

Policy Report

TO: Community Development Committee

FROM: Library Services Manager

MEETING DATE: 15 June 2011

SUBJECT: **REVISED PUBLIC INTERNET ACCESS POLICY**

SUMMARY

This report proposes a revision to the current *Dunedin Public Libraries Internet Access Policy* (L 103/2).

Since this current policy was adopted by Council on 17 February 2003, there have been a number of changes affecting the content and application of the policy, including the implementation of the *Aotearoa People's Network Kaharoa (APNK)* in all branches of the Dunedin Public Libraries network in February 2010 and the adoption of the *Dunedin Digital Strategy* by Council 27 September 2010.

The current *Dunedin Public Libraries Internet Access Policy* (L103/2) needs to be updated to reflect these changes.

POLICY IMPLICATIONS:

OTHER IMPLICATIONS:

- | | |
|---|----|
| (i) Approved Annual Budget: | No |
| (ii) LTCCP/ Funding Policy: | No |
| (iii) Activity Management Plans: | No |
| (iv) Community Boards: | No |
| (v) Sustainability | No |

RECOMMENDATIONS

- 1 Adopt the **(Dunedin Public Libraries Internet Access Policy)** set out in Attachment One, and
- 2 Revoke the existing **(Dunedin Public Libraries Internet Access Policy L103/2)** set out in Attachment Two.

INTRODUCTION

The purpose of this report is to propose a revision to the current *Dunedin Public Libraries Internet Access Policy* (L103/2) due to recent changes affecting this policy.

Copies of the proposed revision and current policies are included as *Attachment One* and *Attachment Two* respectively. The reasons for the proposed revision are outlined below.

BACKGROUND

The Dunedin Public Libraries has provided free public access to the Internet in the City Library since June 1997, although this free access was to a selected range of authoritative sites only, with charged access to the full Internet and email sites.

On 17 February 2003, Council adopted the *Dunedin Public Libraries Internet Access Policy* (L103/2), which provided free access to information on the Internet alongside a charged service for the full Internet, including email sites.

The provision of public Internet access through the Dunedin Public Libraries also supports the Dunedin City Council *Information and Communication Technology (ICT) Strategic Plan (2010-2012)* in the following key result area:

IM1 Meeting Customer Information Needs

Information is available to customers in a format and cost that meets their needs

Since the implementation of the *Dunedin Public Libraries Internet Access Policy* (L103/2), there have been a number of changes affecting its content and application. The current *Dunedin Public Libraries Internet Access Policy* (L103/2) now needs to be revised to reflect the impact of these changes.

DISCUSSION

The key changes affecting the current *Dunedin Public Libraries Internet Access Policy* (L103/2) are:

- Free access to the full Internet, including email sites was implemented in February 2010 in partnership with the *Aotearoa People's Network Kaharoa (APNK)* and is now readily available through *APNK* computers and wireless access at all branches of the Dunedin Public Libraries. The connection to the *APNK* network is totally separate from the Dunedin City Council network and has no impact on the operation or performance of the Council network.
- The *Dunedin Digital Strategy* was adopted by Council on 27 September 2010 now provides a local context for the provision of access to digital information and communication technologies through the Dunedin Public Libraries and throughout the city.
- The current policy refers to superseded technology, such as the use of diskettes for data storage, and to previous arrangements implemented by the Dunedin Public Libraries to manage public access to the free and charged Internet services. These are no longer required or current practice.

A revised version of the *Dunedin Public Libraries Internet Access Policy* in the context has been included as Attachment One. The current *Dunedin Public Libraries Internet Access Policy* (L103/2) is included as Attachment Two for comparison.

RECOMMENDATIONS

In the context of the changes outlined above, it is recommended that Council:

- 1 Adopt the **(Dunedin Public Libraries Internet Access Policy)** set out in Attachment One, and

- 2 Revoke the existing **(Dunedin Public Libraries Internet Access Policy L103/2)** set out in Attachment Two.

Prepared by:

Approved by:

Bernie Hawke
Library Services Manager

Graeme Hall
General Manager Community Life

Date report prepared: 20 April 2011

Policy Manual details that will apply if adopted:	
Title of the position, which is the key contact for the administration and review of this Policy or Policy Statement	<i>Library Services Manager</i>
Outcome(s) to which this Policy or Policy Statement contributes	<i>Culture & Learning</i>
Sub-outcomes to which this Policy or Policy Statement contributes	<i>A broad range of learning opportunities</i>
KRA(s) to which this Policy or Policy Statement contributes	<i>KRA1 - Meeting Community Information Needs</i>
Review date	<i>The default review date is 3 years from the date of adoption if a different review date please specify</i>
Office Use Only: New Policy Number, if applicable. Committee Code /mm/yyyy/Agenda Item No. (Codes: PE, CDC, ISCOM, EDC, FS, CL)	____/____/____/____

Attachment One

Dunedin Public Libraries Internet Access Policy

INTRODUCTION

The *Dunedin Digital Strategy* (2010) provides the vision for a "Digital Dunedin" to be achieved through the leadership, commitment and support of the following strategic goals:

1. *A Digitally Connected City to increase the access, affordability and the quality of digital networks connecting the residents and businesses across the city.*
2. *A Digitally Enabled City to deliver more digital content to the community, visitors and businesses across the city and develop Dunedin as a centre for digital innovation.*
3. *A Digitally Capable City to raise the level of knowledge, literacy and skills to use digital technology across the community, business and service sectors.*
4. *A Digitally Confident City to increase assurance that digital services are safe and reliable for residents to fully embrace and participate in.*

As a key Dunedin City Council participant in delivering the Community Plan Outcomes in the area of Culture and Learning, the Dunedin Public Libraries has a pivotal role in providing free access to digital technologies to support the level of community knowledge and use of these technologies.

CONDITIONS OF USE

The Dunedin Public Libraries will provide free, high speed, broadband access to the Internet in partnership with the *Aotearoa People's Network Kaharoa* (APNK) through computers and wireless access at all branches of the Dunedin Public Libraries.

Wireless access to the Internet through the APNK network is unrestricted and available within selected areas of all branches of the Dunedin Public Libraries during Library opening hours.

Public access to the Internet through APNK computers will be provided to all Library customers at no cost. Access will be provided through the booking and usage arrangements at each service location, with a maximum session time to be determined for each location based on the level of customer demand and the need to ensure equitable access.

Customers must vacate their APNK computer when their allotted session time has expired. The Library may at its discretion extend the session time for any customer and may similarly ask a customer to terminate their extended session, based on the level of user demand at the time.

Out of consideration for other customers during busy times, the Library reserves the right to limit the number of APNK sessions to two per customer, per day or to limit the time period for which a person may use any other Library computer.

Bookings for APNK computers may be made in advance, but will lapse if not activated within 5 minutes of the allocated session time.

The Library reserves the right to limit the number of people around any computer to no more than two.

The Library reserves the right to have computers with different parameters e.g. limited time sessions, Large Typeface, Catalogue Only, etc.

The Library reserves the right to make some APNK computers unavailable at times for specific purposes, such as training or community group use.

Printing costs will be charged at the rate to be determined annually by Council through the Annual Plan process.

In addition to the access to the Internet provided through the APNK computers and wireless, the Library will provide free access to its website, online catalogue, subscription databases and information on the Internet through its InfoStation computers. Email access and printing is not available through the InfoStation computers.

Any behaviour which endangers, disturbs, interferes with, or is inconsiderate of, any other person is unacceptable. Unacceptable conduct may lead to the termination of a usage session and a refusal to accept further booking sessions. Continued inappropriate use of any computer or offensive behaviour may result in exclusion from the Library.

DISCLAIMER

The Internet is continuously changing and no organisation has a complete knowledge of or control over its content. Some information on the Internet may be unreliable, out of date, misleading and deliberately or innocently inaccurate. APNK and the Dunedin Public Libraries have no control over and can accept no responsibility for the accuracy or reliability of information located on the Internet, or any losses or damages resulting from the use of this information.

As access to the information on the Internet relies on the availability of local and remote computing equipment over which the Library has no control, APNK and the Library are unable to guarantee access to any specific site, and can accept no responsibility for any losses or damages for the failure to access any specific site.

As the transmission of data across the Internet relies on copying data to and from multiple servers, APNK and the Library are unable to guarantee the security of any personal data or information transmitted using the Library public access Internet facilities. APNK and the Library can accept no responsibility for the loss or breach of privacy of any personal data or information entered or transmitted by an individual using the Library public access Internet facilities. Customers are responsible for restarting their APNK computer at the conclusion of their session to ensure that any personal data is purged.

While APNK will attempt to block the transmission of computer viruses and malware, it is unable to guarantee that any data transmitted to or from the Dunedin Public Libraries APNK public access Internet facilities will be virus free, and can accept no responsibility for any loss or damages resulting from a computer virus received through the use of these facilities. Users are responsible for ensuring that any important data is backed up and that files potentially containing computer viruses are scanned and disinfected prior to executing.

While APNK and the Library will attempt to block access to Internet sites with explicit content, which may reasonably be considered to be offensive, APNK and the Library are unable to guarantee that users may not encounter Internet sites with content, which they may find offensive. The Dunedin Public Libraries has a shared responsibility with parents and carers for assisting children in the safe use of the Internet. Parents and caregivers have the primary responsibility for supervising their children's use of the Library, including their use of the Internet.

Any link from the Dunedin Public Libraries website to any other website does not imply an endorsement of the website or its content by the Dunedin Public Libraries or the Dunedin City Council.

DUNEDIN PUBLIC LIBRARIES INTERNET ACCESS POLICY

(Adopted by Dunedin City Council 17 February 2003)

1. Introduction

The Internet is an extensive and invaluable electronic information resource.

Equity of access to information available on the Internet, as well as in other print, electronic and audiovisual formats is considered fundamental to individual intellectual freedom for recreation, self education, cultural enrichment and informed participation in democracy. The Dunedin Public Libraries will provide free public access to the Internet for information due to the overriding community benefit in equitable access to information.

While the Internet is a key information resource, it is also an effective tool for electronic communication where the benefit is derived primarily by the individuals communicating. While the public library has a role in facilitating access to the Internet for communication, the Dunedin Public Libraries will provide this public access at rates comparable with commercial providers as the benefit accrues primarily to the individual.

As the information available on the Internet is variable with regard to its quality & reliability, the Dunedin Public Libraries will implement the following strategies to assist customers in the effective location and use of the Internet:

- The Library will identify and establish links from sites with authoritative and reliable content as a guide for Library customers. Users will not be restricted to these sites.
- The Library will provide training in the effective use of the Internet as an information resource, and in the use of the equipment required to access the Internet.
- The Library will implement a software filter to block access to Internet sites with explicit content which may reasonably be considered to be offensive.

2. Public Access Internet Services – Conditions of Use

The Dunedin Public Libraries will provide public access to a charged webmail service, a free Internet information service and charged printing facilities at each of its branch libraries.

The level of charges will be determined by Council each year and will be comparable with the level of charges levied by local commercial Internet providers.

Advance bookings for the use of some services may be required. A 10-minute delay in arriving for a booking may lead to the loss of the session. Users must vacate their workstation when their allotted time has expired.

While users of the public access Internet services will be permitted to use their own diskettes and to download files to disk, the Library reserves the right to automatically scan diskettes and files downloaded for computer viruses and to prevent the downloading of any files likely to contain computer viruses.

A range of applications such as Adobe Acrobat, sound & video players, have been installed to assist users to access the Internet content. Users are not permitted to download new applications or upgrades, but are encouraged to make any recommendations for new or upgraded applications to Library staff.

Users who are accessing audio content are required to maintain the volume of the sound to a level, which does not disturb other users or request a headphone set from Library staff.

Users are not permitted to access websites with explicit content, which may reasonably be considered to be offensive.

Any equipment malfunction should be reported immediately to Library staff. Users are not permitted to "troubleshoot" or "repair" hardware or software malfunctions. Users may not install or use their own personal software or peripheral hardware equipment on library equipment.

Unacceptable conduct may lead to the termination of a usage session and a refusal to accept further booking sessions. Unacceptable conduct includes the destruction of or damage to library equipment; software license infringement; behaviour which disturbs or interferes with the usage of other Library customers, the attempted installation of unauthorised software or hardware; violation of the computer system security; attempting to access or display Internet sites with explicit content, which may reasonably be considered to be offensive; copyright infringement; use of the Library public access Internet facilities for illegal or nuisance activities.

3. Disclaimer

The Internet is continuously changing and no organisation has a complete knowledge of or control over its content. Some information on the Internet may be unreliable, out of date, misleading and deliberately or innocently inaccurate. The Dunedin Public Libraries has no control over and can accept no responsibility for the accuracy or reliability of information located on the Internet, or any losses or damages resulting from the use of this information.

As access to the information on the Internet relies on the availability of local and remote computing equipment over which the Library has no control, the Library is unable to guarantee access to any specific site, and can accept no responsibility for any losses or damages for the failure to access any specific site.

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