



Public Access Information and Communications Technology Services Policy

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Maintained by:	Visitor and Information Services
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1 Document control

Version	Approved by	Approval date	Revisions
V3	State Librarian and Chief Executive Officer	January 2020	Minor Revisions
V3.1		May 2022	Minor Revisions on V3
V4	State Librarian and Chief Executive Officer	July 2022	
V4.1	State Librarian and Chief Executive Officer	December 2023	Revised to align with the introduction of Wi-Fi splash page. Add PAC click-through as attachment.
V4.2	State Librarian and CEO	January 2024	Added Wi-fi splash page as attachment 2

2 Authority

State Librarian and Chief Executive Officer.

3 Policy statement

The provision of State Library of Queensland Information and Communications Technology (ICT) services requires consideration of important matters such as individual privacy and personal safety. The *Public Access Information and Communications Technology Services Policy* (the policy) provides guidance with regard to these and other considerations.

4 Purpose

The purpose of this policy is to ensure that public usage of the State Library's ICT services is conducted in an appropriate and responsible manner.

This policy is in place to protect the State Library from inappropriate use which exposes the organisation and clients to risks including virus attacks, compromise of network systems and disruption to services.

5 Scope

ICT services include:

- all public access computers and computer related equipment (such as multi-function devices for printing, scanning, and copying) used at State Library
- Wi-Fi services accessed via personal devices
- software and applications accessible on public access computers.

Computer facilities are provided with various authentication, time stipulations and approved applications depending upon the location and access required.

The wi-fi connection can be used by all clients, with the acceptance of this usage policy via a splash page for up to 18 hours per day without the need to re-authenticate during this time.

6 Censorship

In line with the *Australian Library and Information Association (ALIA) statement 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. Firewall capability monitors the access to sites in specific categories.

The *Intellectual Freedom Policy* and our enduring values underpin our commitment to the principles of freedom of expression and free and equitable access to information and knowledge.

7 Children and young people

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, guardian or responsible adult. This includes the use of ICT services
- State Library staff are available to provide information about safe use of the internet.

8 Risks applying to the use of State Library ICT Services

Clients 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 and 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
- the internet is a largely unrestricted domain and is host to people and organisations that may pose a danger to others. Clients are advised to exercise due care in disclosing personal information.

State Library staff are available to provide information about safe use of the internet.

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 this includes the use of personal computer devices, smart phones portable hard drives, USB, CD, DVDs.

9 Expectations of clients

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

Expectations of clients include the need to satisfy a number of requirements in order to access public wi-fi services, which include possessing suitable computing equipment with own power source and having associated software installed and configured. Technical support for wi-fi access is not provided. State Library is not responsible for any changes that are made by clients to enable access to wi-fi services.

10 Unauthorised use

Infringement of security

Use of State Library ICT services that infringes the security of people, property, or our network or undertaking illegal activities 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.

Display of offensive or objectionable material

The [Responsible Client 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 Client Conduct Policy*, anybody who fails to heed an initial request by State Library or Queensland Government Protective Services Officers to cease displaying material found to be offensive or objectionable may be requested to leave the premises. Anybody who repeatedly displays content deemed to be offensive or objectionable may be denied use of State Library's services.

Intellectual property infringement

Clients must not carry out activities that infringe the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations. Clients are not authorised to install or distribute "pirated" or other software products that are not appropriately licensed. Notification of intellectual property infringements may lead to temporary or permanent loss of access to those services and may also attract prosecution under civil or criminal law.

Use of State Library's ICT services, clients release and discharge State Library from any liability which might arise from the use of the service including liability in relation to infringement of security, display of offensive or objectionable material, or any breach of intellectual property.

11 Privacy

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 State Library to uphold the privacy of clients. State Library, therefore, does not actively monitor information or sites accessed by clients. Personal information gathered by State Library (such as

membership details and records of infringements of this Policy) is used only for the purposes which it was originally gathered and is not disclosed to any external party, unless lawfully required to do so 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.

12 Essential considerations

Review of this policy has included consideration of the 23 fundamental human rights protected under the *Human Rights Act 2019*. When applying this policy, State Library will act and make decisions in a way that is compatible with human rights and give proper consideration to all human rights, as required by the *Human Rights Act 2019*.

13 References

The policy is supported by:

Queensland Government

- [Information Privacy Act 2009](#)
- [Human Rights Act 2019](#)
- [Queensland Government Enterprise Architecture - Public Wi-Fi guideline](#)

State Library of Queensland

- [Intellectual Freedom Policy](#)
- [Responsible Client Conduct Policy](#)
- [Identity Management Principles](#)

Other

- [Copyright Act 1968](#)
- [Criminal Code 1899](#)
- [ALIA online content regulation](#)

14 Approval

Approved by State Librarian and Chief Executive Officer, 3 January 2024.

15 Creative Commons

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Public Access Computer (PAC) Public Use Policy

YOU MUST HAVE READ AND FULLY UNDERSTOOD THIS INFORMATION BEFORE USING COMPUTER FACILITIES

Computer facilities at State Library must be used responsibly - with understanding of the risks involved and with respect for the rights and interests of others.

RISKS OF USE

People use computer facilities at State Library at their own risk. 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.

Communication over the internet is largely unregulated in Australia and State Library does not independently filter or vet content or communications received at public computers within State Library.

As the internet is an inherently insecure environment, State Library cannot guarantee the security of any data accessed or transmitted through its internet connection.

State Library cannot guarantee the accuracy or validity of information accessed through the internet, including websites linked to and from the State Library website.

The internet provides access to material that may be offensive and objectionable to members of the public.

The internet is a largely unrestricted domain and is host to people and organisations that may pose a danger to others. Clients are advised to exercise due care in disclosing personal information.

Any use of portable storage devices, including hard drives, USBs are entirely at the user's own risk.

State Library staff are available to provide support and advice on safe and effective use of the internet.

UNACCEPTABLE USE OF COMPUTER FACILITIES

Unacceptable use of facilities may result in temporary or permanent loss of access to facilities and in some circumstances the State Library itself.

Unacceptable use includes:

- Infringing the security of people or property, including:
 - actions or behaviours that harm, or risk or threaten harm, to any person
 - theft, destruction of, damage to (or interference with) equipment, software, or data
 - violation, or attempted violation, of any computer security system
 - violation of privacy, including monitoring of electronic communications
 - unauthorised copying of copyright-protected material, or infringement of licence agreements and other contracts.
- Publicly displaying material that is offensive or objectionable, such as pornography, expressions of racial hatred, and representations of violence
- Using another person's library card to circumvent protocols or allowing one's own card to be used for this purpose.

Unauthorised use 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.

CHILDREN AND YOUNG PEOPLE

Children under the age of 12 must be supervised at all times.

More information:

Public Access Information and Communications Technology Services Policy
Responsible Client Conduct Policy

Approved
State Librarian and CEO
January 2024

Wi-fi Public Use Policy

YOU MUST HAVE READ AND FULLY UNDERSTOOD THIS INFORMATION BEFORE USING WI-FI SERVICES

Wi-fi services at State Library must be used responsibly - with understanding of the risks involved and with respect for the rights and interests of others.

RISKS OF USE

People use of wi-fi services at State Library is at their own risk. 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.

Communication over the internet is largely unregulated in Australia and State Library does not independently filter or vet content or communications received at public computers within State Library.

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Any use of portable storage devices, including hard drives, USBs are entirely at the user's own risk.

Clients are required to possess suitable computing equipment and have associated software installed and configured in order to access to wi-fi service. State Library is not responsible for any changes that are made by clients to enable access to wi-fi services. Technical support for wi-fi access is not provided.

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 - violation, or attempted violation, of any computer security system
 - violation of privacy, including monitoring of electronic communications
 - unauthorised copying of copyright-protected material, or infringement of licence agreements and other contracts.
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