

**Internet and Technology Access****Conditions of Use****Internet**

Internet usage is free to all customers.

**Time Limit:**

- Customers may book for a maximum of two hours at a time which can be extended if space is available for a maximum of four hours per day or four logins per day whichever comes first.
- The minimum amount of time for a booking is 15 minutes.
- Customers should monitor their time as they will need to finish promptly at the end of their booking time.
- The Library cannot guarantee availability of the internet or specific sites at any time.
- All public PC services cease promptly 15 minutes before Library/Centre closing times.
- Internet access via the WiFi on personal or mobile devices is limited to 100MB at a time.

**Bookings:**

- Public PC bookings can be made in person or over the phone.
- Public PC bookings will be forfeited if the customer is more than 10 minutes late without notification.

**Printing/Scanning/Photocopying:**

- Printing is available from all public PC's.
- Photocopying is available at all libraries.
- Scanning documents to a USB is available at all libraries.
- Library staff can assist customers with printing, scanning or photocopying.
- The library is not responsible for any misprinted or photocopied items.
- Customers must adhere to copyright legislation.

**Downloading:**

- Customers may use a public PC to download information to a USB.
- All downloaded files must be saved onto your own USB or personal mobile device, not onto the public PC
- Downloading to personal or mobile devices via the WiFi is limited to 100MB at a time.

**Email:**

- Customers can access their web based email via the WiFi on their personal or mobile device or public PC's.
- Customers can print email and/or attachments from their web based email on the public PC's.

**Library Staff can assist with:**

- Startup procedures for Internet and Microsoft Office
- Basic Internet procedures
- Basic Word Processing questions
- Printing/Scanning/photocopying

## **Internet Access:**

- Campbelltown City Council provides free internet access at all libraries to enhance access to information and the leisure pursuits of our community.
- The internet is free to use on all public PC's.
- The internet is free to use via WiFi on all WiFi enabled personal and mobile devices.
- The library does not censor information from the internet and library staff cannot provide constant supervision of customers. Consequently, parents or guardians must take responsibility for what is accessed by children under 18 years of age.
- The library cannot guarantee the completeness, currency or accuracy of information from the internet. Customers must assess the correctness of information from the internet themselves.
- Customers are advised to exercise caution when providing personal information across the internet.
- Customers are expected to use the internet in accordance with the Internet and Technology Access document and the Campbelltown City Library Customer Service Charter.
- Customers must be sensitive to the values and beliefs of others when displaying potentially offensive or objectionable information or images on public PC's or personal and mobile devices within the library.
- If a customer is found to be using the internet on public PC's or on personal and mobile devices to access pornographic, offensive or objectionable material or for any unlawful or inappropriate purpose. Library staff have the right to direct the customer to leave the library and their library privileges may be suspended for a specified period of time. Unlawful conduct will be reported to the relevant authorities.

## **Public PC Access:**

- Public PC's are provided on a do-it-yourself basis.
- Public PC's must be used as installed and customers may not delete, add to or alter the hardware and software provided.
- Customers must not make copies of copyrighted or licensed software or data unless such use is authorised.
- All public PC's have Anti-Virus software installed, however, you should take precautions when downloading files from the internet for home use.
- The library is not responsible for any loss or damage resulting from a file being downloaded from the internet.
- All customers are responsible for saving their own data/files to a USB on the public PC's. No personal information, data or files are retained on the public PC's after shutdown.
- In consideration of others, customers are advised to use headphones when accessing multimedia or sound files within the library.
- No more than two people can use a public PC at one time.
- All active public PC sessions timeout after 15 minutes of inactivity and will shutdown.