

**West Dunbartonshire Libraries  
Public Access ICT Resources  
Terms of Use**

# West Dunbartonshire Libraries

## Public Access ICT Resources – Terms of Use

### 1. Introduction

#### 1.1 Statement of Provision

West Dunbartonshire Libraries are pleased to provide a range of ICT facilities, including broadband Internet access, in all of our libraries. This service is provided in response to the changing needs of our customers and the communities we serve. It is hoped that public access to ICT facilities will support the on-going work in West Dunbartonshire to bridge digital exclusion. In particular, Internet access is provided in keeping with the traditional role libraries play in information provision, and as part of our lifelong learning remit.

#### 1.2 Terms of Use Policy

All users must sign a form to confirm they have received, read and understood this Terms of Use Policy. As this policy may change from time to time to reflect changes in legislation or the services offered, users are provided with an on-screen copy of the text from this document when they sign in to a public access PC. In order to access the PC, you must click to confirm that you have read and understood the latest version displayed. As part of our commitment to consultation, we appreciate questions and feedback regarding this policy. Please email [library.headquarters@westdunbarton.gov.uk](mailto:library.headquarters@westdunbarton.gov.uk), or request a customer comments form from any member of staff.

#### 1.3 Eligibility

All library members are entitled to access our ICT resources, which are available in all of our libraries, as long as they have signed to confirm acceptance of this policy (see 1.2). It is free to join the library and no ID is required (subject to limited borrowing entitlements). At any time, users may remove their own PC access by requesting this at any library. PC access is temporarily suspended while a member has outstanding overdue items (beyond the seven day grace period), or owes £5.00 or greater in outstanding charges. Junior (0-11) and Teenage (12-14) members may only use the ICT facilities where a parent/guardian has signed a consent form. Young Adult (15-17) members may sign their own form and do not require parental consent. Children under 8 MUST be accompanied by an adult at all times, including time spent at a PC.

### 2. Services Available

#### 2.1 Range of Services

In West Dunbartonshire, our learning centres offer the following:

- Public access PCs, no older than five years old subject to budgetary constraints
- Broadband Internet connection (minimum 10Mb)
- PC Booking System
- Microsoft Windows 10 operating system with MS Office Professional (includes MS Word, Excel, PowerPoint, and MSAccess)
- Black and white AND full colour printing – both subject to charges
- A4 scanning facilities
- A minimum of one wheelchair suitable height-adjustable workstation.
- USB memory sticks for sale
- CD writers and blank CD-R / CD-RW for sale

In addition, some of our learning centres also offer free wireless Internet access and DVD writers.

## 2.2 Service Availability

West Dunbartonshire Libraries work closely with the council Finance & ICT department to ensure our ICT facilities are fully operational, but cannot guarantee that any service or facility will be available when you visit. We have no control over the speed of network connections available. Any failure, including but not limited to hardware, software or network failures, are dealt with as a matter of urgency, and we will display notices in the library concerned and online if the problem is likely to persist for more than half a day.

Users should be aware however, that there is NO ICT support available on weekends should any problems arise. West Dunbartonshire Council retains the right to withdraw any of our ICT services at any time. West Dunbartonshire Libraries cannot verify the security of any sites, so all members should take care when entering personal details, and be aware that financial transactions are performed entirely at your own risk.

## 2.3 ICT Monitoring and Internet Filtering

In order to ensure a safe enjoyable experience for all of our members, we operate a robust monitoring and filtering practice at all times. This practice operates both electronically and manually. Our firewall and Internet filter restricts access to any information classified as illegal, obscene, offensive, abusive or of general concern to other users. Appendix 1 provides examples of what material may be restricted. Any attempts (successful or otherwise) to access this material will result in suspension according to our suspension procedure which is attached as Appendix 2. Members should note that no firewall or filtering software can be 100% accurate at all times. Sometimes inappropriate sites may be displayed inadvertently, and if reported we can subsequently block these sites. Also, some legitimate sites may be inappropriately blocked and can be made available upon request – please ask a member of staff for details. Members should be aware that data regarding Internet use is stored and monitored to ensure compliance with this policy; for the prevention and detection of crime; and for the protection of children and vulnerable adults. Any attempt to access unlawful sites and/or images will result in the matter being passed to the police where we are under a legal duty or obligation to do so.

## 2.4 Staff Assistance

All of our staff can provide general basic assistance to learning centre users. However, this assistance is only possible where our staff have both the skills and time available according to the demands of other library users. Our learning centres operate on a self-help basis and staff assistance cannot be guaranteed at all times. We will however strive to support you as much as we can where time permits.

It is important that members accept this rule before signing to accept this policy and using our facilities. Members should be aware that we offer a wide range of FREE ICT training and e-learning across the year as part of our Quest learning provision. Please see our website, or displays in libraries for further details.

## 3. General Requirements and Acceptable Use

### 3.1 Software Downloads / Installations

Users are permitted to download software which they intend to store on removable media (USB, memory stick, CD, etc.) for use elsewhere, providing the software is not an illegal copy. Users should NOT attempt to install software on our PCs and all such software is automatically removed at the end of your session. Peer-to-peer downloading is blocked by the firewall and no attempts should be made to use this type of software.

### 3.2 Connection of Hardware

Users are permitted to connect their own hardware to our PCs but no support is offered to those who choose to do so. This may include for example, portable USB hard drives, USB memory sticks, digital cameras, headphones, etc. Users should also note that connection of your personal hardware is **carried out at your own risk**, and that West Dunbartonshire Libraries accept no responsibility for any problems which may occur, including but not limited to loss of data or damage to personal hardware.

### 3.3 Copyright Requirements

You are permitted to download content from the Internet in accordance with copyright restrictions. Material sent or received over the Internet, or otherwise stored electronically, is generally protected in the same ways as printed material or other media. For more information visit <http://www.ipo.gov.uk> and view the copyright section. Members are forbidden from using our scanning facilities to digitise and subsequently alter material protected by copyright. This includes but is not limited to: certificates of birth, death, marriage, adoption or divorce; passports; home office documents; utility bills; etc. There are specific copyright restrictions which relate to books, magazines and journals. Please ask a member of staff for further information if you are unsure about copyright limitations. As a guideline however, you should note the following:

- Only a single copy of any given page may be made
- No more than one article per magazine or journal may be copied
- Scanning a copy of complete works is prohibited
- You are permitted to scan small extracts for the purpose of private study – one chapter or 5% of the work, whichever is the smaller amount
- Members are expressly forbidden from making illegal copies of music, images or other media from any source, including the Internet or CDs.

### 3.4 Children and Young People

See Section 1.3 for guidance on the requirements for parent/guardian permission for children to use our ICT facilities. West Dunbartonshire Libraries provide information for children and parents on safe Internet use in our libraries and on our website. Furthermore, we offer free information & training for adults on keeping children safe online. Ultimately however it remains the responsibility of the parent/guardian to talk to their child about safe Internet usage and about the acceptable use issues outlined in this policy. West Dunbartonshire Libraries accept no liability if a young person accesses material considered unsuitable, and reminds any parents, guardians or carers who have concerns that they may supervise the use of our ICT facilities by the young person for whom they care.

### 3.5 Acceptable Use

All members must abide by the following rules:

- Users must NOT share their ID and PIN with others, and must NOT login using another person's details. Both users will be suspended if this is discovered.
- Users must ALWAYS show our staff and members respect by being patient and courteous at all times. Any form of abusive behaviour will not be tolerated. Abusive behaviour will always be investigated and may result in being barred from our premises.
- All printouts made must be paid for before collection. You must pay for and collect all printouts
- BEFORE you logout or the printouts will be deleted. You may not print on any paper not supplied by us.
- Use of the Internet must be in accordance with our filtering guidelines – see section 3 and appendix 1.
- Users must abide by the copyright guidelines in section 3.3.
- Users should always remain sensitive to the fact that you are working in a public environment shared by people of all ages. Library staff have the right to instruct users to remove unsuitable images or text from the screen if it is displayed in such a way that others cannot reasonably avoid viewing it.
- Mobile phones should not be used and should be switched off or in silent mode. Headphones should be used when listening to audio/music and kept to a reasonable level which will not disturb others.
- Personal files should never be saved onto our PC. Always save onto your own USB memory stick, portable hard drive or re-writable CD.

- You may book up to three one-hour sessions per day (five sessions for students with valid ID – ask for details). We request that all users take a ten minute break at the end of each hour. You can lock your PC during this time to ensure it is not used by anyone else – a ‘how-to’ is on our website if required.

Users must never engage in any activity which may be illegal. In particular, this may relate to copyright infringement, accessing illegal materials (images or text), or hacking activity. Furthermore, all members should not use the facilities in any way which may result in a breach of the following:

- Computer Misuse Act 1990
- Copyright, Designs and Patents Act 1988
- European Copyright Directive 2001
- Obscene Publications Act 1959 & 1964
- Protection of Children Act 1978
- Sexual Offences Act 2003
- Public Order Act 1986
- Human Rights Act 1998
- Any other local, regional, national or international law, order or regulation.

## APPENDIX 1 – Examples of Internet Content

Inappropriate Content – leads to suspension procedure	Questionable content – will be reviewed on an individual basis	Appropriate Content – will not be filtered
<p>Pornographic or otherwise sexually explicit content – including images, text, graphics etc.</p> <p>Other ‘adult’ content, including escort services or nudity.</p> <p>Criminal &amp; fraudulent activity – including advocacy, information on avoiding law enforcement, instruction, or advice on illegal acts.</p> <p>Hacking.</p> <p>Weapons – including the online purchase of illegal weapons.</p> <p>illegal drugs including recipes, instructions, distribution or promotion.</p> <p>Intolerance and hate including incitement of racial hatred, advocacy, etc.</p> <p>Peer – to Peer downloading.</p> <p>Proxies.</p> <p>Intentional use of Spyware or Spam Utilities.</p> <p>Terrorism – including promotion or instruction about illegal activity.</p> <p>Violence – portraying, describing or advocating physical assault against humans, animals or institutions.</p>	<p>Cults</p> <p>‘Adult’ retailers – i.e. sexual aids, toys, etc.</p> <p>Guns/Weapons – e.g. gun clubs</p> <p>Gambling</p> <p>Personals/Dating – dependent upon context of material viewed.</p> <p>Blogs – where the material within relates to any inappropriate content</p> <p>Men’s Leisure Sites – e.g. Nuts, Zoo – OR equivalent sites for women – featuring partially clothed images or explicit text.</p>	<p>Arts</p> <p>Business/Finance Information</p> <p>Health Information – including drugs advice</p> <p>E-Commerce</p> <p>Government &amp; E-Government</p> <p>Education</p> <p>Fashion &amp; Beauty</p> <p>Games</p> <p>Hobbies &amp; Recreation</p> <p>Jobs &amp; Careers</p> <p>News Sites (including foreign language, i.e. al-Jazeera)</p> <p>Politics</p> <p>Religion</p> <p>Social Networking (i.e. BeBo, Facebook, MySpace etc.)</p> <p>Sports</p> <p>Streaming Media (i.e. iPlayer)</p> <p>Translators</p> <p>Travel</p> <p>Web-based Email</p>

## **APPENDIX 2 – Suspension Procedure**

As detailed in Section 2.3 of the Terms of Use Policy, your usage of our facilities is monitored both manually and electronically. Regardless of which method was used, if we suspect or detect you have contravened the policy, you will be dealt with in the following way:

### **Stage 1 – Temporary Suspension Pending Investigation**

Your access may be terminated at any given time if we suspect you have breached the terms within the Terms of Use Policy. Our PC booking system will display a message informing you of this. A letter will be posted to you advising you of this, and an investigation will take place. We aim to complete all investigations within five working days. Staff will not enter into discussions or reinstate access during this time.

### **Stage 2 – Results of Investigation**

If the investigation subsequently clears you of any wrong-doing, access will be immediately reinstated and we will write to you to inform you of this. If however we find evidence that you have breached the Terms of Use Policy, we will suspend your PC access for a fixed period of six months, and write to you to confirm this. This letter will confirm the date upon which your 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 where we have a duty to do so.

### **Three Strikes Rule**

Any member who breaches the Terms of Use Policy will be permanently barred from using our ICT facilities on their third offence. The first and second offences will be subject to six month suspensions for each occurrence as detailed above. The third offence will result in access being withdrawn by us on a permanent basis. We will write to you to confirm this.

### **Appeals Procedure**

Appeals against our decision to suspend you are only accepted on the basis that you believe you did not genuinely breach the policy, and must be made in writing. Please mark them for the attention of the Senior Officer ICT & Learning, and hand in at your local library in a sealed envelope. We will review our evidence gathered during the investigation alongside your additional explanation, and will decide whether the suspension is to stand or be overturned. We will aim to write to you within ten working days from the receipt of your appeal, to report the outcome of the appeal.