Users must not seek out, access or send any material of an offensive, obscene, pornographic, threatening, abusive, defamatory or otherwise inappropriate nature
- Users are required to comply with all Library policies and State and Commonwealth legislation

- **Supervision of Minors**

Supervision or restriction of a young person's access to the internet is the responsibility of the parent or guardian. Some material available on the internet is unsuitable for minors. Parents or guardians are encouraged to educate and work with their children when using technology.

Failure to comply will result in loss of privileges and/or notification of activity to law enforcement officials.

## Online Safety and Data Protection

The following statements reflect Albany Public Library's approach to managing personal information responsibly, in line with legal obligations and community expectations.

- **Filtering**

Albany Public Library reserves the right to filter material deemed inappropriate or illegal in accordance with Part 7 Offences, Division 6 Computer Services, of the WA Classification Act.

Although most online content is made available, Albany Public Library strives to minimise the possibility of illegal/inappropriate material being accessed in a public environment.

- **Web Privacy**

Where possible, the Library will configure the internet browser's privacy options on fixed computer access terminals to prevent browsing history, temporary internet files, form data, cookies, and user names and passwords from being retained by the browser. Each computer will be reset at the end of each session and any retained data will be deleted. It is the responsibility of the user to end their session before leaving to ensure this process is initiated.

All websites a user attempts to access on a fixed computer access terminal will be logged through the City of Albany firewall service. Information held in the log includes the date, time, computer number, and the URL of each website a user has attempted to access. The logs do not hold any user identifying information. Information collected is only accessible by City of Albany I.T. staff if required.

The Library's wireless internet service will retain information on filtered content. The log includes the date and time of attempted access, the device MAC address and name, and the filtering rule triggered. This information is only accessible by the wireless internet provider, Acurix Networks, and only provided to the City of Albany on request.

- **Monitoring**

City of Albany reserves the right to monitor and inspect without consent any data on a computer system connected to the City of Albany's network. Such inspections will occur to prevent, detect and minimise the unacceptable usage of the computer system.

- **Collection of Personal Information**

The computer and printing management software used by Albany Public Library will record the library card number and the patron name associated with that card when a user logs onto a fixed computer access terminal. This information is only accessible by City of Albany.

A user's device MAC address and device name will be recorded when a user accesses the Library's wireless internet service. These records are only accessible by the wireless internet provider, Acurix Networks.

Online databases subscribed to by the Library may record a registered user's account information including library card number, email address, given name, and surname. Databases that provide a lending service (such as for eBooks, eAudiobooks and eMagazines), will also record the title and date borrowed of items loaned. Browsing activity through these databases is recorded anonymously.

- **Cyber Safety**

To improve a user's chance of staying safe online, there are certain precautions that can be taken, including;

- Keeping profiles set to private and checking settings regularly
- Think about personal safety before 'checking in' or using location-based services
- Don't share personal information and be cautious of strangers online
- Managing digital reputation responsibly
- Respecting others and looking after each other online
- (Adapted from: [www.esafety.gov.au](http://www.esafety.gov.au))

Cyberbullying involves the use of information and communication technologies to support deliberate, repeated, and hostile behaviour by an individual or group, which is intended to harm others. Albany Public Library does not condone any form of bullying via its electronic resources and facilities.

- **Social Media**

Albany Public Library is not responsible or liable for, and does not endorse the privacy practices of social media websites and apps, including Facebook, Instagram, Threads, TikTok, Snapchat or X. The Library cannot control the practices and policies of social media websites. Your use of social media websites and apps is at your own risk.

- **Online Safety Amendment (Social Media Minimum Age) Bill 2024**

In accordance with amendments to the Online Safety Act 2021, Part 4A – Social media minimum age: Australians under the age of 16 are restricted from having an account on 'age-restricted social media platforms. We encourage patrons to adhere to the act when using library facilities.

## Complaints and Incidents

Albany Public Library takes incidents of misuse or abuse of technology very seriously. All members of the Library community have a clear role to play in reporting such incidents. The Library welcomes all complaints and feedback and encourages the community to work with the Library in ensuring that incidents and accidents are not repeated.

Complaints can be made in person, via the Albany Public Library or City of Albany websites, or by contacting Customer Services on (08) 6820 3000.

In the case of an incident or accident at Albany Public Library, members of the public are asked to report to the nearest staff member, who will take the appropriate action. Library staff members are required to fill out a *Safety: Incident Accident Report* as a record of any incidents or accidents that are reported or witnessed.

## Legislative and Strategic Context

### Informing City of Albany policies

- Public Internet Access Conditions of Use  
<https://library.albany.wa.gov.au/about-us/library-policies-guidelines.aspx>
- Standards of Behaviour  
<https://library.albany.wa.gov.au/about-us/library-policies-guidelines.aspx>
- City of Albany's Privacy Policy  
<https://www.albany.wa.gov.au/documents/15762/privacy-policy>

## Informing Legislation

- Western Australia Classification (Publications, Films and Computer Games) Enforcement Act 1996  
[https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a114.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a114.html)
- Criminal Code Act 1995  
<https://www.legislation.gov.au/C2004A04868/2014-03-27/text>
- Copyright Act 1968  
<https://www.legislation.gov.au/C1968A00063/2013-04-15/text>
- Online Safety Act 2021  
<https://www.legislation.gov.au/C2021A00076/latest/text>
- Privacy and Responsible Information Sharing Act 2024  
[https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a147470.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147470.html)
- Work Health and Safety Act 2020  
[https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a147282.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147282.html)

## Review Position and Date

This policy is to be reviewed by the responsible officer every two years.

## Definitions

- **Cyber safety** - refers to the safe use of Information and Communication Technologies (ICT) equipment or devices (including cellular phones) and the internet.
- **Cyber bullying** – refers to the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.
- **Fixed Computer Access** – Individual stationary computer terminals that offer internet access and an office suite of desktop programs.
- **Wireless Internet** - Wireless connectivity to the Internet on a person's home computer, laptop, smartphone or similar mobile device.
- **Library** – Albany Public Library.
- **Minors** – a person under the age of eighteen years.