

Rotherham Libraries & Neighbourhood Hubs ICT Acceptable Use Policy 2017

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Introduction

Rotherham Libraries & Neighbourhood Hubs 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 range of online resources, including Find My Past and Driving Theory Test.

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

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

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 Failure to comply with the AUP's terms and conditions may result in the use of the IT facilities being suspended, withdrawn; or may lead to prosecution.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

ICT ACCEPTABLE USE POLICY (2017)

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 Libraries & Neighbourhood Hubs 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 Rotherham Library Network internet service to view live TV broadcasts. However, access to non-live TV pictures, such as the Channel 4 On Demand service are permitted as they do not require a TV licence. Due to new TV licensing laws effective from 1st September 2016, viewing of the BBC i-Player (including catch-up TV) is not permitted.
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 our 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 staff, but you should generally follow 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. Libraries & Neighbourhood Hubs 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 Libraries & Neighbourhood Hubs 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. Staff on site will decide whether any computer activity is unacceptable and this decision will be subject to confirmation by Libraries & Neighbourhood Hubs Management.
14. As well as the loss of computer privileges, other actions may be taken, including reporting a suspected, or 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 Service will inform their parent or guardian.
15. Rotherham Libraries & Neighbourhood Hubs 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 Libraries and online at www.rotherham.gov.uk/libraries

Last Updated: October 2017

Questions or comments about this policy can be directed to the service on the following form:

https://www.rotherham.gov.uk/forms/form/177/en/make_a_library_enquiry or you can ask any member of Libraries & Neighbourhood Hubs staff.

GENERAL INFORMATION ABOUT USING I.T. IN ROTHERHAM LIBRARIES

Booking Information

Computer access operates on a drop-in basis, although you are advised to pre-book if you will be visiting the library during busy times (generally from late morning onwards). When you arrive you will need to book a PC with a member of staff.

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

Computer bookings generally run for 1 hour at a time, although it is possible to request more time should you require it. To do this you should ask a member of staff to extend your session before your current session ends. 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 15)

Please note that under-15s 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 at all times when using the computers.

The Service does use filtering software but cannot guarantee that all unsuitable material will be screened. The 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 Service will provide internet safety information to all customers, and children aged 9-14 years will also be encouraged to work through the Think You Know online safety guide at <https://www.thinkuknow.co.uk>. 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

Members will log-on to a computer with their own Library membership number and 4-digit PIN code. You may only log-on using your own Library membership 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 membership ticket.

You can save your own work temporarily on to a library computer. A folder named after your Library membership number will be created on the desktop when you log in but the folder and all work contained within will be deleted when you log off the computer. You can 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 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 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 membership 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 membership number.

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

Want to learn more about IT?

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