



# **BARNSLEY**

## **Metropolitan Borough Council**

### **BARNSLEY LIBRARIES AND INFORMATION SERVICE**

#### **BEHAVIOUR AGREEMENT AND CONDITIONS OF USE POLICY (ICT SAFE AND ACCEPTABLE USE)**

##### **Introduction**

Barnsley Libraries and Information Service is pleased to be able to offer access to computers and the internet to support the educational, recreational and business needs of the community.

The service is free of charge to public library members and to those visiting the area for up to a maximum of 2 hours per day. Users may book PCs in advance - in some libraries booking is essential, but some PCs may be available on a drop in basis. If users are more than 10 minutes late for a booking (and have not informed library staff) the equipment may be allocated to another user.

Detailed below are topics which users should become familiar with and accept before proceeding with their access. These are arranged as follows:

- **Arrangements for Access**
- **Conditions of Use**
- **Unacceptable Use and Monitoring Arrangements**

##### **Arrangements for Access**

Barnsley Library ICT users must act with respect and consideration for other users. ICT access will be provided to:

- Library members and visitors aged 18 and over carrying a valid library membership card or ID;
- Library members aged 8 to 18 who have had a separate Internet Permission Form allowing access countersigned by their parent or guardian. [See Children and Young People's E-Safety 'Golden Rules' Guidance](#);
- Members under 8 years old who require the countersigned internet permission form as detailed above, but must also have adult supervision.

Although the Library can provide 'Safe Surfing' information to all customers, it remains the parent's or guardian's responsibility to talk to their child about safe internet usage and the acceptable use outlined in this policy.

*If users wish to save documents, scanned files and/or PDF/Acrobat documents, a suitable USB storage device (provided by the user) should be inserted at the beginning of the session to avoid data loss (**ideally these personal USB storage devices should be encrypted for the protection of users own data**). The Barnsley Libraries and Information Service cannot be held responsible for any data loss through the failure of or lack of access to a personal USB storage device.*

*The Barnsley Libraries and Information Service cannot be held responsible for any data loss/corruption through the virus checking of users data files prior to printing and any data loss during printing from a personal USB storage device.*

## **Conditions of Use**

Before using the computers all users must agree to abide by the terms and conditions set out in this Safe and Acceptable Use Policy. Any user who does not agree will not be allowed to use the facility.

The internet contains a wealth of valuable information, but there may also be information that is inaccurate, controversial, offensive or illegal. Barnsley Libraries and Information Service cannot accept responsibility for the quality or accuracy of information available through the internet but staff will try to suggest sources which are more authoritative.

The internet service is filtered in order to block access to websites known to contain illegal, offensive and/or unsuitable content. Some legitimate sites may be blocked as a result of the filtering activity and other inappropriate sites may inadvertently be made available prior to their being blocked. Please notify staff who will report this to the ICT support unit for their attention and consideration.

All users should be aware that access to the service is provided via BMBC's Education Network and therefore certain areas of activity may be restricted.

Barnsley Libraries and Information Service ICT users are able to set up web-based e-mail accounts and should ensure that they log out of the particular system that they have chosen to use. To prevent fraud and other illegal usage Barnsley Libraries and Information Service recommend that users do not share user names and passwords with other users. Please be aware that this and other activity is taking place in a public place and exercise caution as necessary.

Users must not load their own software or connect computer equipment to library equipment or networks. In addition, users must not interfere with equipment, amend or delete existing software or settings. Users are allowed to use adaptive hardware and USB memory sticks.

Users must not attempt (without express permission) to make large downloads or uploads that may take up internet capacity and prevent other users from being able to carry out their work.

Online financial transactions (shopping, bill payments, banking etc) should only be conducted over secure connections. Please note that Barnsley Libraries and Information Service cannot be held responsible for any losses resulting from sending financial information via the internet. Individual users are responsible for any costs incurred as a result of their accessing online, charged for services.

## **Unacceptable Use and Monitoring Arrangements**

Users should be aware that they are fully responsible for the activities and communications which take place during their computer sessions. Barnsley Libraries and Information Service does not prohibit online activities as long as they are not illegal, offensive, obscene, abusive or troublesome to other users. Illegal use includes that which breaches legislation in the areas of:

- Intellectual Property including Copyright, Design and Patents
- Data Protection
- Obscene Publications
- Protection of Children
- Sexual Offences
- Public Order
- National Security
- Computer Misuse
- Information Security
- Protection of Privacy
- Protection of Reputation
- Human Rights
- Any other appropriate local, regional, national, European and international law, order or regulation

Library staff have the right to instruct computer users to remove unsuitable images or text from the screen if, in their judgement, the image or text is able to be seen by other users.

Library staff have the right and ability to monitor users' computer usage if they have cause for concern.

Barnsley Libraries and Information Service reserves the right to refuse further computer access to any individual deemed to be using the facility for illegal, potentially offensive and otherwise unacceptable purposes. Library staff on site will determine whether IT usage is unacceptable and will raise their concerns with senior staff. Users deemed to be misusing the facility may receive warnings in a verbal or written format. These warnings will be held on their library borrower record.

In addition to the loss of computer privileges, other actions may be taken, including reporting a suspected criminal offence to the appropriate authorities for investigation and potential prosecution. Where a child or young person infringes the terms of this policy, the service will inform the parent or guardian as listed on the Internet permission form.

### **Addendum**

Staff are to ensure that all users of the ICT and internet in libraries are made aware of the E-Behaviour Agreement and Conditions of Use Policy and that by using ICT in libraries they agree to abide by the arrangements for access, conditions of use and monitoring arrangements detailed within the document.