

## **1. GUIDELINE STATEMENT**

The provision of Excelsior Library Information and Communications Technology Services requires consideration of important matters such as individual privacy and personal safety. The guidelines provide direction with regard to these and other considerations.

## **2. PURPOSE**

The purpose of the Guidelines is to provide members of the public with information relevant to accessing ICT Services at the Excelsior Library.

## **3. SCOPE**

Information and Communications Technology Services include:

- All public access computers and computer related equipment (such as printers) used at the Excelsior Library;
- Wireless services accessed via personal devices and wired access facilities; and
- Software and applications accessible on public access computers.

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

The wireless connection can be used by all clients without authentication with a maximum of 500 mb per 24-hour period.

## **4. CENSORSHIP**

In line with the statement by the Australian Library and Information Association (ALIA), on [online content regulations](#), the Excelsior Library promotes “the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy”.

The Excelsior Library does take measures to exclude content that is illegal, as well as malicious sites intended to have negative impacts on ICT infrastructure. The Charters Towers Regional Council firewall capability monitors access to sites in specific categories.

## **5. CHILDREN AND YOUNG PEOPLE**

With respect to providing access to the internet, the Excelsior Library exercises its duty of care through the following measures:

- Children aged 10 years and under 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 10 and 15 years may use the Excelsior Library computers unsupervised after becoming a member.
- Library staff are available to provide information about safe use of the internet.

Please note: the wireless connection can be used by all clients without authentication with a maximum of 500 mb per 24-hour period.

## **6. PUBLIC COMPUTER MANAGEMENT SYSTEM – ENVISIONWARE**

The Excelsior Library uses Envisionware software to manage access to ICT Services. Clients are able to gain access under the following conditions:

- Library members gain access as a “Patron” via their individual Library Card Number and PIN. Members can access ICT Services for a period of 120 minutes per day.
- Clients without a membership gain access via a “Guest Pass”. Guests can access ICT Services for a period of 30 minutes. This period can be extended by contacting the customer service desk. This excludes children and young people engaging in non-study usage between the hours of 3.00pm and 4.30pm.
- Clients requiring access to ICT Services for study or business purposes will be given priority.
- In high usage periods children and young people engaging in non-study usage may be asked to end their session if there are adults requiring access for study or business purposes.

## 7. RISKS APPLYING TO USE OF EXCELSIOR LIBRARY ICT SERVICES

Clients are advised of the following risks when using ICT Services at the Excelsior Library:

- The Excelsior Library cannot guarantee the accuracy or validity of information accessed through the internet, including websites linked to from the Library computers.
- As the internet is an inherently insecure environment, the Excelsior 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 objectional 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.

The Excelsior Library does not accept any liability for any loss or damage, direct or indirect that may arise from using the Library's ICT Services.

## 8. EXPECTATIONS OF CLIENTS

The Excelsior Library welcomes everybody subject only to observance of two commonplace standards of behaviour:

- That the security and safety of people and/or property is not infringed; and
- That due regard is shown for the needs, interests and rights of others.

Unacceptable behaviour includes but is not limited to:

- Displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred and representation of violence;
- Being noisy or disturbing other library users (including receiving and conducting mobile telephone calls);
- Interference with personal property; and
- Abuse of Library property, or behaviour that puts library property at risk, including misuse of furniture and eating or drinking in the library

Failure to observe the above standards is considered unacceptable. Library staff are empowered to determine whether or not behaviour is unacceptable for the purposes of these guidelines.

**Please Note: Any threatening behaviour will not be tolerated and will be referred to Queensland Police Service (QPS).**

## 9. PRIVACY

Charters Towers Regional Council [Information Privacy Statement](#) identifies privacy as one of its key priorities. The Excelsior Library does not actively monitor information or sites accessed by clients. Personal Information gathered by the Excelsior Library (such as membership details) 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.