## Online Incident Management procedures

These guidelines address how library staff are to respond to the following situations:

- Illegal content has been accessed on a Library PC or WiFi or the internet has been used to bully, threaten or harass another person.

- A customer has been witnessed engaging in offensive and/or objectionable sites while using a Library PC or the WiFi

- A customer complains about being cyberbullied/harassed or receiving inappropriate emails.

These guidelines have been developed in conjunction with South Australian Library Network's *Internet Acceptable Use Policy* and *Internet Procedures and Guidelines for Libraries* (available on OnePlace).

Included in this package is an Incident Report Form as well as letter samples to be used to contact customers in breach of the policy.

Mount Barker's PC Booking Process:

Please note, this process is for adult customers, children are able to be booked under responsible parent/ guardian name.

Ask for library card or ID (or verify customer by control questions), locate the borrower on WorkFlows and check record for any alerts.
Make a booking using Resource Reservation and check out a public computer on WorkFlows.
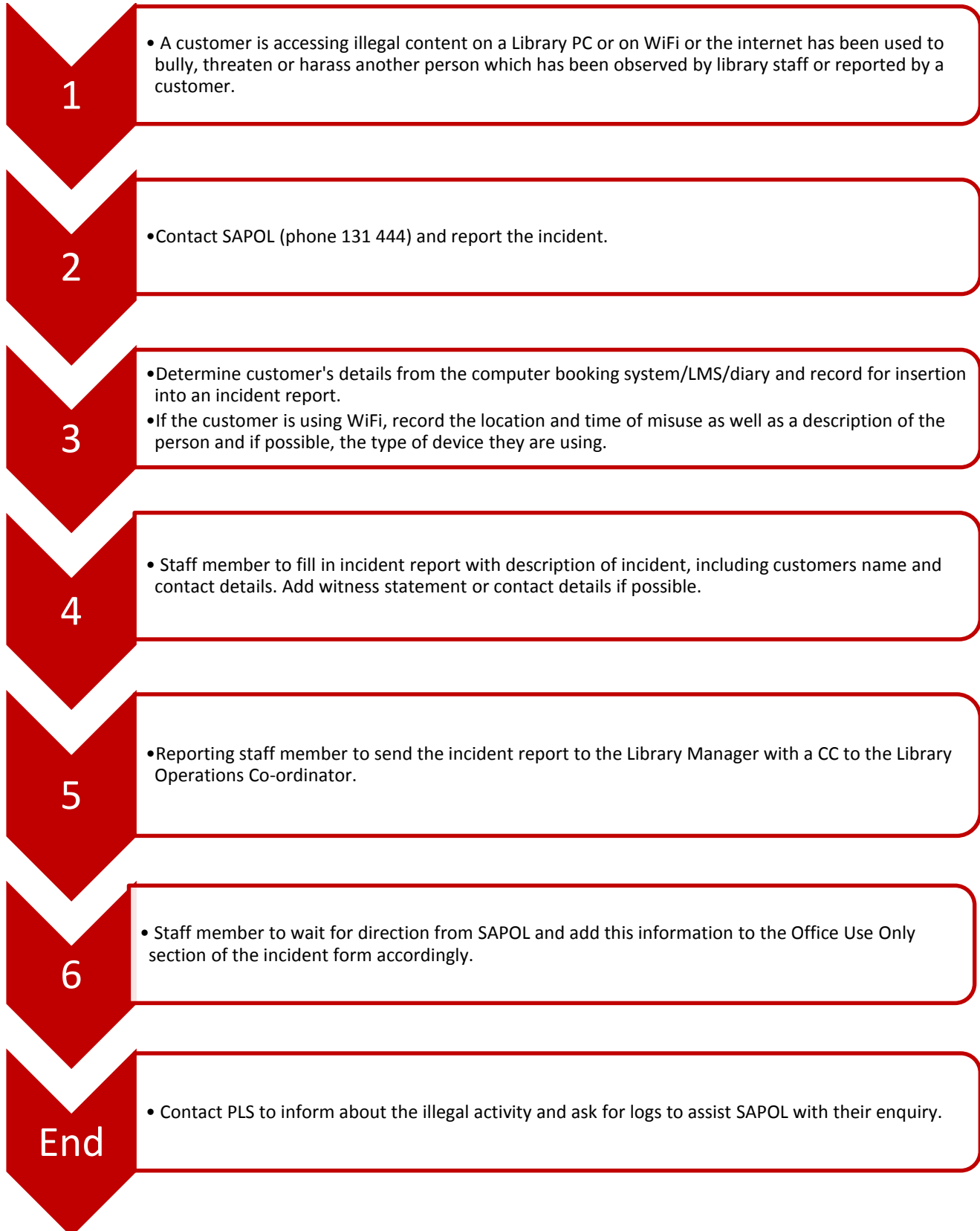
If a customer cannot be identified on WorkFlows with photo ID, fill in the visitors booking diary, with time, name, contact number and signature. Issue the computer to the visitor through WorkFlows.

Reservations should not be deleted from the booking system if customer leaves early. This information needs to be retained for reporting purposes through PLS.
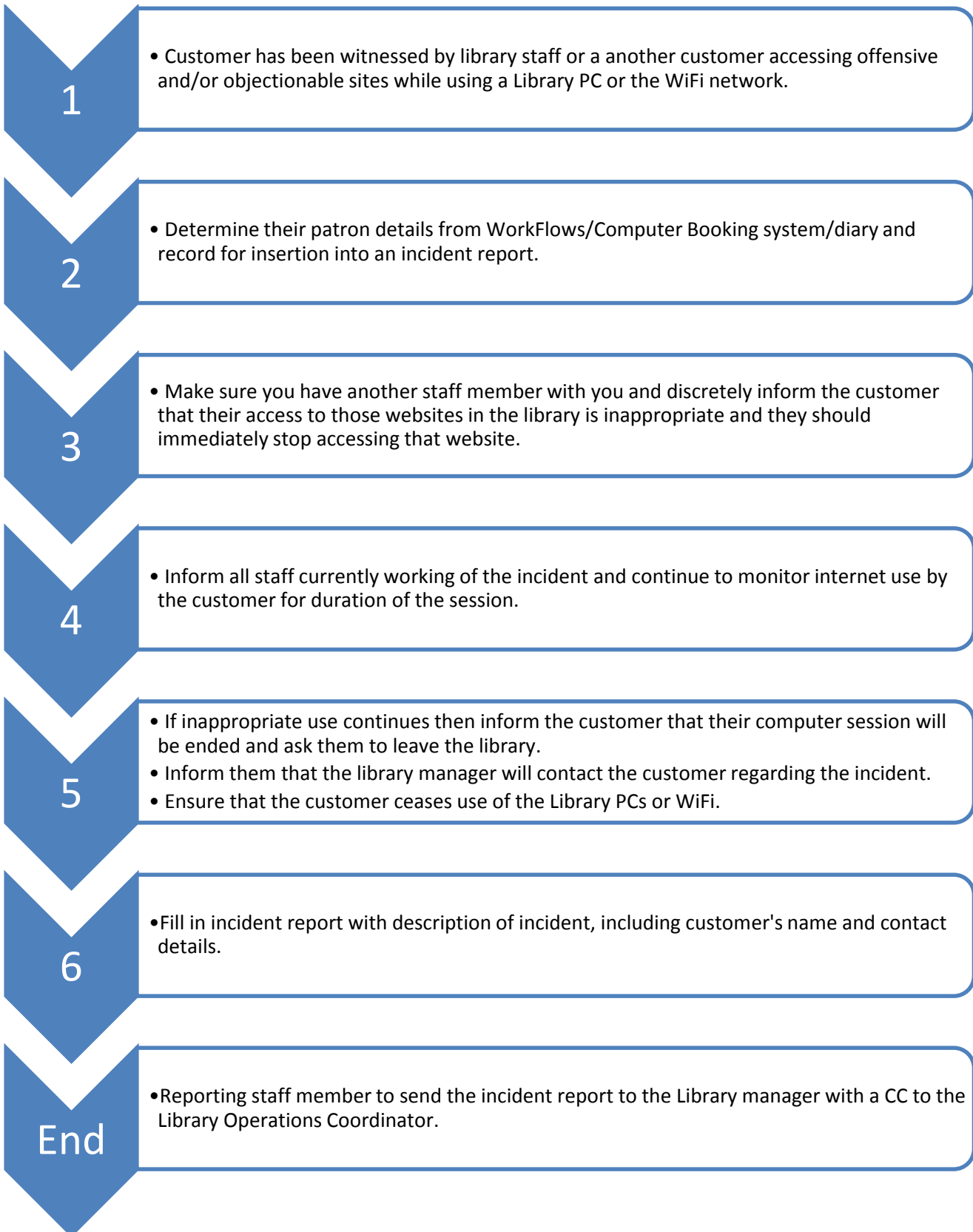
**Situation**: Illegal content has been accessed on a Library PC or WiFi or the internet has been used to bully, threaten or harass another person.
The South Australian Public Library Network *Internet Acceptable Use Policy* has been breached.

**1**
- A customer is accessing illegal content on a Library PC or on WiFi or the internet has been used to bully, threaten or harass another person which has been observed by library staff or reported by a customer.

**2**
- Contact SAPOL (phone 131 444) and report the incident.

**3**
- Determine customer's details from the computer booking system/LMS/diary and record for insertion into an incident report.
- If the customer is using WiFi, record the location and time of misuse as well as a description of the person and if possible, the type of device they are using.

**4**
- Staff member to fill in incident report with description of incident, including customers name and contact details. Add witness statement or contact details if possible.

**5**
- Reporting staff member to send the incident report to the Library Manager with a CC to the Library Operations Co-ordinator.

**6**
- Staff member to wait for direction from SAPOL and add this information to the Office Use Only section of the incident form accordingly.

**End**
- Contact PLS to inform about the illegal activity and ask for logs to assist SAPOL with their enquiry.

## Incident Management guide – Mount Barker Community Library

**Situation:** Customer has been witnessed by library staff or another customer, engaging in offensive and/or objectionable sites while using a Library PC or the WiFi network.

**1**
- Customer has been witnessed by library staff or a another customer accessing offensive and/or objectionable sites while using a Library PC or the WiFi network.

**2**
- Determine their patron details from WorkFlows/Computer Booking system/diary and record for insertion into an incident report.

**3**
- Make sure you have another staff member with you and discretely inform the customer that their access to those websites in the library is inappropriate and they should immediately stop accessing that website.

**4**
- Inform all staff currently working of the incident and continue to monitor internet use by the customer for duration of the session.

**5**
- If inappropriate use continues then inform the customer that their computer session will be ended and ask them to leave the library.
- Inform them that the library manager will contact the customer regarding the incident.
- Ensure that the customer ceases use of the Library PCs or WiFi.

**6**
- Fill in incident report with description of incident, including customer's name and contact details.

**End**
- Reporting staff member to send the incident report to the Library manager with a CC to the Library Operations Coordinator.

**Situation:** A customer is using the library computers or WiFi and complains about being cyber bullied/harassed or receiving inappropriate emails.

**1**
- Ask customer if they know who the sender is, if so ask him/her to write this information down, together with date and time the information was transmitted for their reference.
- Suggest blocking emails from a particular sender and give information how, if unsure seek advice from a colleague.

**2**
- If the incident(s) is consiered a threat to personal safety, direct the customer to SAPOL (phone 131 444).

**3**
- If the customer would like to report the cybercrime - inform them about Australian Cybercrime Online Reporting Network (ACORN) and direct them to https://report.acorn.gov.au

**4**
- If the cyber-bullying occurs via a social media site the customer can report directly to the relevant provider. Social media providers like Facebook, Twitter, YouTube and Instagram have reporting procedures in place.

**5**
- Fill in incident report with description of incident, keep for possible police investigation and/or training purposes.

**6**
- Reporting staff member to send the incident report to the Library manager with a CC to the Library Operations Coordinator

**End**
- If a child is victim of cyber bullying give information about Kids Helpline.
- Kids Helpline is a free, private and confidential, telephone (and online) counselling service specifically for young people aged between 5 and 25. It is available 24 hours a day to help with all sorts of problems, big and small. Phone number 1800 55 1800