SOUTH LANARKSHIRE
Leisure & Culture

Libraries and Museums Service

Active IT Learning Centres in Public Libraries

SLLC Acceptable Use Agreement

A revised version of the Acceptable use Agreement which has to be adhered to by all library learning centre users when they book a PC. This has been revised due to the change to the Trust and in light of recommendations from the Scottish Library and Information Council and other library bodies.

1. Introduction

All public libraries in South Lanarkshire have Active IT Learning Centres, offering a wide range of educational, recreational, cultural and informational opportunities to the community. All Learning Centres offer free access to the Internet. Whilst South Lanarkshire Leisure & Culture (SLLC) recognises the value and power of the Internet in meeting a whole range of user needs, we are also aware that much of the information available on the Internet may be inaccurate, out of date, controversial, offensive and/or illegal. The Acceptable Use Agreement aims to provide a framework for appropriate use of computers in Active IT Learning Centres throughout SLLC libraries. This agreement also applies to users who access the Internet using their own laptop or other device through an SLLC wi-fi connection.

2. Wireless Connectivity

The wireless offering in our libraries is a free service offered on a best endeavours basis. Library staff can provide a basic level of assistance to customers using their own IT equipment via the wireless service but they are not trained IT support staff and sometimes problems arise with connectivity that cannot be resolved by libraries staff. Furthermore, the libraries service cannot guarantee that every IT device with all varieties of software will operate via the wireless provision, given the many and varied IT products in the marketplace. Access to the wireless network is not operating system or browser dependent and has been proven to work with several different types of product including Apple products. The libraries service will make every effort to assist users but it is the user's responsibility to make any changes on their own systems to make them compatible. Occasionally, there will be occurrences where the combination of hardware and software that users provide will not be able to be configured to connect to the libraries network.

3. The Internet and your responsibility

SLLC wishes to encourage proper use of the Internet amongst users of all ages. These uses may be educational, informational or recreational. However, SLLC can accept no responsibility for the quality or accuracy of information accessed through the Internet. As a user, it is your personal responsibility to ensure the accuracy of the information that you access. SLLC accepts no liability for any loss, i.e. of money, failure to deliver goods ordered, etc, damage, injury (direct or indirect), suffered as a result of using information accessed on the Internet in Active IT Learning Centres or via an SLLC wi-fi connection.

4. Do's and Don'ts

As a user you must *always* –

- Book computer use beforehand, either in person, by telephone or by e-mail. If you wish to book time on a computer during a "drop in" visit to the library or community facility, this must be done through a member of staff.

- Agree to the terms of the Acceptable Use Agreement. This can be done by clicking on the "YES" button on the computer screen.

- Logout if you leave your workstation for any length of time and when your session is complete.

- Take responsibility for all activities and communications that take place during your computer session.

- Save documents only to CD's or USB memory sticks. Personal data stored elsewhere will be deleted when the computer is restarted. Any discs left in computers will be discarded by library staff after one month if unclaimed.

- All printing must be paid for before leaving the library. Failure to pay these charges, or any other library charges, may result in access to learning centres being restricted.

As a user you must *not* -

- Access, create or transmit images, text or material which may be reasonably viewed as obscene or offensive.

- Use the computers to operate a business or carry out any profit making activity including "spamming" and chain letters or for party political purposes.

- Tamper with computer hardware or attempt to install or download software (including viruses) on to library computer hard drives.

- Seek to gain access to unauthorised computer systems or information ("hacking").

- Violate any third party intellectual property rights including copyright or software licence agreements.

- Engage in any illegal activities including gambling (for which public libraries are not licensed).

- Use the computer for the purpose of libel, slander or harassment or for sending material likely to cause offence or inconvenience.

- Use the computers, laptops or other devices for viewing live TV broadcasts for which public libraries are not licensed.

5. Conditions of Use

- Access to Active IT Learning Centres in SLLC libraries and community facilities is free, including Internet time, and is open to all.

- Children and young people under the age of 16 will be able to use Active IT Learning Centres provided that their parent or guardian has signed a consent form.

- Unaccompanied children under the age of 9 will not be allowed access to Active IT Learning Centres.

- Parents or guardians should take particular care to advise children about the potential risks of online contacts made with strangers. Children should also be advised by parents or guardians not to disclose their name, address or any other personal information while using the internet.

- Although use of the computers including Internet access is free, a small charge is made for printouts, storage devices etc. (see lists of charges)

- Computer sessions may be booked up to seven days in advance by telephone, in person or by e-mail.

- The maximum amount of time that can be booked for any one session is two hours.

- No more than two people may use one computer station at any one time.

6. Security

Active IT Learning Centres in SLLC libraries operate a Filtering Policy. The purpose of this is, as much as possible, to eliminate access to illegal, inappropriate, or offensive material. All websites which are accessed by users are logged. This also applies to users of laptops and other devices. These logs can be examined if any allegations are made of unacceptable use and can be subsequently used to identify any users accessing inappropriate sites. Of particular concern is the accidental access by children of obscene or other inappropriate material. To help ensure that no inappropriate use is made of the equipment, the following security measures are in place:

- Staff will monitor electronically and by observation use being made of computers / Internet sites.

- Any user wishing to access a web site, which has been blocked by the filtering system, must apply to the member of staff in charge.

- Use of a computer can be terminated by any member of the library staff, if, in their judgement, the user is failing to comply with the terms of the Acceptable Use Agreement.

- Accessing of illegal material may be reported to the police, or other appropriate authority.

- Information from the Internet may be downloaded (within copyright restrictions) to a CD or other storage device. Virus checking software will run on all computers.

7. Penalties for Misuse

- Anyone found to be accessing inappropriate material may have their internet use terminated immediately.

- Any infringement may result in access to SLLC IT equipment being withdrawn for a specified period, and the matter may be reported to the appropriate authority.

- In addition, users found to be seriously infringing the Acceptable Use Agreement may, at our discretion, have access to SLLC IT equipment withdrawn permanently.

- If users infringe the Acceptable Use Agreement while using their own devices, user logins may not be provided in future.

8. Personal Safety

South Lanarkshire Leisure and Culture is keen to promote "safe surfing". To this end we advise that you -

- Take care before giving out details such as bank account / credit card numbers etc.

- Be wary of arranging to meet a stranger contacted through the Internet.

- Think twice before disclosing your home address or telephone number.

- Leave chat rooms if you feel uncomfortable.

Advice on safe surfing can be found on this website – www.besafeonline.org