

Upper Hunter Regional Library Cyber Safety Guidelines

Local libraries have a long history of providing internet access for the community. As technologies develop, our library services aim to provide environments which foster smart, safe and responsible use of the internet.

These guidelines have been developed to ensure that we have a consistent approach to dealing with cyber safety situations within our branches.

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1. CONDITIONS OF USE OF LIBRARY WIRELESS INTERNET AND COMPUTERS

Upper Hunter Regional Library provides access to the Internet and printing facilities at each of its seven branches. Fees and charges for use of library PCs and printing are laid out in the *fees and charges* of the responsible council. Internet access is available to members and non-members via Wireless Internet (Wifi) and via use of installed library PCs. The Library holds no liability for any activities undertaken while utilizing library PC and wireless internet and reserves the right to cancel service at any time to a breach of the libraries usage guidelines.

Wifi usage is not restricted to members only, however all users must check in at the library front counter and receive a wifi log in.

All users of library PCs must show proof of current library membership at the time of booking their PC. Non-members and visitors may request temporary access on one occasion.

Minors under the age of 13 must have parental/legal guardian supervision when using library facilities including library PCs and wireless internet.

2. ACCEPTABLE BEHAVIOURS GUIDELINES

Users of library are expected to adhere to the following behaviours:

- Be considerate of others – by using headphones when using sound and by talking quietly.
- Be respectful of others – by using G-rated language and good manners, looking after library equipment when borrowing it, throwing all rubbish in the bin when leaving, tucking chair in to table when leaving.
- Be cyber smart – protect your log ins and passwords, asking for help from staff if you need it, follow conditions of use, do not access inappropriate content including violence and pornographic material, report cyberbullying to library staff.
- Be responsible – for those in your care, for your belongings.

3. MANAGING UNACCEPTABLE BEHAVIOURS

Despite library staff's best efforts, there is always a chance that unacceptable behaviours may occur. Unacceptable behaviours include not respecting other library users and staff by using inappropriate language, threatening or occasioning physical violence or accessing inappropriate or illegal websites.

It is important to remember to always report incidents of unacceptable behavior regardless of the outcome. Be sure to report to your manager as soon as possible regarding any incident and complete necessary paperwork from each council.

All staff members are expected to address the problems they encounter by either resolving the problem directly or contacting supervisory staff in a timely manner. Any staff have the right to ask other staff members for assistance, and should provide assistance when requested. It is important to remember that staff safety is essential. If you feel physically threatened by any customer you have the right to use your personal alarms or contact the police.

The following should serve as a guide for staff when dealing with inappropriate behaviours.

Level 1: Minor Offence

Example: library patron using inappropriate language, accidental access to inappropriate websites and not respecting others

1. Patron is noted by either public or staff as acting in a way which is disruptive to other library members
2. Determine patron details from their PC booking if possible and note this down for reporting purposes.
3. Discretely ask patron to refrain from disruptive behaviour within the library and be respectful of other library users.
4. If behaviours continue, inform the patron that their session will be ended and they will be asked to leave if behaviour continues. Report to a direct manager or supervisor if possible.
5. If behaviour still continues, a customer may be asked to leave. If you are not comfortable doing this remember you can ask your supervisor.
6. Complete a written report to a supervisor or manager following any incident during which a customer has been asked to leave. Make a note on the customer's membership card regarding incident.

Level 2: Moderate Offence

Example: Deliberate inappropriate (but not illegal) access to websites in a public library (pornography or violent content).

1. Patron is noted by either public or staff deliberately accessing pornographic or inappropriate content on either WIFI or public PCs.
2. Determine patron details from their PC booking if possible and note this down for reporting purposes.

3. Discreetly inform the patron that their access to those websites in the library is inappropriate and they should immediately stop. It is an offence to view pornography in a public place and where it is accessible by children.
4. Inform other staff present of the incident and monitor the continued usage by the patron.
5. If inappropriate use continues, inform the user that their computer session will be ended and that library management will contact the patron regarding their future access. Ensure that patron ceases use of the library PCs or WIFI.
6. Complete an incident report and report to manager or direct supervisor. Make a note on the customer's membership card regarding incident.

Level 3: Serious Offence

Example: Illegal content shown on Library PC or WIFI (i.e. Child Pornography)

1. Patron is noted accessing illegal content on a library PC or using Library WIFI
2. Report to direct supervisor or manager immediately.
3. Discreetly inform patron that their access to those websites is illegal and/or seriously inappropriate and their session will be ended immediately and the Police notified.
4. Inform the patron that library management will be in touch regarding their use of library facilities to access illegal materials.
5. Ask patron to leave the library for the remainder of the day
6. Determine patron details from the PC reservation and record for inclusion in incident report. If patron is using WIFI and will not provide their details, record the location and time of misuse as well as a description of the person and the device they were using.
7. Fill in an incident report with description of the incident including patron name and contact details. Make a note on the customer's membership card regarding incident.

4. COMPLAINTS MANAGEMENT

Any complaints should be directed to the library coordinator. If the library coordinator is unavailable, complaints may be placed in writing to the General Manager.