

## Computers and Internet Use in Western Isles Libraries

### 1. Introduction

Western Isles Libraries, the library service of Comhairle nan Eilean Siar, provides computer and internet access to support the educational, cultural and recreational needs of the community. The service is available via public access computers at all Western Isles libraries and all users must abide by the Terms and Conditions of Use.

### 2. Access

#### • Members

Members may log directly onto a computer using their library card number. Please note that members may only log on using their own membership number and not use anyone else's details nor allow anyone else to use theirs.

#### • Non-members

Residents of the Western Isles will be asked to become library members in order to use computers. Non-residents will be required to produce adequate ID and provided with a temporary log-on number.

#### • Children and young people

Children and young people under 16 years of age must have parental/guardian consent to use the Internet. Authorising a child's card for the Internet includes complete responsibility for their use of the service and any printing costs incurred.

### 3. Availability

Computers may normally be used for a session of one hour but, subject to availability, this may be extended upon request.

Western Isles Libraries works closely with the Comhairle's IT Department to ensure the effective running of the computers, however we cannot guarantee that a particular service will be available at any time, nor can we control the speed of the networks available.

Any failure or breakdown of a system, hardware or software will be dealt with as a matter of urgency, however libraries have no IT support after 5pm on weekdays or on Saturdays should any problems arise.

### 4. Costs

It is free to use the computers and related equipment. There is a charge for printing and the current charges are advertised in libraries.



## 5. Assistance

Library staff will try to assist users when and where possible, however this will depend on the skills and time available according to the needs of other library users and it may not always be possible to provide dedicated one-to-one assistance.

Introductory sessions on using computers are offered regularly by the Comhairle's Community Education department for those wanting to improve their skills.

## 6. Information Security

Access to the Internet is filtered using the Cyberblock security system, which restricts access to content which is considered inappropriate. In addition, children's access is also keyword filtered to provide an extra level of protection. The filtering system is not always completely reliable and on occasion may block acceptable websites. If this occurs, please contact a member of staff with the URL of the site in question, and an application can be made to release the blocked material.

While we strive to respect our user's right to privacy at all times, the Comhairle also reserves the right to monitor and log data regarding internet use in order to ensure that no attempt is made to access illegal sites. Any suspected illegal activities will be reported to the police.

## 7. Responsibility

The Comhairle nan Eilean Siar and its employees are not responsible for the content or accuracy of any information supplied on the internet nor for any costs, liability or damage caused by the user, or any loss of personal data, files or other information. Users are solely responsible for the security of any personal data they choose to provide over the internet as well as ensuring that they observe the copyright laws that apply to each site they visit.

The Comhairle also reserves the right to deny access to the library computers and internet service and to terminate a session of any user carrying out an activity which is judged as inappropriate for the library environment.

## 8. Contravention of the Terms and Conditions of Use

The Comhairle reserves the right to ask a user to remove images or text which, in the staff member's judgment, could be regarded as offensive or inappropriate to other users. If a user is found to have breached the terms and conditions of the **Terms and Conditions of Use**, the following procedure will be applied:



### 8.1 Temporary Suspension

The user's session will be immediately terminated and the user's access suspended. No discussion will be entered into at this stage. The suspension will be confirmed in writing and an investigation will then take place.

### 8.2 Decision of investigation

#### ⇒ Reinstatement

If the investigation finds that the user has not breached the AUP, his / her access will be immediately reinstated and the user notified of the decision in writing.

#### ⇒ Suspension

If the investigation finds that the user has breached the terms and conditions of the AUP, her / his computer access will be suspended for a period of 3 months. A letter will be sent to the user to confirm this in writing. Illegal misuse of the service will result in a permanent suspension and the matter will be referred to the police where the Comhairle is under a legal obligation to do so.

## 9. Copyright Requirements

Material accessed and downloaded via the Internet is subject to the same copyright restrictions as any other material. When scanning / copying documents, users must also observe copyright legislation at all times.

Scanning / copying books and magazines are also subject to copyright regulations. If in doubt, follow the following brief guidelines:

- A small section from an item may be copied for the purpose of private study – one chapter or 5%, whichever is the smaller
- No more than one article / chapter from a magazine / book may be copied
- Copying or reproducing a copy of an entire work is illegal
- Only one copy of any given page can be copied

## 10. General

Users must not to connect personal equipment to data or power points on council premises.

*Approved by Comhairle on 6 December 2012.*

