



Public Access Information and Communications Technology Services Policy

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1 Authority

State Librarian and Chief Executive Officer

2 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.

3 Purpose

The purpose of the policy is to provide members of the public with information relevant to accessing ICT services at State Library.

4 Scope

ICT services include:

- all public access computers and computer related equipment (such as printers) used at State Library
- wi-fi services accessed via personal devices and wired access facilities
- software and applications accessible on public access computers and devices

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

The wi-fi connection can be used by all clients without authentication for an unlimited time.

5 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. State Library firewall capability monitors access to sites in specific categories.

6 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.

The wi-fi connection can be used by all clients without authentication.

7 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 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.

8 Expectations of clients

State Library's [Responsible 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.

9 Unauthorised use

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.

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 State Library or Queensland Government Protective Services staff to cease displaying material found to be offensive or objectionable maybe 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.

10 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.

11 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*.

12 References

The policy is supported by:

Queensland Government

- [Information Privacy Act 2009](#)
- [Human Rights Act 2019](#)

State Library of Queensland

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

Other

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

13 Approval

State Librarian and Chief Executive Officer

01/09/2022

14 Creative Commons

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