



Library Public Technology Policy

Adoption Date:	June 2023 by Approval of the General Manager
Last Reviewed:	June 2023
Next Review Date:	June 2025
Division/Department:	Woollahra Libraries
Responsible Officer:	Manager Woollahra Libraries
HPE CM Record Number:	23/104544

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1 Policy Statement

Woollahra Libraries is committed to serving the information and recreation needs of community. The libraries offers the public access to internet, computing and printing facilities.

2 Application

2.1 Purpose

To provide library staff and library members with a clear understanding of the role of the library in providing public access to technology services.

2.2 Scope

Public libraries have no control over the information available through the Internet and therefore cannot be held responsible for its content and use. When using the Library's computers and Wi-Fi, customers are bound by this Policy.

3 Definitions

Term	Meaning
3D printing	The action or process of making a physical object from a three-dimensional digital model, typically by laying down many thin layers of a material in succession.
Woollahra Libraries	Woollahra Library at Double Bay, Paddington Library and Watsons Bay Library.
Multifunction Device	A printer that also scans and photocopies

4 Community Strategic Plan, Delivery Program and Operational Plan

This Policy relates to Themes, Goals and Strategies outlined in Council's Community Strategic Plan Woollahra 2032 and Priorities outlined in Council's Delivery Program and Operational Plan, specifically:

Theme:	Social	
Goal:	1.A	A connected, harmonious and engaged community for all ages and abilities.
Strategy:	1.1	Provide, promote and facilitate a range of community projects, programs and events that support an inclusive, thriving and sustainable community.
Priority:	1.1.1	Provide opportunities to connect people and ideas to encourage lifelong learning and quality of life.

5 Relevant Legislation

Library Act 1939 and the Library Regulation 2018.
Copyright Act 1968 (Commonwealth)
Children and Young Persons (Care and Protection) Act 1998
NSW Privacy and Personal Information Protection Act 1998

6 Policy Content

Woollahra Libraries vision is 'Connecting people and ideas'. It provides free access to computers the internet and printing facilities as part of its commitment to provide free and open access to information, educational and cultural resources.

The following facilities are available:

- Internet through LAN and Wi-Fi
- Personal computers, iMacs, iPads and other mobile devices
- Multifunction Devices (MFDs) for printing, scanning and photocopying
- 3D printers

6.1 Access to personal computers and multifunction devices

The following conditions apply to the use of the computers:

- Bookings will be automatically cancelled and allocated to the next customer in the queue if the customer does not login within 10 minutes of the scheduled time.
- Library members can book up to a set maximum number of hours, according to availability and demand at each location.
- Library staff will assist with basic instruction in the use of library computers and technology, however, it is not the role of library staff to offer detailed assistance or tuition.
- Visitors are encouraged to join the library to access these services, however a 'Guest ticket' may be purchased for a small fee.
- Members may make bookings up to one week in advance. This can be done online, over the phone or in person.
- In order to help create a child friendly junior area at Woollahra Library at Double Bay, children and their carer's will be given priority access to PC's in this area.

6.2 3D Printers

Library members are encouraged to complete one of 3D printing induction workshops organised by the library unless they are experienced in using 3D printers.

Woollahra Libraries will not be responsible for any flaws in design nor the end result. Refunds (credit to Members Library Cards) will only be issued in case of staff error or 3D Printer malfunction.

The 3D printer may be used only for lawful purposes. No one will be permitted to use the Library's 3D printer to create material that is:

- Legally prohibited.
- Unsafe, harmful, dangerous or poses an immediate threat to the well-being of others.
- Obscene or otherwise inappropriate for the Library environment.
- In violation of another's intellectual property rights. For example, the printer will not be used to reproduce material subject to copyright, patent or trademark protection.

The Library reserves the right to refuse any 3D print request.

Charges are applicable for this service and users are responsible for the cost associated with errors in the file, incorrect files, and breakage of parts due to insufficient strength or mishandling.

A maximum of seven (7) hours of print time will be allowed per person. Printing must be finished before library closing time.

6.3 Inappropriate Use of Technology

Inappropriate use could include any of the following:

- The display/downloading of any pornographic/offensive material.
- Illegal, criminal or anti-social internet use.
- Damage to equipment, software or data belonging to the Library or other customers.
- Unauthorised copying of copyright-protected material or infringement of licence agreements.
- The violation or attempted violation of any computer networks system security.
- Cyber bullying.
- The use of a VPN (Virtual Private Network) client or similar that can enable bypassing of security measures, access restrictions, or policies put in place by the Library. This includes attempts to circumvent content filtering, monitoring, or other IT controls designed to protect systems, data, and users.

Customers who fail to comply may have their membership privileges removed, be asked to leave the library or may be banned by the Library Manager under Section 17 of Library Regulation 2018.

6.4 Legal

Internet users are liable for the failure to comply with all applicable international, federal and state laws, including censorship, copyright and software licensing laws. The Library reserves the right to check any customer's use of its internet service including data transmissions, if the library deems the customer to be in breach of any laws.

6.5 Parental Supervision

Library staff are not responsible for supervising a child's use of any library resources including internet and computer usage. It is the responsibility of parents, guardians and carers to determine and monitor their children's internet and computer use. Parents should be aware that filtering technologies cannot guarantee that all objectionable material is blocked.

7 Documentation/References

	HPECM Reference
Nil	

8 Related Policies and Procedures

	HPECM Reference
Library Policy for Young People (this name may change)	17/151886 (to be updated)

This Policy will be reviewed every two years or in accordance with legislative requirements. This Policy may also be changed as a result of other amendments that are to the advantage of Council and in the spirit of this Policy.

Any amendment to this Policy must be by way of the approval of the General Manager

Policy Amendments

Date	Responsible Officer	Description
15/06/2023	Manager Woollahra Libraries	New policy replacing: - 17/108639 Library 3D Printing Service Policy - 18/123627 Library Computer and Internet Usage Policy
10/04/2025	Systems and Business Team Leader	Added to section 6.3: • The use of a VPN (Virtual Private Network) client or similar that can enable bypassing of security measures, access restrictions, or policies put in place by the Library. This includes attempts to circumvent content filtering, monitoring, or other IT controls designed to protect systems, data, and users.