



Breach of computer, internet and Wi-Fi use in the library - Exposure to inappropriate material online

Aim:

To ensure the customers of Scenic Rim Libraries engage in the appropriate use of online facilities

Objective:

To give staff a clear procedure on how to deal with a situation in which the use of inappropriate online material has occurred.

Definition:

Inappropriate online material can be defined as:

- ✘ A detailed instruction in crime, violence, drug use, or any other activity that breaches State or Federal laws.
- ✘ Pornographic and/or potentially offensive in nature.
- ✘ Excessively violent
- ✘ Material that advocates committing a terrorist act

Procedure:

If a customer reports inappropriate online material or you notice inappropriate use occurring on the public pc's or Wi-Fi connection;

1. Determine the customer details from the public computer booking sheet and record for later use.
2. Discreetly inform the customer that their access to the content is illegal and/or inappropriate and hence breaching the library condition of computer, internet and Wi-Fi use. (Displayed at every public PC) and they should stop accessing the site immediately.
3. If inappropriate use continues then inform the customer that their computer session will end (if necessary turn off the power to the PC)
4. If the customer is using the Wi-Fi and refuses to give their details, record the time and date and location (this can be searched later on through the Internet service provider)
6. Advise supervisor and complete a computer use incident report form (see attached master)
7. Branch Librarian will scan and email a copy of the report to the Regional Librarian. Branch Librarian will then register the document in ECM.
8. If the customer has been involved in more than one documented incident, further action may be taken.