Guideline

Public access to the Library Internet

Introduction

Central Coast Library Service provides free and equitable public access to the internet to support lawful access to information and services, access to recreational material, and avenues for community engagement and participation. The Library does not monitor, and has no control over, the information accessed through the internet and assumes responsibility only for the information provided on its home page.

The internet offers access to many valuable local, national and international sources of information. However, some information found on the internet may be inaccurate, incomplete, dated or offensive to some individuals. Users must evaluate the validity and appropriateness of information found.

Purpose

Users of internet access are expected to abide by the following guidelines and the library reserves the right to terminate internet sessions and / or computer access privileges of any person who does not abide by the guidelines.

Statement

Choosing and Evaluating Sources

The Library does not limit access to materials or attempt to protect users from materials some individuals may find offensive. The Library does not monitor or control information accessible through the Internet and is not responsible for its content, for changes in the content of sources to which the Library webpages link, or for the content of sources accessed through secondary links.

Access by Minors

Parents/carers are responsible for guiding their children in the use of the internet and informing them about materials they should not use.

Parents/carers must also assume responsibility and supervision for their children's use of the internet while at the Library.

Children up to the age of twelve (12) must be supervised by a parent/carer while using the internet PCs at the Library.

Children between the age of 12 and 16 must have parent/carer consent recorded against their library membership. Guest passes will not

be granted to children under the age of 16 without parental/carer consent.

Responsibilities of Central Coast Library Service as a provider of internet access

Library PCs are loaded with anti-virus software; however, the Library is not responsible for any loss of data or damage to data storage devices or for any personal damage or injury incurred as a result of using the Library's computing resources.

The Library reserves the right to implement software and hardware control mechanisms to block information the Library has determined inconsistent with its mission

The Library does not take any responsibility for technical problems with any sites and does not guarantee the availability of the Internet at any time.

Conditions for use of public access computers and the internet

Internet access is made available to the public under the following terms and conditions:

Bookings

Public access computers can be booked for a maximum of two, one-hour sessions per day, per member.

Bookings are cancelled if user does not arrive within 10 minutes of the scheduled starting time.

If no one else has booked the computer a user may continue until the next booking, which then has priority.

Bookings can be made up to one week in advance and can be made over the phone or in person.

All public internet services will cease 15 minutes before the library closes.

Use of sound on the PCs requires headphones.

Charges

There are fees for printing, which are documented in the Library's fees and charges.

Use of computers and scanning are free.

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Guest Passes

Guest Passes are available to allow non-members to utilise public access computers and printing.

Library Staff may request identification to verify age prior to issuing guest passes.

Wi-Fi Passes

All library branches have free access to ticketless Wi-Fi (for appropriately configured Wi-Fi enabled devices) with a daily limit of 5GB.

Council accepts no responsibility for any damage, direct or indirect, arising from your use of the wireless service, including viruses, adware, or spyware in our libraries.

Responsibility

Users must not send, receive, or display offensive material. Misuse of the computer or inappropriate use of the Internet will result in termination of your session and a loss of ongoing computer privileges.

Users are responsible for securing personal information. This includes logging out of email, banking, or financial transactions, exiting out of personal documents and any other sensitive information the user does not wish to share.

Users must not change settings, configurations, download or install software and must not switch computers on and off.

Security in an electronic environment such as the internet cannot be guaranteed, and all transactions and communications are vulnerable to unauthorised use. The Library assumes no responsibility for any damage, direct or indirect, arising from use of particular sites.

Users are liable for failure to comply with all applicable international, federal and state laws, including censorship, copyright and software licensing laws.

Users should utilise the end session or hide screen functionality when leaving their terminal unattended. Users should not leave personal items unattended.

Staff Assistance

Use of the computers is on a self-help basis. Staff can only provide limited assistance.

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Related resources

[The New South Wales Library Act 1939 No 40](#)

[The New South Wales Library Regulation 2018](#)

[Code of Conduct](#)

[Fees & Charges - Delivery Program and Operational Plan](#)

Ask us a question

Please contact us at:
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