

Date	Question	Responded	Response type
2/03/2015	<p>I seek reliable journal articles on the topic "forensic examination and analysis of internet explorer activity files in criminal investigations" particularly in relation to</p> <ol style="list-style-type: none"> 1. Limitations in Microsoft Search Pack Enhancement File used by the Internet Explorer search toolbar to record searches typed into it. 2. Deficiencies in forensic tools used to extract deleted log records from Internet Explorer 3. Errors in information generated by forensic tools targeting IE activity files (ie cache, history and cookies) <p>Please note the computer operating system is Windows XP so articles from 2008 - 2012 would be the best given the dated operating system.</p>	Y	Copies of Articles provided
23/02/2015	Client wants copies of legal cases, dated 2005+, where charges include sexual assault or abuse of infants or toddlers. Looking for information regarding the nature of the cases, remarks from the prosecution and the defence and the sentencing outcome.	Y	Copies of Legal cases provided
8/01/2015	<p>Fallibility of DNA results in criminal investigations specifically:</p> <ol style="list-style-type: none"> 1. where DNA testing was handled badly e.g. contamination and mislabelling which throws the reliability of the the test into doubt. 2. Where there were mixed DNA profiles, minor DNA profiles and partial DNA profiles - as opposed to complete full DNA and major DNA profiles 	Y	Direction to copy of book held at a public library
30/09/2014	<p>Please send scholarly material on the topic of cyber safety and security, specifically these three points</p> <ul style="list-style-type: none"> * reasons for multiple names (aliases/nicknames) being used when placing advertisements on social websites * why more than one name (alias/nickname) is used when exchanging emails with persons who have been met online * reasons for the use of multiple names/nicknames/identities when exchanging text messages via mobile phones with people who were met online. 	Y	a list of citations to journal literature but was found very difficult to find articles on exact subject area

2/07/2014	<p>please send copies of recent journal articles, chapters of texts, case studies and case law on the topic "prescription medicine (drugs) shopping" specifically where there is</p> <ul style="list-style-type: none"> i. innocent explanation or ii. reasonable excuse or iii. legitimate reason <p>to justify that action.</p>	Y	few articles provided but was found very difficult to find articles on exact subject area
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24/06/2014	<p>Client wants information about cases heard in any criminal court (Supreme, Court of Appeal etc) in any Australian state, in any year, on the issue of prescription medicine as in anxiety/insomnia/sleeping pills being located "in one's own vehicle specifically where there is an innocent explanation".</p> <p>Catchwords suggested: prescription medicine located in one's own car ; anxiety drugs located in one's own car ; sleeping pills (tablets) seized from one's own car ; where innocent explanation was given to jury"</p> <p>Client requests only the citations, digest and summary of each case, and for cases referring to [that] case, not the full case itself.</p>	Y	No results yielded
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18/06/2014	<p>Could you provide me with citations, catchwords and annotations of cases heard in the High Court of Australia between 2010 and 2014 on the issue of "exclusion of evidence", specifically where "search warrant was invalid" or "search warrant was not obtained" or "crime scene warrant was not issued".</p>	Y	No results yielded
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18/06/2014	<p>Please provide citations, catchwords and annotations of cases heard in the Queensland district Court, Supreme Court and Court of Criminal Appeal between 2010 and 2014 on the topic of "inadmissibility of evidence" where evidence seized was excluded because "search warrant was invalid" ; "search warrant was not obtained" or "crime scene warrant was not issued".</p>	Y	Citations and annotations for cases provided
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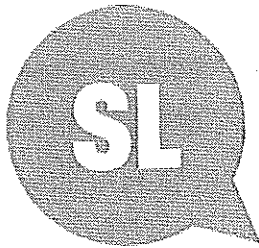
17/06/2014	<p>Please provide examples of case law decided in the High Court of Australia 1995-2014 on the issue of admissibility and inadmissibility of evidence, specifically as follows:</p> <p>1.1 Document or information came from a computer</p> <p>1.2. Internet searches conducted on one's own computer using search engines such as Google. Also all such evidence excluded for reasons including, but not limited to,</p> <p>a) prejudicial effect b) evidence obtained improperly as it [is] contravention of protocol c) a search for an innocent purpose d) the computer is accessible to family and friends e) the computer has been/may have been hacked an virus infected.</p>	Y	Extract and Digests of cases provided
17/06/2014	<p>Please post copies of precedents heard in the Court of Appeal (Criminal Matters) in the Jurisdictions of Queensland, NSW and Victoria in the period 2000-2014 on the topic "admissibility and inadmissibility of evidence" specifically</p> <p>- where document or information came from a computer - internet searches on one's own computer using search engines such as Google -Also all such evidence excluded for reasons including but not limited to :</p> <p>a) prejudicial effect b) evidence obtained improperly as it is in contravention of protocol c) a search for an innocent purpose d) the computer is accessible to family and friends e) the computer has been/may have been hacked an virus infected If there are too many cases please just send the most recent.</p>	Y	Extract and Digests of cases provided

<p>17/06/2014</p>	<p>Could you please send me reliable and valid articles published in the years 2011-2014 on the topic of Forensic computer examination in criminal trails, specifically: (a) Potential errors in reports generated by forensic software i.e. X-Rays Forensic 16.OSR-6t in criminal investigations (b) Deficiencies in Microsoft Internet Explorer search toolbar to record the searches typed into it (also known as inter history) and: (c) Potential errors in reports generated by forensic software used to recover internet history in criminal investigations</p>	<p>Y</p>	<p>Copies of articles provided</p>
<p>29/05/2014</p>	<p>Please post copies of chapters of recent textbooks or articles on topic of medicolegal aspects of alcohol; specifically, the following aspects -blood and urine specimens for alcohol analysis -collection and storage of blood and urine specimens for alcohol analysis -quality assurance -report of laboratory findings</p>	<p>Y</p>	<p>Copies of articles provided</p>
<p>29/05/2014</p>	<p>Please post copies of chapters of recent textbooks or articles on topic of medicolegal aspects of alcohol; specifically, the following aspects -disposition of alcohol in man</p>	<p>Y</p>	<p>No results yielded</p>
<p>11/04/2014</p>	<p>Requesting copies of 12 court cases: R v Collins Ex parte A-G (1996) R v Cranston (1998) R v Anderson (1994) R v B (1989) R v May (2007) R v Ginger (QCA, No 436 of 1996, 29 April 1997, unreported) R v McGlinchy (1983) R v Phillips (1987) R v Walker (1983) R v Pretorius (2010) R v Wilkinson (1973) R v PS (2004)</p>	<p>Y</p>	<p>8 Cases provided - others not held by SLQ</p>

<p>13/03/2014</p>	<p>I am looking for recent cases decided in each of these three courts: 1) The district court and 2) Qld supreme court 3) Qld court of criminal appeal The search topic is "inadmissibility (exclusion) of evidence" specifically forensic evidence, including but not limited to, results of analysis of blood and/or urine specimens tested in a forensic laboratory, and taking into account a combination of some (and or all) of the following catchwords: (a) Criminal Law (b) Evidence (c) Admissibility and inadmissibility (d) Evidence of blood and/or urine specimens should have been excluded because of discontinuity of chain of evidence (e) Forensic evidence of results of testing and analysis of blood and/or urine samples should have been inadmissible because fallibility and unreliability ie contamination, mislabeling, bad storage, faulty equipment (f) Forensic evidence of analysis of blood and/or urine specimens in a forensic lab is inadmissible for public policy reasons</p> <p>I am aware that there is a limit of 10 page per request so I ask that you copy the case law documents in a (i) smaller font (ii) print double sided, and kindly send me only (iii) citations and catchwords parts - as opposed to the full text - of each case in an effort to obtain as much information as I can within the prescribed limits of assistance.</p>	<p>Y</p>	<p>Copies of some possible legal cases provided</p>
<p>6/01/2014</p>	<p>I am writing to you today hoping you can assist me with obtaining information I can't get from the prison. York v Queens (2005) 221 ALR 541; (2005) 79 ALJR 1919 (2005) HCA 60. If you could also find the decisions that were either followed or applied in the case of York v Queen (2005) HCA 60. In the jurisdiction of Queensland in the period 2007-2013.</p> <p>I also invite you if possible and practicable to copy the material to a CD. To meet prison rules can you mark the CD with my name, put the date of issue and title such as "Legal tasks" on the CD - Each CD needs to be in a case</p>	<p>Y</p>	<p>Copy of Case provided No further results yielded</p>

6/01/2014	<p>I am writing to seek your assistance with obtaining case law on the topic of "exclusion of evidence".</p> <p>I believe I have listed what would help.</p> <p>Could you please provide me with precedents on application to exclude evidence pursuant to 590AA of the Criminal Code 1899 (QLD) at both</p> <p>A). The district court and</p> <p>B). the supreme court</p> <p>...in the jurisdiction of QLD 2010-2013.</p> <p>These cardholders will assist:</p> <p>criminal law, evidence, admissibility + relevancy, judicial discretion to emit or exclude evidence, irrelevant evidence, prejudicial evidence, unfairly obtained evidence.</p> <p>If you could put them on a CD with my name and outline the contents (eg exclusion of evidence) and date of issue. If not hardcopy would be fine.</p>	Y	Copy of Case provided
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6/01/2014	<p>Can you please provide me with a copy of each of the cases listed below?</p> <p>Case law as follows:</p> <ol style="list-style-type: none"> 1. R v Williamson (2009) QSC 434 2. R v Day (2008) QCS 358 3. R v Christensen (2005) QCS 279 4. New South Wales v Corbett (2007) 172 A CRIM R 555 5. R v Cleveland (1982) 151 CLR 1 6. R v Pollard (1992) 176 CLR 177 7. Majzoub v Kepreokis (2009) NSW 314 <p>If the quantity requested exceeds your normal supply criteria I would ask that in this instance you use discretion and make an exception in this case. Alternatively it would be appreciated if you could put the information on a CD in pdf format with my name and outline the contents</p>	Y	Copy of cases provided
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all yours

Enquiry Services Management Policy

Policy Number:	VE-0001-V01
Records File Number:	815/380/100
Maintained By:	Visitor Experience
Review Date	January 2016

1. Document Control

Version	Approved By	Approval Date	Revisions
1	Director, Corporate Services		New Policy (Replaces the Extended Enquiries Policy, which is now incorporated into this broader policy)

2. Authority

Executive Manager, Visitor Experience

3. Purpose

The purpose of the Enquiry Services Management Policy is to establish the guidelines for the delivery of enquiry services to clients.

4. Scope

The Policy covers all enquiry services delivered by Visitor Experience

5. Definitions

Term	Definition
Enquiry services	Services offered to members of the public, to assist with their information needs
Extended enquiries	Enquiries which cannot be responded to within a short timeframe

6. Policy Statement

Our Enquiry Services are provided as additional support when self-help tools and resources do not guide you to the information you need. These services include initial assistance at point of need, and a research service for more complex enquiries. These services are available through a range of channels, which may include:

- Face to face
- Telephone
- Web-forms and email
- Letters and faxes
- Chat and instant messaging services

This policy is intended to help you understand the level of support provided by State Library.

7. Service Goals

- To provide a range of enquiry services and channels to meet your needs
- Through our interactions, help to build your capacity to research independently
- To provide services to the public as cost-effectively as possible.

8. What we can do for you initially

8.1 If you visit the library and ask for assistance, we will advise you on a research strategy, support you in the effective use of 'finding' tools, and suggest appropriate resources. Depending on the level of client demand, we can generally spend up to 10 minutes assisting you.

Staff may not be able to assist you in the use of your personal equipment, or with external software programs such as Microsoft Office or email accounts. Staff cannot supervise examinations, proof read private documents, nor interpret or provide advice on legal or medical matters.

8.2 If you phone us, or use our online chat or messaging service we are generally able to spend up to 10 minutes assisting you. This may include advising you of the most appropriate information resources to guide you in your search. If your enquiry cannot be answered in a short time frame, you may be referred to our **Extended Enquiries Service**.

You may also be referred to another information provider:

9. What we are not able to provide

- Lengthy or ongoing research e.g. extended family history or newspaper searches
- Answers to lists of questions for quizzes or competitions
- Detailed assistance with assignments
- Searches for missing persons
- Valuations
- Legal or medical advice

10. Extended Enquiries

Extended enquiries are those which cannot be responded to within a short timeframe.

10.1 Who is eligible to use the Extended Enquiries Service?

This service is provided for:

- All Queensland residents
- Anyone wishing to access information relating to the jurisdiction of this Library
- Anyone wishing to access information which is unique to our collections

10.2 What we provide for Extended Enquiries

Depending on the nature of the enquiry we may provide:

- Information gathered by State Library staff
- Guidance on the most appropriate information resources to continue with your research
- Referral to another of the National and State Libraries Australasia member libraries, to your closest public, school or tertiary library, or to another information provider.
- Up to two hours of research on most enquiries
- Up to six enquiries for any individual during a single calendar year
- Up to 10 copied pages free of charge. You will be advised that the provision of additional materials from the State Library is possible through the Library's Document Delivery service, and may incur a fee

11. Service Disclaimer

We aim to provide the most current and accurate information. We do not assume responsibility for any errors or omissions in the information provided, or for any action which relies on this information.

12. Privacy

The State Library of Queensland respects your privacy. Personal information we collect is used only for our internal activities and functions (Libraries Act 1988) and will not be disclosed unless required by law. For more information, please read the State Library's privacy statement at <http://www.slq.qld.gov.au/home/privacy>.

13. Approval date

Approved by the Director, Corporate Services

Date: 14/02/2014