



ICT ACCEPTABLE USE POLICY FOR PUBLIC ACCESS PC SERVICE

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INTRODUCTION

South Ayrshire Libraries provides access to computers and the internet to support the educational, recreational and cultural needs of the community.

Library members can use the internet to access a whole range of online resources that complement our book stocks, including:

- Find My Past
- Encyclopedia Britannica
- KnowUK
- NewsUK
- Gridclub (online learning website aimed at primary school children)

These services are provided free of charge to library members, although you will be charged for printing.

If you use the public access computers you must abide by the Acceptable Use Policy (AUP), as outlined below.

The Library Service will not deny legitimate access to information by any member of the public, but recognises that access to electronic resources may be open to misuse and abuse. This policy has been produced in order to protect the interests of the Library Service and the community it serves. Failure to comply with the AUP's terms and conditions may result in the use of the IT facilities being suspended, withdrawn; or may lead to prosecution.

An edited version of the AUP also appears when you log onto our public access PCs, which you have to agree to before you can use the PCs.

Any user who does not agree to these terms and conditions should immediately stop using the IT facilities and notify library staff so that their membership rights can be amended. This will not affect access to other library services.

This document can be downloaded from our website <http://www.south-ayrshire.gov.uk/library>

Please contact a member of staff for details.

UNACCEPTABLE USE

1. Whilst using the IT facilities we ask you to act courteously and to respect the needs of other users and staff, in accordance with the Library's Codes of Practice. Please do not disturb others with loud conversations or music. Switch mobile phones off and use headphones to listen to any audio.
2. South Ayrshire Library Services does not prohibit specific online activities as long as they are not considered to be illegal, offensive, obscene, abusive or troublesome to other computer users or to South Ayrshire Library Services. This includes not using the IT facilities in any way which may result in a breach of the *Copyright, Designs and Patents Act 1988* and the *European Copyright Directive 2001 and Copyright and Related Rights Regulations 2003*; *Data Protection Act 1998*; *The Civic Government (Scotland) Act 1982*; *Sexual Offences Act 2003 (as applicable)*; *Public Order Act 1986*; *Computer Misuse Act 1990*; *Human Rights Act 1998 (all as amended)*; and any other local, regional, national and international law, order or regulation.
3. It is illegal to use our public access PCs to view live TV broadcasts. However, access to non-live TV pictures, such as the Channel 4 On Demand service, or the BBC iPlayer, are permitted as they do not require a TV licence. .
4. South Ayrshire Library Services can and will monitor access to internet sites, and access to any material in breach of the terms of this Policy may be subject to further action. We reserve the right to check your internet usage logs without informing you.
5. Users must not interfere with equipment, attempt to install software, amend or delete existing software or settings.
6. Users must not use indecent, obscene, offensive, or threatening language in any form of electronic communication including e-mail messages, electronic forms, and blog postings. Any incidents of inappropriate communication will be noted and appropriate action taken.
7. The internet access service provided within South Ayrshire Libraries is done through the JANET network. It is provided for educational, edutainment purposes only. Therefore, using the internet for business use is NOT allowed.

DOWNLOADING AND COPYRIGHT ISSUES

1. Users can download material from the internet in accordance with copyright restrictions: under UK law copyright material sent over the internet or stored on web servers will generally be protected in the same way as material in other media. See www.ipo.gov.uk/types/copy.htm for more details.
2. When using the scanning / photocopying facilities users must comply with applicable copyright legislation at all times. The Office of Public Sector Information provides copyright guidance which users may find helpful including (1) Guidance - Copying of Birth, Death, Marriage and Civil Partnership Certificates, April 2009 and (2) Guidance – Reproduction of the Front Cover of the British Passport,

December 2009. This guidance can be found on the Office of Public Sector Information's website www.opsi.gov.uk .

3. There are also copyright restrictions relating to the scanning / photocopying of books, journals and magazines. If you are in any doubt about copyright limitations, ask a member of library staff, but you should generally follow by these rules:
 - Scanning a copy of complete works is prohibited
 - Small extracts can be scanned/copied for the purpose of private study (one chapter, or 5%, whichever is the smaller amount)
 - Only a single copy of a given page can be made
 - No more than one article per journal/magazine issue may be copied

APPLYING THE ACCEPTABLE USE POLICY IN LIBRARIES

1. Library staff have the right to instruct computer users to remove unsuitable images or text from the screen if, in the staff member's judgment, the image or text is displayed in such a way that other library users cannot reasonably avoid viewing it. Please remain sensitive to the fact that you are working in a public environment shared by people of all ages.
2. South Ayrshire Library Services reserves the right to refuse further computer access to any individual accessing or distributing materials which are considered to be illegal or unacceptable, or have the potential to disturb others. Library staff on site will decide whether any computer activity is unacceptable and this decision will be subject to confirmation by Library Management.
3. As well as the loss of computer privileges, other actions may be taken, including reporting a suspected, or suspected attempted criminal offence to the appropriate authorities for investigation and prosecution, and the taking of proceedings in the civil courts. If a child or young person infringes the terms of this Acceptable Use Policy, the Library Service will inform their parent or guardian.
4. South Ayrshire Library Services assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the computer facilities.
5. This policy will be reviewed every year to ensure that it remains relevant. The most current version will be available in all of South Ayrshire's public libraries and online at <http://www.south-ayrshire.gov.uk/libraries>

Questions or comments about this policy can be directed to

carnegie.library@south-ayrshire.gov.uk or you can ask any member of library staff.

GENERAL INFORMATION ABOUT USING IT IN SOUTH AYRSHIRE LIBRARIES

BOOKING INFORMATION

Computer access operates on both a drop-in basis, and an advance booking basis. A session can be booked up to 7 days in advance online via the library homepage, by telephone or in person. (Children up to 3 days in advance)

You can access the online booking system (Netloan) or find your local library's contact details at: <http://www.south-ayrshire.gov.uk/libraries> and clicking on the [Book a PC](#) link

Bookings are held for 10 minutes after the original start time. After this time the booking will automatically be cancelled and the computer becomes free for other customers to use.

You can book to use the computer for up to 2 hours at a time. Time restrictions can vary according to age and library location.

- Children get 1 hour
- Young Adults (secondary school age - 16) get up to an hour and half
- Adults and OAPs get up to 2 hours
- Girvan and Prestwick only run 1 hour sessions
- Carnegie Library's Reference and Lending Depts only offer express 30 min sessions

CHILDREN AND YOUNG PEOPLE (UNDER 16)

Please note that under-16s must have parental/guardian consent to use the internet. This is required to be done in person by the young person's parent / guardian at their local library. (A code will be placed against the young person's record on the library system.)

Young children aged 12 and under must be supervised by a parent, guardian or other responsible adult when using the computers.

The Library Service does use filtering software but cannot guarantee that all unsuitable material will be screened. The Library Service cannot be held responsible for any material accessed and strongly advises that the parent/guardian is aware of the benefits and dangers of using the internet before giving consent for their child.

The Library Service will provide 'Safe Surfing' information to all customers, but it remains the parent's or guardian's responsibility to talk to their child about internet safety and also about the issues outlined in the Acceptable Use Policy.

YOUR SESSION

Library members will log-onto a computer with their own library card number and 4-digit PIN code. You may only log-on using your own Library card number and PIN. Do not allow others, including members of your family, to use your details.

Please see a member of staff if you have lost or don't have your own library card.

You cannot save your own work directly on to a library computer. Please use your own USB Memory Stick

Whilst staff will attempt to put right any technical problems as soon as possible, South Ayrshire Council is not responsible for any hardware or software failure, or for any data lost as a result of any such problem.

SECURITY

Virus-checking software will run on all computers, but we cannot guarantee total protection from viruses when using the library computers.

You may not load your own software or connect your own computer equipment to library equipment or networks, although some exceptions are allowed, e.g. adaptive hardware and USB memory sticks.

WEBSITE SAFETY

The internet contains a wealth of valuable and interesting information, but there may also be information that is inaccurate, out of date, controversial, offensive and/or illegal. The Library Service can accept no responsibility for the quality, accuracy or availability of information accessed through the internet, although we will try to suggest sites that are reliable. As a user it is your personal responsibility to ensure the accuracy of the information you discover.

Look out for:

Authority: Who are the authors of the Web page, or who is responsible for it? What gives them their authority or expertise to write?

Accuracy: Do you have good reason to believe that the information on the site is accurate? Are the facts documented?

Objectivity: What is the author's point of view? What is the purpose of the site?

Currency: When was the information on the page originally written? Has the site been kept up-to-date?

Coverage: Does this site address the topic you are researching? Is the information basic and cursory or detailed and scholarly? However complex the language might be is the information substantial?

Value: Was the page worth visiting? Does the site offer anything informative, unique, or insightful? Is the site free of careless errors, misspelled words, and poor grammar?

FILTERING

The internet service is filtered in order to block access to websites known to contain unsuitable or illegal content. However, filtering software does sometimes block material that is perfectly acceptable. The Library Service is willing to consider releasing any such site after careful checking. If you come across a blocked site please speak to a member of staff.

We will not be able to process your request without your library card number.

Library staff are unable to release blocked websites 'there and then'. Filtering requests are reviewed on an individual basis, so please allow up to 4 weeks for the site to be released. However, please remember that we will not release every site requested, nor can we respond directly to each request.

No filtering software is ever 100% effective and some inappropriate websites may not be filtered. If you have any cause for concern please speak to a member of staff.

ONLINE SHOPPING

Online financial transactions (shopping, banking, bill payments etc.) should only be conducted over secure connections. Secure server software encrypts (scrambles) all your personal information including credit or debit card number and name and address. The encryption process takes the characters you enter and converts them into bits of code that are then securely sent over the internet and cannot be read and understood by any third party. Always make sure that the web address starts with https://.

Please note that South Ayrshire Council cannot be held responsible for any losses resulting from sending confidential financial information via the internet.

Please be aware that entering personal details over the internet may lead to you receiving unwanted mail.

SOCIAL NETWORKING

Publishing personal information on blogs, wikis and other social networking sites is an increasingly common and popular use of the internet. Examples of such sites include Facebook, My Space, Bebo, Flickr, and Instant Messaging sites. Please remember that whatever you post online may be available for people you don't know to see, so avoid posting anything that would put your personal safety and security at risk. (e.g., your phone number, address, or school).

You are strongly advised to set your profile to 'private' and only accept 'friend requests' from people you know.

Families, children and young people should be aware of other internet safety issues, as highlighted on these websites: www.thinkuknow.co.uk and www.bbc.co.uk/cbbc/help/safesurfing .

WANT TO LEARN MORE ABOUT IT?

All our libraries offer self-instructional materials to help you use the computers. However, the CyberCentre (Carnegie Library, Ayr) and the Marr Educational Resources Centre (Troon Library) are dedicated TryIT Learning Centres, offering a more structured but informal learning experience.

- Free Internet access
- Experienced staff support for the independent ICT novice.
- A range of computer based and book based learning material that independent learners can work through at their own pace and time.
- One to one ICT beginner's sessions with your own dedicated member of staff.
- Adaptive technology for users with special needs that are suitable for use in a library environment.
- Offers a complete European Computer Driving Licence (ECDL) service from learning to testing. Both Centres are BCS approved testing centres

Please contact the CyberCentre 01292 618492 or Marr Educational Resources 01292 313809 direct for more information.