

Rotherham Library & Information Service

IT Acceptable Use Policy

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Introduction

Rotherham Library and Information Service 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 Ancestry UK, Encyclopedia Britannica, and Oxford Reference.

These services are provided free of charge, although you will be charged for printing. The Library also sells headphones. Current prices are on display in your library.

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 Failure to comply with the AUP's terms and conditions may result in the use of the IT facilities being suspended, withdrawn; or may lead to prosecution.

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 made available in your language and in alternative formats such as Braille, large print, electronic and audio-tape versions. Please contact a member of staff for details.

اگر آپ کو اس دستاویز کا خلاصہ کسی دوسری زبان اور/یا کسی متبادل صورت میں درکار ہو تو ہم سے رابطہ کریں۔

如需索取這份摘要的其他語文譯本和/或各種形式版本，請聯絡我們。

در صورتیکہ خلاصہ ای از این مطلب را به زبان و یا شکل دیگری می خواهید لطفاً با ما تماس بگیرید

أتصل بنا إذا تريد خلاصة من هذه الوثيقة بلغة أخرى أو بصيغة بديلة

Veuillez nous contacter si vous désirez un résumé de ce document dans votre langue et/ou dans d'autres formats.

IT ACCEPTABLE USE POLICY (2010)

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 Byelaws.
2. Libraries are used by many different types of customers who engage in many different activities. Please be considerate of other library users. For example, please do not disturb others with loud conversations or music. Please remember to switch mobile phones to silent and always use headphones to listen to any audio.
3. Customers should also be aware that whilst we allow access to media sharing sites such as You Tube, you should remember that not all content will be suitable for viewing in a public library setting and that some of the content will actually breach acceptable use.
4. Rotherham Library and Information Service 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. 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;
 - Data Protection Act 1998;
 - Obscene Publications Act 1959 & 1964;
 - Protection of Children Act 1978;
 - Sexual Offences Act 2003;
 - Public Order Act 1986;
 - Computer Misuse Act 1990;
 - Human Rights Act 1998; and
 - Any other local, regional, national and international law, order or regulation.
5. It is illegal to use the People's Network internet service 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.
6. The Council can and will monitor access to internet sites, and access to any material in breach of these terms may be subject to further action. We reserve the right to check your internet usage logs without informing you.
7. Users must not interfere with equipment, attempt to install software, amend or delete existing software or settings.
8. You should 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.

Downloading and Copyright Issues

9. You 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.
10. You should not use the scanning facilities to copy and alter material protected by copyright. This includes Birth, Death, Marriage, Adoption and Divorce certificates; passports; official documents from the Home Office, and utility bills.
11. There are also copyright restrictions relating to the scanning 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

12. 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.
13. Rotherham Library and Information Service 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.
14. 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.
15. Rotherham Library and Information Service assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the computer facilities.

**This policy will be reviewed every year to ensure that it remains relevant. The most current version will be available in all of Rotherham's public libraries and online at www.rotherham.gov.uk/libraries
Last Updated: 1st February 2010**

Questions or comments about this policy can be directed to e-libraries@rotherham.gov.uk or you can ask any member of library staff.

GENERAL INFORMATION ABOUT USING IT IN ROTHERHAM LIBRARIES

Booking Information

Computer access operates on a drop-in basis, although you are advised to pre-book a computer if you will be visiting the library during busy times (generally from late morning onwards). A session can be booked up to 6 days in advance online via the library homepage, by telephone or in person. You can access the online booking system (netloan) or find your local library's contact details at www.rotherham.gov.uk/libraries

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 1 hour at a time, and may have a 30 minute break enforced between bookings. Time restrictions vary according to age group:

- **Adults and Young People** (age 15 and over) can use the computers for a maximum of **3 hours a day**.
- **Children** (age 14 and under) Can use the computers for a maximum of **2 hours a day**.

Children and Young People (under 16)

Please note that under-16s must have parental/guardian consent to use the internet. Young children aged 8 and under should 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 internet safety information to all customers and under-16's will also be encouraged to work through the Library's online CyberSafe Guide. However, it remains the parent's or guardian's responsibility to talk to their child about internet safety and the issues outlined in this Acceptable Use Policy.

Your Session

Library members will log-on to 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 storage device (e.g. memory stick).

Whilst staff will attempt to put right any technical problems as soon as possible, Rotherham 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 memory sticks.

USING THE INTERNET: SECURITY AND SAFETY

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 click on the 'Request Review' link on the block page (you only need to send the request once).

Please include your library card number in the user's comments field so we can check which user group you belong to (this affects the level of filtering). 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 a monthly 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 Rotherham 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 www.thinkuknow.co.uk

The Library has produced an online CyberSafe Guide where you can find out more about how to stay safe online – please ask staff for details about how to access this resource.

Want to learn more about IT?

The Library Service runs a number of free IT sessions – please ask for details. Staff will be more than pleased to help you with any IT query you may have, but please note that we are unable to offer extensive 1:1 support.

Keep up to date with all the latest library news at www.rotherham.gov.uk/libraries