



# Guidelines for managing inappropriate use of public access internet and WiFi in public libraries

Public Libraries Western Australia

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## Public Libraries Western Australia

Public Libraries Western Australia Inc. (PLWA) was constituted in 2009 to be the peak body to represent public libraries in Western Australia and to work nationally with Public Libraries Australia (PLA) and the Australian Library & Information Association (ALIA).

### Vision

In today's rapidly changing digital world, public libraries are leaders in embracing new technologies to provide interactive public spaces responsive to the technology transformation of our society; community digital hubs for capacity building and connectivity; and greater opportunities for technological literacy and digital transformation. Public libraries play a pivotal role in encouraging library staff and communities to become smart, safe and responsible digital citizens.

Public Libraries Western Australia is pleased to support the eSmart Libraries cyber safety initiative and, in conjunction with the Alannah & Madeline Foundation and the Telstra Foundation, has developed Guidelines for Managing Online Incidents to assist WA public libraries in preparing their eSmart documentation.

### eSmart Libraries

eSmart Libraries is a behaviour change initiative for cyber safety and wellbeing designed to equip libraries and connect library users with the skills they need for smart, safe and responsible use of technology.

Being eSmart means knowing how to guard against security and privacy risks online, download content in a legal and ethical way, research and reference information, as well as manage reputation and relationships in cyber space. eSmart helps to embed a culture of positive technology use, create policies and procedures, gain access to evidence-informed resources and track progress in becoming eSmart.

Public Libraries Western Australia is committed to supporting the eSmart Libraries initiative, developed by the Alannah & Madeline Foundation and the Telstra Foundation.

Visit [eSmart Libraries](https://www.esmart.org.au) for more information.  
[www.esmart.org.au](https://www.esmart.org.au)

## Overview

These Guidelines are intended to assist staff deal with a range of incidents that might occur from the use of public access computers and WiFi in the library.

They have been developed in order to support smart, safe and responsible use of technology across WA libraries.

### Aim

To ensure that WA library users 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 inappropriate use of library PCs or network, or viewing inappropriate online material, has occurred.

### Definitions

Severe inappropriate online material can be defined as, but not limited to:

- 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

### Responsibility of the Employee

All staff members are expected to address any problems they encounter by resolving the problem directly and/or contacting supervisory staff in a timely manner.

Every staff member has the right to ask other staff for assistance, and should provide assistance when requested.

These steps address how library staff should respond to the following situations:

### **Moderate offence**

*Inappropriate online material has been accessed or a customer reports inappropriate use of the public PCs or WiFi connection:*

1. Make a note of that particular customer's details and record for later use
2. Discreetly inform the customer that their access to the content is inappropriate and is breaching the library's Internet Access Guidelines. They should therefore cease to access the site immediately
3. If inappropriate use continues, inform the customer that their session needs to be terminated. (if necessary turn off the power to the PC)
4. If a customer is using the WiFi and refuses to give their details, record the time, date and location.
5. If applicable, advise a Manager and complete an Incident Report Form (template attached)
6. If the customer has been involved in more than one documented incident, further action may be taken.

### **Major offence**

*Illegal content has been accessed on a library PC or WiFi, or the library network has been used to bully, threaten or harass another person:*

1. Make a note of that particular customer's details and record for later use
2. Approach the person and explain they are breaking the library's conditions of use. Advise them to stop immediately. Don't engage in long conversation
3. If the behaviour continues, ask the person to leave the library. Take another staff member with you for support
4. If the person refuses to leave, inform them you will be calling the police
5. Record the incident details using the Incident Report Form (template attached)
6. Report cyber bullying to [ACORN](#) or [Office of the eSafety Commissioner](#) (Under 18s)
7. Advise a senior staff member of the incident either verbally or by email

### **Banned customers**

If it is deemed appropriate a customer can be banned from using the facilities for a specified period of time. Authorisation must be sought from the library's leadership team.

If a banned customer attempts to use the computers or WiFi during the banned period, a senior member of the library team will request they leave and contact the Police if they refuse

## Breach of Internet Access Guidelines: Incident Report Form

Date		Reference	
Time		Branch	
Witness Details			
Name			
Address			
Contact Tel		Contact Tel	
Email			
Witness Details			
Name			
Address			
Contact Tel		Contact Tel	
Email			
Offender Details			
Name			
Address			
Contact Tel		Contact Tel	
Email			
Library Card Number		Type of device used	
Gender		Height	
Build		Complexion	
Hair		Eyes	
Age		Other	
Distinguishing Features			
Clothing			
Offender Details			
Name			
Address			
Contact Tel		Contact Tel	
Email			
Library Card Number		Type of device used	
Gender		Height	
Build		Complexion	
Hair		Eyes	
Age		Other	
Distinguishing Features			
Clothing			
Reporting Officer		Date report submitted	
<i>Add Description of Incident to page 2</i>			

## Incident Report Form (2)

Description of Incident (Attach statements, police/other reports)

Previous Incidents Reported:

Date of Incident		Reference	
Date of Incident		Reference	
Reporting Officer		Date report submitted	

Ongoing Action Taken: