

## Public Access Information and Communications Technology (ICT) Services Policy

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Maintained By:	Community Engagement
Review Date	June 2017
Next Review Date:	June 2019

### Authority

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State Librarian and CEO

### Purpose

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The purpose of the Policy is to promote rewarding and responsible use of ICT services provided at State Library of Queensland.

### Related Procedures

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Provisions of the Policy relating to the conduct of members of the public refer to State Library Responsible Conduct Policy and Procedures.

### Related policies and legislation

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- Intellectual Freedom Policy
- [Responsible Conduct Policy](#)
- *Information Privacy Act 2009*
- *Copyright Act 1968*
- *Criminal Code 1899*

### Policy Statement

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#### 1. Purpose of service

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State Library provides ICT services to allow clients to pursue their needs and interests.

#### 2. Scope of service

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##### 2.1 Information and Communications Technology services

Includes all public access computers and computer related equipment used at the Library including; wireless and wired access facilities; personal computers and hand-held devices used at the Library.

- A mix of State Library computers are provided with various authentication and time stipulations depending upon the location and access required
- The wireless connection can be used by all clients without authentication for an unlimited time.

##### 2.2 Services accessible

- Internet
- State Library public services and collections
- Software applications, including the Microsoft Office suite.

### **3. Censorship**

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In line with the statement by ALIA (the Australian Library and Information Association) on [online content regulation](#) State Library promotes "the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy". State Library does take measures to exclude content that is illegal as well as malicious sites intended to have negative impacts on ICT infrastructure. Access to all other sites is logged and may be monitored.

### **4. Children and Young People**

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With respect to providing access to the Internet State Library exercises its duty of care through the following measures:

- Children under the age of 12 are required to be supervised at all times by a parent or responsible adult. This includes the use of ICT services.
- Young people aged between 12 and 15 years may use State Library computers unsupervised after becoming a member of the library, or with written permission from a parent or guardian.
- State Library staff are available to provide children, parents, teachers and carers with advice and information about safe use of the Internet.

The wireless connection can be used by all clients without authentication for an unlimited time.

### **5. Risks applying to use of State Library's Internet connection**

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Users are advised of the following risks when using ICT services at State Library:

- State Library cannot guarantee the accuracy or validity of information accessed through the Internet, including websites linked to from the State Library website.
- As the Internet is an inherently insecure environment, State Library cannot guarantee the security of any data accessed or transmitted through its Internet connection.
- The Internet provides access to material that may be offensive and objectionable to members of the public. Consistent with its opposition to censorship State Library does not attempt to make any content inaccessible through its Internet connection.
- The Internet is a largely unpoliced domain and is host to people and organisations that may pose a danger to others. Users are advised to exercise due care in disclosing personal information.

State Library does not accept any liability for any loss or damage, direct or indirect that may arise from using State Library's ICT services.

### **6. Expectations of users**

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State Library's [Responsible Conduct Policy](#) establishes that users of State Library are required to be mindful of the needs, sensitivities and rights of other users. This applies to users of ICT services.

### **7. Unauthorised use**

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#### 7.1 Infringement of security

Use of State Library ICT services that infringes the security of people or property may result in immediate exclusion from State Library premises and temporary or permanent loss of access to those services and may also attract prosecution under civil or criminal law. For the purpose of this policy infringement of security includes:

- events, actions or behaviours that harm, create risk of harm, or threaten harm to any individual, including intimidation and harassment
- theft, destruction of, damage to, or interference with equipment, software, or data belonging to State Library, other organisations or individuals
- unauthorised copying and distribution of copyright-protected material or intentional infringement of licence agreements and other contracts
- the violation or attempted violation of any computer network's security system
- the violation of privacy, including unauthorised monitoring of electronic communications

- use of computer services for any illegal, fraudulent or defamatory activity

Provisions in the [Responsible Conduct Policy](#) establishing consequences of infringing security apply to infringements of security under this Policy.

## 7.2 Display of offensive or objectionable material

The Responsible Conduct Policy establishes that displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred and violence, is unacceptable. Under the Responsible Conduct Policy anybody who fails to heed an initial request by staff to cease displaying material found to be offensive or objectionable will be issued with a demand to comply or to leave the premises. Anybody who repeatedly (more than once) displays content deemed to be offensive or objectionable may be denied use of State Library's services, at the discretion of the State Librarian.

## 8. Abuse of allocation protocols

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Any person who abuses protocols for [allocating and using computer facilities](#) may have access to ICT services restricted or withdrawn.

## 9. Privacy

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The State Library's Intellectual Freedom Policy commits State Library to promoting intellectual freedom and identifies privacy as one of its key conditions. The State Government's *Information Privacy Act 2009* also requires the State Library to uphold the privacy of clients. State Library therefore does not actively monitor information or sites accessed by users of State Library's Internet connection. Personal information gathered by State Library (such as membership details and records of infringements of this Policy) is used only for the purposes for which it was originally gathered and is not disclosed to any external party, unless this is lawfully required or unless such disclosure is necessary to counter a serious threat to individual or public safety. Further information about how State Library manages personal information is accessible at [www.slq.qld.gov.au/home/privacy](http://www.slq.qld.gov.au/home/privacy)

## 10. Availability of the Policy

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The Policy will be available at State Library's website.

## Approval date

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Rita McLucas, Executive Director Corporate Governance and Operations

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Date: June 2017

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