

Barnsley Libraries

ICT E-Behaviour Agreement and Acceptable Use Policy Safe and Acceptable Use of digital equipment and services

Introduction

Barnsley Libraries is pleased to be able to offer access to computers, Public Wi-Fi 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 3 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.
- Members under 8 years old who require the countersigned internet permission form as detailed above, but must also have adult supervision.
- The Barnsley Council Library Safeguarding Guidelines 2024 will also be applied.

Although the Library can provide online safety 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.

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 of digital equipment and services Policy. Any user who does not agree will not be allowed to use the facilities.

For Public Wi-fi access, users must register for access before use and agree to abide by the same terms and conditions, regardless of whether you are using your own device or one belonging to BMBC/Barnsley Libraries.



BARNSELY
Metropolitan Borough Council

BARNSELY
LIBRARIES

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

Artificial Intelligence (AI) tools can be utilised on our public library PCs. However, customers should be aware that AI-generated content may not always be accurate and can sometimes reflect biases. To prevent the spread of misinformation and disinformation, all AI-generated content must be cross-referenced with reliable sources.

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 Digital Hub for their attention and consideration.

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

Barnsley Libraries 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 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.

Online financial transactions (shopping, bill payments, banking etc) should only be conducted over secure connections. Please note that Barnsley Libraries 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. It is inadvisable to conduct online transactions or access financial information while using a Wi-Fi network.

Users who are accessing online content with sound are advised to use headphones to avoid disturbing others. This includes when using your own devices like tablets and mobile phones.

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 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.

ICT users are able to access free printing. Library staff have the right to monitor the content for printed materials and confiscate inappropriate material. Free printing is not for business purposes and for personal use only.

Barnsley Libraries 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. All libraries should have the Policy in a highly visible position and be prepared to give users copies if necessary.