

# SOUTH AYRSHIRE LIBRARIES

## ICT ACCEPTABLE USE POLICY

### FOR PUBLIC ACCESS PC SERVICE

Information in this document

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#### INTRODUCTION

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

We provide free public access PCs and free Wi-Fi in all our libraries.

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

- Find My Past
- Ancestry Pro
- Press Reader –online newspapers and magazines
- Scotsman Online etc.
- EReads / Eaudio service
- Library APP

<http://www.south-ayrshire.gov.uk/libraries/resources.aspx> for more information

These services are provided free of charge to library members and visitors to South Ayrshire Libraries, although you will be charged for printing. Visitors will need to provide suitable ID to use our ICT services.

Visit <http://www.south-ayrshire.gov.uk/libraries/join-library.aspx> for more information on joining or visiting South Ayrshire Libraries.

If you use the public access computers and our Wi-Fi service 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 Failure to comply with the AUP's terms and conditions may result in the use of the IT facilities being suspended, withdrawn; or may lead to prosecution.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/libraries/computers.aspx>

Please contact a member of staff for details.

## UNACCEPTABLE USE

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1. Whilst using the PC access facilities including our Wi-Fi service 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. All our libraries do have a current TV Licence, which covers use of live and non-live streaming. However, we would encourage use of this on your own devices rather than on our public access PCs.
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 for educational, edutainment and informational purposes.

## DOWNLOADING AND COPYRIGHT ISSUES

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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](http://www.ipo.gov.uk/types/copy.htm) for more details.

2. When using the scanning / photocopying / printing 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](http://www.opsi.gov.uk)
3. Staffs at our dedicated ICT centre (CyberCentre, Carnegie Library) are happy to scan documents for you, depending on how busy we are at the time (a charge may apply). Any documents that we scan can either be emailed to your email address or saved onto your USB. All USBs will be virus checked before use. We cannot email any documents to a third party on your behalf. Copyright legislation will apply.
4. 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

## GENERAL DATA PROTECTION REGULATIONS (GDPR)

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### HOW WE USE YOUR INFORMATION?

When you become a library member you will need to provide us with some personal data. All personal data is processed only by our library staff. We will only collect personal data from you that we need in order to provide you with access to Library services and oversee and the provision of this service to you.

**Please note:** Some of our notification processes are only available if you can provide us with an email address. These include courtesy reminders and overdue notifications. Please ask staff for information.

### WHO WE SHARE YOUR INFORMATION WITH?

Library services will not normally share your personal information with anybody else.

However, the Council has a duty to protect public funds and assist in the prevention and detection of crime. To this end, we may check the information you have given with other information we hold, share your information with other Council services, other local

authorities and Police Scotland, for the purpose of protecting public funds and to prevent or detect fraud or crime.

## WHAT ARE YOUR RIGHTS?

You have various rights in relation to the personal data that the Council holds about you. This includes the right to ask us to provide you with access to your personal information and to rectify any inaccuracies contained within the personal information.

## IF YOU HAVE A COMPLAINT

If you are unhappy with the way the Council has dealt with your personal data, you can complain to the

Council's Data Protection Officer:

**Data Protection Officer, Information Governance Team, Legal & Democratic Services,  
County Buildings, Wellington Square, Ayr KA7 1DR**

Email: [DataProtection@south-ayrshire.gov.uk](mailto:DataProtection@south-ayrshire.gov.uk) | Telephone: 01292 612223

If you remain dissatisfied, you have the right to complain to the Information Commissioner  
**Information Commissioner's Office, 45 Melville Street, Edinburgh, EH3 7HL**

Email: [scotland@ico.org.uk](mailto:scotland@ico.org.uk). | Telephone: 0131 244 9001 | (<https://ico.org.uk/for-the-public/>)

## IF YOU HAVE NO INTERNET ACCESS

Please contact us at the above postal address or telephone number if you wish to have copies of any of the above information and you do not have access to the internet. We will endeavour to let you have hard copies of the information.

## HOW TO ACCESS OUR FULL PRIVACY NOTICE

The Libraries Service full privacy statement is available at: [<https://www.south-ayrshire.gov.uk/privacy-notices/>]. Or please ask staff and they will provide you with a hard copy.

## APPLYING THE ACCEPTABLE USE POLICY IN LIBRARIES

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1. All Library staff have the right to instruct computer and Wi-Fi 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. South Ayrshire Libraries follow the Data Protection Act, and make every effort to protect your personal information. However, we may have to release relevant information about your computer use to the police or other investigation agencies. More information on the Data Protection Act and how it is applied by South Ayrshire Council, can be found by visiting South Ayrshire Council's website at <http://www.south-ayrshire.gov.uk/foi/personal-data.aspx>
6. 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/computers.aspx>

Questions or comments about this policy can be directed to

[carnegie.library@south-ayrshire.gov.uk](mailto:carnegie.library@south-ayrshire.gov.uk) or you can ask any member of library staff.

## GENERAL INFORMATION ABOUT USING ICT IN SOUTH AYRSHIRE LIBRARIES

### BOOKING INFORMATION

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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
- Due to demand Girvan and Prestwick only run 1 hour sessions
- Carnegie Library's Non-Fiction and Lending Departments only offer express drop-in 1hr and 30 min sessions respectively. For longer sessions with dedicated ICT staff please use the CyberCentre.
- Troon Library also only offers drop-in 30 min express sessions. For longer sessions with dedicated ICT staff please use the Marr Educational Resources Centre.

### CHILDREN AND YOUNG PEOPLE (UNDER 16)

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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 under 12 years old or not yet at secondary school must be supervised by a parent, guardian or other responsible adult when using the library computers and when using our Wi-Fi

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

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Library members will log-onto our public access computers or our Wi-Fi 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

Any issues with the computers should be raised with staff. Please do not attempt to fix any issues with the PCs yourself.

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

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We have anti-virus software running on all our PCs and our ICT dept. does operate robust security measures; however the very nature of viruses and malware means we cannot guarantee absolute total protection from viruses when using the library computers.

To help us keep our PCs virus free, we cannot allow you to load your own software or connect your own computer equipment to library equipment networks or power sockets (This is because any empty sockets, which we may have, are not always easily or safely accessible.) Some exceptions are allowed, e.g. adaptive hardware and USB memory sticks. Please speak to staff if you are unsure.

### WEBSITE SAFETY

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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?

### KEEPING OUR PCS & YOUR DATA SECURE – GOOD PRACTICE

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We all have a part to play in remaining vigilant and ensuring that we do not inadvertently allow the virus to get onto our library computers or your computers at home.

Here is some basic guidance on minimising the potential for getting a virus on our library computers and / or your computers at home.

- **Never** click on links to web sites or attached documents received in emails, even if you know and trust the sender, unless you already know the content of the attachment. This is the most common way for viruses and malware to get in.
- Always check emails and be particularly suspicious of unusual grammar, spelling or conversation style. If you are unsure whether an email is genuine or not, contact the sender (do not reply to the email) to check.
- Delete any suspicious message, or, if you are unsure about it.
- Keep your anti-virus and PC up to date.

## FILTERING

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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

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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.

Library staff cannot be asked to enter bank details for you.

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

## SOCIAL NETWORKING

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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 Snap Chat, Instagram, Twitter Facebook, Flickr, Pinterest and other 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](http://www.thinkuknow.co.uk) and [www.ceop.police.uk/safety-centre/](http://www.ceop.police.uk/safety-centre/)

## 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 ICT Learning Centres, offering a more structured but informal learning experience.

- Free internet access and Wi-Fi service
- 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 in their own time.
- Pre-booked *one to one ICT beginner's sessions* with your own dedicated member of staff.
- *Beginners PC and iPad courses*. Booking is required as spaces are limited and sometimes a cost may be charged.
- A small selection of Adaptive technology for users with special needs that are suitable for use in a library environment.
- Marr Educational Resources Centre also offers a complete European Computer Driving Licence (ECDL) service from learning to testing. Please contact Marr Educational Resources 01292 313809 direct for more information.