

## **Acceptable use policy**

### **Scottish Borders Council Library and Information Service**

#### **Introduction**

Scottish Borders Council Library and Information Service provides free access to Computers and the Internet in keeping with its objective to meet and support the cultural, educational and recreational needs and aspirations of people living and working in the Scottish Borders area.

#### **The Internet and your responsibility**

Whilst the Internet contains a wealth of valuable and interesting information some of this information may be inaccurate, out of date, controversial, offensive and/or illegal. The Library service accepts no responsibility for the quality, accuracy or availability of information accessed through the Internet. The Library Service will not be liable for any direct or indirect, incidental, or consequential damages (including lost data or profits) sustained or incurred in connection with the use, operation, or inability to use the computer resources.

#### **Conditions of Access**

##### **Membership**

Access to People's Network (PN) computers and the wireless network in the Scottish Borders Libraries is available to all library members and guest users. All users must accept the Scottish Borders Council Library and Information Service Acceptable Use Policy before they can use the computers or the wireless network. A brief version is displayed on the PN computer screens and the full version is available in the library

##### **Children and young people**

Under 16 year olds may use this service with the written consent of a parent or guardian who must agree that they have read and accept the Acceptable Use Policy.

##### **Cost**

The use of PN computers and the wireless network is free of charge. A charge will be made for printing from PN computers and all items printed will be charged for at the advertised rates.

##### **Booking a PN computer session**

- Sessions may be booked up to two weeks in advance by telephone or in person
- Users can have 3 active bookings at any one time
- A session may be extended if the computer is not required by someone else
- No more than two people may use a computer at any one time, at the discretion of library staff.

##### **Booking wireless internet access**

It is not necessary to book a wireless network session.

##### **Your session in progress**

Library staff can provide limited help to users in the proper use of the computers or accessing the wireless network. Library staff can provide help in identifying and accessing useful sites but they cannot provide extended tuition in the use of computers out-with organised computer courses. They can provide information on local computer courses and self-help manuals and other computing books held in library stock.

Scottish Borders Council Library Service monitor computer logs showing access to Internet sites, and any public access of illegal, offensive or controversial material may be the subject of further action. Monitoring of computer usage can be performed electronically and manually.

## **Security**

### **Filtering**

Our policy on access is informed by the freedom of information principles, applying to the provision of all library material. While we believe that it is in the interests of adult service users to manage our web provision without the use of filtering software we do filter illegal and highly offensive sites. Filtering is applied to all junior access on PN computers. Current filtering technology cannot block all offensive sites and sometimes may inadvertently block legitimate sites that we would wish to provide access to. Due to the limitations of filtering technology the Library Service cannot guarantee against users accidentally accessing information and images they might find offensive or disturbing. Adult filtering applies to the wireless network

### **Virus-checking**

Virus checking software will run on all PN computers. Users of the wireless network should ensure that they have sufficient anti-virus protection installed prior to visiting any websites

### **Downloading**

PN Computers will automatically reboot and reset when a user logs out so all information or files which a users wants to keep must be saved to a removable medium before the end of their session. Users may install their own software on PN computers if they have a license for it and it does not require administrator rights or the PC to be rebooted. Users may be able to connect their own computer equipment to library computers but must ask a member of staff before doing so

Information downloaded from the Internet must comply with copyright and license restrictions.

### **Parental responsibility and Child Safety**

PN computers are filtered when used by children however Filtering software cannot block all offensive sites and is designed to limit not completely block access to unsuitable sites. Library staff cannot supervise the use of this service and the Library Service cannot take responsibility for any material accessed which a parent or guardian may consider unsuitable.

Parents and guardians who are concerned about the types of materials available on the Internet should work with their children and help them to select resources consistent with their family's values and boundaries. Some recommended sites are listed under our children's pages on our web site.

Please notify staff if you or your child does access inappropriate material by mistake and we will investigate.

### **Prohibited Uses**

Scottish Borders Council Library and Information Services do not prohibit specific online activities except those which are considered to be illegal, offensive, obscene, abusive or troublesome to other library users.

- Users must not interfere with library equipment and must not plug in their own electrical equipment anywhere in the library without library staff permission
- Computers and portable devices such as laptops, iPods and mobile phones may not be used to create, access, copy, store, transmit or publish material that may be inaccurate, defamatory, illegal, or potentially objectionable to some people
- Users must not make any attempt to gain unauthorised access to any restricted files or networks, or to damage or modify computer equipment. This includes the transmission or reception of viruses

- Users may not view live TV broadcasts (e.g. BBC iPlayer) as public libraries are not licensed for this
- Users may not engage in illegal activities including gambling (for which public libraries are not licensed)

The Library provides access to the Internet and its information and services for the use of its library members and guest users.

Users should be aware that risks are attached to some online activities

Broadcasting personal or private details over the network may lead to the receiving of unwanted mail or unwanted attention

Online financial transactions are an increasingly common use of the Internet and designed to be conducted safely over secure connections. However Scottish Borders Council Library and Information Services cannot be held responsible for any losses resulting from sending confidential financial information via the Internet

Some online activities (e.g. game playing) can seriously impact on the ability of the network to deliver other services. Scottish Borders Council Library and Information Services reserve the right to restrict access to such services.

### **Responsible use of the Internet**

- Library users must respect the privacy of other users, and refrain from attempting to view or read material being used by others
- Users are fully responsible for all activities and communications that take place during their computer session
- Users are required to respect copyright laws and licensing agreements. Please ask library staff if you are unsure
- Users who incur charges for printing or other authorised fees are required to pay promptly
- Users are required to end their session and leave the PC or wireless network if asked to do so by authorised Library staff.

### **Penalties for misuse**

A Library staff member will direct computer users to remove inappropriate images or text from the screen if, in the staff member's judgment, the image or text is likely to cause offense to other library users.

Library staff are authorised to terminate any user's access session if they believe that the user has failed to comply with the Acceptable Use Policy. Computer and network privileges will be suspended, at a minimum, for the rest of the day and staff will file an incident report.

All complaints will be investigated and a written warning followed by a formal notice of suspension may be issued. If illegal use is identified suspension will be immediate pending police investigation and action. As well as the loss of computer and network privileges other disciplinary options may be applied, including criminal prosecution. In the case of a junior computer user who violates this Acceptable Use Policy, the parent or guardian who signed the Computer Use Registration Form will be notified.

All libraries display our Acceptable Use Policy which adult users must accept before they can gain access to the PC or the wireless network.

This policy will be reviewed regularly to ensure that it remains up to date and relevant. Revised November 2015