



Inverclyde Libraries
ICT Acceptable Usage Policy

1. Introduction

The Inverclyde Council operating as Inverclyde Libraries through their Libraries, Museums and Archives section, provides access to a wide range of resources, including the internet, in their role as a provider of information and promoter of educational, recreational and lifelong learning opportunities to the whole community. This policy details the terms and conditions governing the use by members of the public (“**Users**”) of ICT resources provided for public use (“**Public ICT Resources**”), including public access PCs, printers, internet access and Wi-Fi, at their public libraries and museums (“**Library Premises**”).

2. The Internet and the User’s Responsibility

Whilst the internet contains a wealth of information, some of it may be inaccurate, out of date, controversial, offensive and/or illegal. Inverclyde Libraries accept no responsibility for the quality, accuracy, availability, validity or legality of information accessed on the internet, although guidance on how to find good quality and reliable information will be provided. It is therefore the responsibility of Users to check the accuracy of information they find. Inverclyde Libraries assume no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the internet at Library Premises by any means.

3. Conditions of Access

Access to Public ICT Resources is open to all. Those Users who are not library members must produce adequate identification (passport, driving licence, bank card, etc) so that a guest user pass can be issued. All Users will be required to complete a declaration form confirming that they have read this Acceptable Usage Policy and agree to abide by its terms and conditions.

All Users must abide by the following rules in Library Premises:

- Users must not log on to any of the public PCs using another person’s details. Both users will be suspended if this is found to be the case.
- Users should save personal files on their own removable media. Files saved to a public PC’s hard disk, will be stored only while the session is in progress and will be wiped afterward.
- Mobile phones may only be used in silent mode and must not disturb other users of the Library Premises.
- Headphones must be used by Users wishing to listen to audio/music and this should be kept to a reasonable level so as not to disturb users of the Library Premises.
- Users must not use Public ICT Resources to stream any live television services.
- Users must not print on any paper not supplied by Inverclyde Libraries without Inverclyde Libraries’ prior permission.
- Users must not use Public ICT Resources for any Prohibited Uses detailed at Section 7 below.

4. Children and Young People

Children aged 8 and under will be allowed access to Public ICT Resources only if accompanied by a responsible adult and the child's parent or an adult with parental responsibility for that child must sign a consent form. Children aged 9 to 12 are allowed access without supervision but only if a consent form has been signed by a parent or an adult with parental responsibility for the child. Young people aged 13 to 15 years will be allowed unaccompanied internet access.

Inverclyde Libraries provide information for children, young people and parents on safe internet use in our libraries and on our website. Ultimately it remains the responsibility of the parent or adult with parental responsibility to teach the child about safe internet usage, and the guidelines in this policy. Inverclyde Libraries accept no liability if a child or young person accesses material the parent or adult with parental responsibility considers unsuitable.

5. An Internet Session in Progress

Library staff are trained to European Computer Driving Licence (ECDL) level or equivalent, and will try wherever possible to help users in the proper use of Public ICT Resources. However, as demand for these resources is high, staff may not always be able to give dedicated assistance.

Users must not access, store, transmit or publish any material which is obscene, racist, defamatory or in any way illegal; causes harassment or gross offence to other library users; or would be in breach of UK copyright law. Inverclyde Libraries can and may monitor access to internet sites, and anyone who accesses any of the above categories of material may be the subject of further action. Inverclyde Council reserve the right to monitor and record all types of network activity including e-mail.

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

- Broadcasting personal or private details over the internet may lead to the receipt of unwanted mail or unwanted attention.
- Online financial transactions are often conducted over secure connections. However, Inverclyde Libraries accept no liability for any losses resulting from sending confidential and/or sensitive financial or other information to companies, services etc via the internet.
- Some online activities (e.g. game playing) can seriously impact on the ability of the network to deliver other services. Inverclyde Libraries reserve the right to restrict access to such services.

6. Security

6.1 Passwords

The responsibility for the security of any password or PIN (Personal Identification Number) relating to the use of Public ICT Resources rests with the User. Inverclyde Council is not responsible for any breach of security that may arise.

6.2 Filtering

Filtering software will be used in an attempt to screen out offensive and potentially illegal internet material. Users should be aware that no filtering mechanism is 100% accurate and may block material which is perfectly acceptable. Inverclyde Libraries will consider allowing access to any such site after careful checking of its content if it is considered appropriate. Equally, inappropriate sites may be displayed inadvertently. This should be reported to a member of library staff and the site may then be blocked. More information on the Filtering Policy is provided at Appendix 1 below.

6.3 Viruses and software misuse

1. Virus-checking software will run on all computers.
2. Users must not load their own software on to Public ICT Resources.
3. Users connect their own equipment, (including PCs, digital cameras, removable storage devices, mobile phones, tablets and other mobile computing devices) to Public ICT Resources at their own risk. Inverclyde Libraries accept no liability for any problems which may arise from doing this. Devices which require drivers to be installed may not be used.
4. The downloading of any software from the internet to any library computer's hard disk is not allowed. Information may be downloaded, subject to copyright law, to removable media (USB memory stick, CD etc). Memory sticks may be purchased at the reception desk.

7. Prohibited Uses

1. Users must not access, copy, store, transmit or publish any material which is obscene, racist, defamatory, sectarian, illegal or abusive.
2. Users must not view material which, while not falling into any of the above categories, may cause offence or embarrassment to other library users. What may appear to be acceptable to one person may be very offensive to someone else. Care must therefore be taken not to cause any such offence when viewing websites at Library Premises.
3. Downloading and distribution of copyrighted music, movies and any other copyrighted material in any manner that is in breach of the law of copyright or otherwise illegal is strictly prohibited.
4. Users must not interfere with any Public ICT Resources or amend or delete existing software.
5. Users must not use Public ICT Resources to stream any live television services.

8. Wi-Fi Usage

The Wi-Fi password changes everyday and should only be used by the User that it was given to for that session. Any attempt to access the Wi-Fi network from out with Library Premises is strictly prohibited.

Inverclyde Libraries are not responsible for ensuring the privacy of information transferred over the wireless network. Users are responsible for ensuring that any of their equipment used has adequate security protection installed (including any operating system updates). It is recommended that confidential information (such as passwords, credit card details etc) is not transferred over the wireless network.

Inverclyde Libraries are not responsible for the set-up of a User's own equipment or any damage to it whilst on Library Premises. A User's own equipment must be battery powered or plugged in at a point in the Library Premises where the wires do not cause any trip hazard.

It is illegal and in violation of this Acceptable Usage Policy to intentionally eavesdrop on another person's connection or to interfere with their computer, connections, configuration or data in any way. It is also illegal to use another person's Wi-Fi connection. Users are permitted only to connect to the Inverclyde Libraries Wi-Fi service while in Library Premises.

The Council reserve the right to notify authorities where illegal activity has been or is believed to have been undertaken. Users should be aware that legislation, under specific circumstances, may result in the library being requested to provide information to the police.

9. Penalties for Misuse

Users must remove images or text from screens when directed to do so by Library Staff if, in the staff member's judgement, the image or text is inappropriate or offensive or otherwise contrary to this Acceptable Usage Policy.

Inverclyde Libraries reserve the right to refuse access to Public ICT Resources to any individuals who access or distribute material which is deemed to be illegal, unacceptable, has the potential to offend or disturb other library users, or is or otherwise contrary to this Acceptable Usage Policy. Library staff will determine whether any material is unacceptable. For further information, please see Appendix 2.

As well as denial of computer access, criminal prosecution may be considered in the case of illegal usage.

In the case of a child under 13 who violates this Acceptable Use Policy, the parent or carer who signed the consent form will be notified.

Any comments, queries or complaints regarding this policy should be addressed to:

Libraries, Museums and Archives Manager
Inverclyde Libraries HQ
Wallace Place
GREENOCK
PA15 1JB
Tel: 01475 712330

Email: library.central@inverclyde.gov.uk

Date of Policy Update:	May 2018
Date Next Update Due:	May 2020



APPENDIX 1: FILTERING POLICY

Inverclyde Libraries has a statutory responsibility to provide a wide range of information and cultural services. Included in this provision is access to the world wide web.

When making decisions on blocking access to websites, Inverclyde Libraries recognises the need to reconcile the conflicting values of maintaining and defending freedom of access to information, protecting others from harm, and obtaining best value from the Council's investment.

Inverclyde Libraries believes that filtering should not interfere with the citizen's right to exercise his or her intellectual freedoms and to enjoy the diversity of resources a user engaged in formal or informal study might wish to use.

In accordance with its Acceptable Usage Policy, Inverclyde Libraries does not allow access to material which is pornographic, racist, or illegal, which would include sites on hate, incitement to violence and intolerance. It is not deemed appropriate use of public funds to support access to this material.

Inverclyde Libraries does not allow access to material which is inappropriate for technical reasons, for example, if it encourages computer misuse or hacking.

Based on the above, Inverclyde Libraries uses filtering software in all of the public access PCs in library premises. A User wishing to view a website which is blocked, and is not in any of the categories of material above, may complete an online form (copies of which are also available in all libraries) requesting the same. The full URL of the page the User is trying to access must be provided.

The following table details the levels of filtering that will be applied by this software to different age brackets of Users:

Category	Junior (0-12)	Teen (13-15)	Adult (16+)
Adult/Sexually Explicit	Block	Block	Block
Advertisements & Pop-Ups	Block	Allow	Allow
Alcohol & Tobacco	Block	Block	Allow
Arts	Block	Allow	Allow
Blogs & Forums	Block	Allow	Allow
Business	Block	Allow	Allow
Chat	Block	Block	Allow
Computing & Internet	Block	Allow	Allow
Criminal Activity	Block	Block	Block
Custom	Block	Allow	Allow
Downloads	Block	Block	Block
Education	Block	Allow	Allow
Entertainment	Block	Allow	Allow
Fashion & Beauty	Block	Allow	Allow
Finance & Investment	Block	Allow	Allow
Food & Dining	Block	Allow	Allow
Gambling	Block	Block	Block
Games	Block	Allow	Allow
Government	Block	Allow	Allow
Hacking	Block	Block	Block
Health & Medicine	Block	Allow	Allow
Hobbies & Recreation	Block	Allow	Allow
Hosting Sites	Block	Block	Allow
Illegal Drugs	Block	Block	Block
Infrastructure	Block	Allow	Allow
Intimate Apparel & Swimwear	Block	Allow	Allow
Intolerance & Hate	Block	Block	Block
Job Search & Career Development	Block	Allow	
Kid's Sites	Allow	Allow	Block
Motor Vehicles	Block	Allow	Allow
News	Block	Allow	Allow
Peer-to-Peer	Block	Block	Block
Personals & Dating	Block	Allow	Allow
Philanthropic & Professional Orgs.	Block	Allow	Allow
Phishing & Fraud	Block	Block	Block
Photo Searches	Block	Allow	Allow
Politics	Block	Allow	Allow
Proxies & Translators	Block	Block	Block
Real Estate	Block	Allow	Allow
Reference	Block	Allow	Allow
Religion	Block	Allow	Allow
Ringtones/Mobile Phone Downloads	Block	Block	Block
Search Engines	Block	Allow	Allow
Sex Education	Block	Allow	Allow
Shopping	Block	Allow	Allow
Society & Culture	Block	Allow	Allow
Spam URLs	Block	Block	Block
Sports	Block	Allow	Allow
Spyware	Block	Block	Block
Streaming Media	Block	Allow	Allow
Tasteless & Offensive	Block	Block	Block
Travel	Block	Allow	Allow
Violence	Block	Block	Block
Weapons	Block	Block	Block
Web-based eMail	Block	Allow	Allow
Uncategorized	Block	Allow	Allow



APPENDIX 2: SUSPENSION PROCEDURE

As detailed in this Acceptable Usage Policy, Inverclyde Libraries can monitor access to internet sites, and anyone who accesses any of the prohibited categories of material as set out in this policy may be the subject of further action, as detailed below.

Temporary suspension pending investigation

A User's access may be terminated at any time if staff of Inverclyde Libraries suspect the User has breached the terms of the Acceptable Usage Policy. The PC booking system may display a message informing the User of this. A letter will be posted to the User advising of this, and an investigation will take place. Inverclyde Libraries aim to complete all investigations within ten working days. Staff will not enter into discussions or reinstate access during this time.

Results of investigation

If the investigation clears the User of any wrong-doing, access will be immediately reinstated and Inverclyde Libraries will write to the User to inform them of this.

If however Inverclyde Libraries find evidence that the User has breached the Acceptable Usage Policy, that User's access to Public ICT Resources will be suspended for a fixed period of four weeks, and written confirmation of this will be issued to them. This letter will confirm the date upon which access will be reinstated automatically. **Any instances of illegal misuse will result in a permanent ban and the matter may also be referred to the police.**

Three strikes

Any User who breaches the Acceptable Usage Policy three times will be permanently banned from using Public ICT Resources on their third offence. The first and second offences will be subject to four week suspensions for each occurrence as detailed above. The third offence will result in access being withdrawn on a permanent basis. Written confirmation of this will be issued.

Appeals

Appeals must be made in writing. Please mark them for the attention of the Libraries, Museums and Archives Manager, and hand in at Library Premises

in a sealed envelope. The evidence gathered will be reviewed during the investigation alongside any additional explanation provided by the User, and Inverclyde Libraries will decide whether the suspension is to stand or be overturned. Inverclyde Libraries will aim to write to the User within ten working days from the receipt of the appeal, to report the outcome. The decision of the Libraries, Museum and Archives Manager on the matter will be final.