Policy statement

The provision of Excelsior Library 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.

1. Purpose & Scope

1.1 The purpose of this policy is to ensure that public usage of Excelsior Library's ICT services is conducted in an appropriate and responsible manner. This policy is in place to protect the Excelsior Library from inappropriate use which exposes the organisation and clients to risks including virus attacks, compromise of network systems and disruption to services.

1.2 ICT services include:

• All public access computers and computer related equipment (such as multi-function devices for printing, scanning, and copying) used at the Excelsior 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 access required.

The Charters Towers Regional Council's free community Wi-Fi connection can be used by all clients, with the acceptance of an acceptable usage policy via a splash page upon connecting.

2. Commencement of Policy

2.1 This Policy will commence from 10 December 2025.

3. Application Of Policy

3.1 This policy and associated documents apply to employees of Charters Towers Regional Council that will be involved in all aspects of operation and maintenance of IT Equipment, as well as the clients of the Excelsior Library who utilise and/or consume ICT services.

4. Policy Provisions

4.1 Censorship
In line with the Australian Library and Information Association (ALIA) statement on online content regulation, Excelsior Library promotes 'the free flow of information and ideas in the interest of all Australians and a thriving culture, economy and democracy'. Excelsior 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.

4.2 Children and young people
With respect to providing access to the internet, Excelsior 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
• Excelsior Library staff are available to provide information about safe use of the internet.

4.3 Risks applying to the use of Excelsior Library ICT Services
Clients are advised of the following risks when using ICT services at Excelsior Library:

- Excelsior Library cannot guarantee the accuracy or validity of information accessed through the internet, including websites linked to and from both Charters Towers Regional Council and the State Library website
- As the internet is an inherently insecure environment, 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 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.

Excelsior Library staff are available to provide information about safe use of the internet. Excelsior Library does not accept any liability for any loss or damage, direct or indirect, that may arise from using Excelsior Library's ICT services, including the use of personal computer devices, smart phones, portable hard drives, USB, CD, and DVDs.

4.4   Expectations of clients
Excelsior 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. Excelsior Library is not responsible for any changes that are made by clients to enable access to Wi-Fi services.

4.5   Unauthorised use
Infringement of security
Use of Excelsior Library ICT services that infringes the security of people, property, or our network or undertaking illegal activities may result in immediate exclusion from Excelsior 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
Displaying material that is offensive or objectionable to other members of the public, such as pornography, expressions of racial hatred and violence, is unacceptable. Anybody who fails to heed an initial request by Excelsior Library staff 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 Excelsior 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 Excelsior Library's ICT services, clients release and discharge Excelsior 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.

4.6   Privacy
Excelsior Library complies with State Library's Intellectual Freedom Policy which commits Excelsior Library to promoting intellectual freedom and identifies privacy as one of its key conditions. The State Government's Information Privacy Act 2009 also requires Excelsior Library to uphold the privacy of clients. Excelsior Library, therefore, does not actively monitor information or sites accessed by clients. Personal information gathered by Excelsior Library (such as device unique identifier, 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 Excelsior Library manages personal information is accessible at https://www.charterstowers.qld.gov.au/Council/Right-to-information-information-privacy

4.7 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, Excelsior 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*.

5. Variations
5.1 CTRC reserves the right to vary, replace or terminate this Policy from time to time.

Associated Documents

- *Information Privacy Act 2009*

- *Human Rights Act 2019*

- Intellectual Freedom Policy

- Right to Information and Information Privacy

- *Copyright Act 1968*

- ALIA online content regulation

The Policy is to be reviewed whenever legislation changes, OR every two years if no changes have been required to be enacted, at the direction of the Chief Executive Officer.

Document Review			
Date Adopted by Council	10 December 2025	Council Resolution	4641
Date Adopted by ELT	18 November 2025	Next Review Date	November 2027
ECM No.	5044737	Document Contact	Manager Community Development