

# WWCL Dealing with Inappropriate Internet and WiFi Use Procedure

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## Procedure

The Wagga Wagga City Library (WWCL) Guidelines for dealing with inappropriate use of the Internet and Wi-Fi has been developed with reference to the WWCL Customer Service Charter and Code of Conduct, the WWCL Internet Usage Procedure and the WWCL Customer Exclusion Procedure, all of which are available to the public on the WWCL website.

## Purpose

To ensure all WWCL customers engage in the appropriate use of online facilities, and that staff understand and are able to apply cybersafe principles when assisting customers.

For the purposes of these guidelines, the term 'inappropriate' includes any of the following:

- the display/downloading of pornographic/offensive/excessively violent material
- material that advocates committing an act of terrorism or hate crime
- detailed instruction in crime, violence, drug use or other illegal activity
- illegal or anti-social Internet use (intimidation, harassment or bullying)
- modification of library hardware, software or settings

## Responsibilities

WWCL Library Staff  
WWCL Library Members  
Visitors to WWCL

## Procedure Provisions

If a customer is reported to be accessing inappropriate material on the Internet, the following steps should be taken:

1. The customer should be verbally notified that accessing inappropriate material is not acceptable within Wagga Wagga City Library branches, and pointed to the [WWCL Internet Usage Procedure](#). The customer is asked to close the inappropriate material, and warned that a breach of these conditions will result in loss of access to library computers

**Action**

Verbal warning to customer and report the incident to supervisor. Fill in an incident report form and add a note to the customer's card in Libero with the date of the incident.

2. If the customer continues to access the material, inform them that they are no longer able to access the computers and ask them to leave the library.

**Action**

Terminate the customer's computer session and ask them to leave the library. Report the incident to a supervisor and fill in your council's incident report form and add a note to the customer's card in Libero with the date of the incident.

3. If a customer is involved in more than one documented incident, the customer may be excluded from the library in accordance with the WWCL Customer Exclusion Procedure and with the endorsement/advisement of Council management.

**Action**

The Library Manager or Officer-in-charge, may determine a period of exclusion. The General Manager will be advised, and the customer notified in writing by the member Council.