

Technology Public Access Policy

NOTE: Council regularly reviews and updates its policies. The latest controlled version can be obtained from the Policy Register on Council's intranet or by contacting Council's Corporate, Governance & Strategy Branch. **A hard copy of this electronic document is considered uncontrolled when printed.**

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1. POLICY STATEMENT

South Burnett Regional Council ('Council') has developed this policy to establish guidelines for the management and implementation of technology for South Burnett Libraries. This policy references the Queensland Public Library Standards and Guidelines.

2. SCOPE

This policy applies to Council representatives and South Burnett Libraries customers.

3. GENERAL INFORMATION

Customers who utilise South Burnett Libraries public access devices and internet release and discharge Council from any liability which might arise from the use of these services. This includes any liability in relation to defamatory or offensive material, breach of copyright, personal information data breaches and exploitation of personal financial data which may occur as a result of use. Customers are responsible for their own security and protection of data when using public access networks.

Downloading of illegal information from the internet will be reported to the Queensland Police Service.

3.1. Content

Downloading from some sites may require software applications that are not installed on South Burnett Libraries public access devices. Sites that require additional software applications are prohibited from being installed on South Burnett Libraries public access computers without permission from the Chief Executive Officer ('CEO').

Websites and services on the internet are not always secure, and customers must be careful when submitting personal details or other information that could be misused.

It is the responsibility of the customer to log out of any sites that require a username and password after each booking. Customers have the option to restart the public access computer after their session is complete.

3.2. Copyright

Material (e.g., software) available on the internet is protected under copyright ownership. Customers must not breach copyright in material available on the internet. A copyright owner is entitled to take legal action against a user who infringes copyright. Unless otherwise permitted by the *Copyright Act 1968*, unauthorised copying of a work in which copyright subsists (including digital copying) may

infringe the copyright in that work.

3.3. Access

South Burnett Libraries provide free internet access at all branches during library opening hours.

South Burnett Libraries are not responsible for restricting available content or supervising internet use. If a customer is under the age of 18 years, supervision or restriction of a child's access to the internet is the responsibility of the parent/guardian/carer.

3.4. Public Access Computer Bookings

To maximise availability for customers, internet portal vouchers will be issued in accordance with the following guidelines:

- public access computers can be booked for up to one (1) hour with a maximum usage threshold of two (2) hours per day;
- only a maximum of one (1) booking per day;
- bookings can be made for one (1) session only in advance;
- bookings may be made in person or by telephone at a South Burnett Libraries branch;
- arriving any later than 10 minutes for a booking may result in it being cancelled unless prior arrangements are made;
- a maximum of two (2) customers may use the same computer per booking;
- customers will be notified where possible if the equipment is unavailable for use;
- customers must vacate their workstation when their booking is finished;
- customers must supply their own headphones if needed;
- it is the customer's responsibility to ensure all documents are saved prior to the end of each booking;
- extra time may be approved at the discretion of the CEO; and
- Council reserves the right to limit the length or amount of public access computer use and can withhold or limit service at any time without cause.

3.5. Access to Public Wi-Fi

Internet portal vouchers will be issued in accordance with the following guidelines:

- vouchers are provided for up to one (1) hour and may be issued to a maximum of two (2) hours per day; and
- customers who require longer than one hour must book in advance. Extra time may be approved at the discretion of the CEO.

3.6. Council representative assistance

Council representatives will provide basic technology assistance on an ad-hoc basis for a maximum of 10 minutes per day. Council representatives Staff are prohibited from setting up personal accounts or profiles online on the behalf of customers.

3.7. Public conduct

Any equipment malfunction should be reported to Council representatives immediately. Customers should not attempt to repair hardware or alter software settings.

Unacceptable conduct may lead to the suspension of South Burnett Libraries privileges. Unacceptable behaviour includes:

- destruction of or damage to South Burnett Libraries equipment or software;
- licence infringement;
- attempting to modify or gain access to files, password or data belonging to others;
- display of offensive or inappropriate material;
- unauthorised monitoring of electronic communications;

- intentional unauthorised infringement of copyright;
- harassment, slandering or libelling of others;
- failure to respond to and/or comply with a Council representative's directions;
- customers are to take their private calls away from other customers using the public space areas; and
- attempting to change any system settings or update any of South Burnett Libraries internet computer applications.

If a decision is made to suspend privileges including use of the public access devices and/or internet, notice will be given in writing to the customer and/or their guardian.

3.8. External Equipment

All external storage devices used on South Burnett Libraries public access devices will be scanned for security threats.

3.9. Printing

Customers are responsible for payment for all printing generated during their bookings.

4. DEFINITIONS

CEO means Chief Executive Officer.

Council means South Burnett Regional Council.

Council representative means all Councillors and Council employees including permanent, casual and temporary employees, apprentices, trainees, contractors, volunteers, and work experience students.

South Burnett Libraries means all library facilities located within and operated by the South Burnett Regional Council.

5. LEGISLATIVE REFERENCE

Copyright Act 1968 (Cth)

Queensland Public Library Standards and Guidelines

6. RELATED DOCUMENTS

N/A

7. NEXT REVIEW

As prescribed by legislation or May 2025

8. VERSION CONTROL

Version	Revision Description	Adopted Date	ECM Reference
1	Development of policy	19 September 2012	1042275
2	Review of policy	27 April 2022	1042276
3	Review of policy	24 May 2023	1042276


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CHIEF EXECUTIVE OFFICER

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