READERS ACCEPTABLE USE POLICY

The National Library of Wales

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INTRODUCTION

The Library's workstations and network enables access to valuable information resources in many different formats. The National Library of Wales does not deny legitimate access to information by any member of the public but recognises that such a resource may be open to misuse and abuse.

The following policy has been produced to safeguard the interests of Library users. This policy is to provide guidance to users of ICT at the Library and also explains what action might result from unacceptable use.

1. SCOPE AND DEFINITIONS

1.1 Who

This Policy applies to all National Library of Wales Readers using the library workstations and Wi-Fi network.

NLW Readers are personally responsible for making themselves aware of the content of the policy and adhering to the rules outlined.

Users are expected to make themselves fully aware of external and internal procedures and of relevant legislative regimes and requirements.

1.2 What

Library ICT equipment is provided to readers for the purposes of carrying out their work and includes, but is not limited to; desktop PCs, laptops, scanners, printers and networks including all hardware and software used. 'Network' is used to refer to all connections within the Library and all connections to external networks. Currently these are JANET/SuperJANET, OCLC and RLG (Research Libraries Group).

1.3 Where

This policy applies within the Library but also covers the use of Library ICT equipment off-site and remote access to the Library's websites and Resources.

1.4 Policies, Laws and Regulations

In addition to library policies and procedures designed to ensure the security and effectiveness of equipment and resources, Library ticket holders are subject to Legislation, Agreements such as software licences and Acceptable Use Policies such as that which applies in use of JANET / SuperJANET, all Users are deemed to have accepted this AUP prior to use of the network. https://community.ja.net/library/acceptable-use-policy

1.4.1   This policy should be read in conjunction with the other relevant NLW policies listed below that can be found on the Library's website:

- Conditions of use of the Reading Rooms
- Breaches of Terms and Conditions of Use of the Reading Rooms, Collections & Services
- Conditions regarding the use of Modern Archives
- Intellectual Property Rights Policy
- Data Protection Policy
- Welsh Language Scheme.

1.4.2   All Users must ensure that their use of Library ICT facilities complies with all applicable laws. These include:

- Data Protection Act 1998 https://www.gov.uk/data-protection/the-data-protection-act
- Legal Deposit Act and Regulations http://www.llgc.org.uk/collections/legaldeposit/acts-and-regulations/
- Computer Copyright Software Amendment Act 1985
- Copyright, Designs and Patents Act 1988 http://www.hmso.gov.uk/acts/acts1988/Ukpga_19880048_en_1.htm
- Computer Misuse Act 1990 http://www.hmso.gov.uk/acts/acts1990/Ukpga_19900018_en_1.htm
- Criminal Justice and Public Order Act 1994
- Regulation of Investigatory Powers Act 2000

2. CONDITIONS OF ACCESS

2.1 Access

The primary purpose of the Library's workstations and network resources is to allow free access for study, reference and research. These resources include the Library's catalogues, website and electronic resources to which the Library subscribes. Any further uses, such as surfing the internet, social media access and emailing, may be restricted by a senior officer.

2.2 Membership

Access to computers and the Library's network is available to all valid ticket holders. Library staff will try wherever possible to guide users on the proper use of the computers and Library network. However, as demand for computer access rises, staff may not always be available to give dedicated assistance.

2.3 Children and Young People

The National Library of Wales takes particular care that their acceptable use policies do not lead to children and young people being exposed to any unnecessary risk in accessing the Internet via library computers or network.

Children and young people under the age of 16 will not be allowed access to the Internet unless under the supervision of a valid ticket holder who has informed Reading Room staff of this intended use, at busy times such use may be refused. Responsibility for the Acceptable Use Policy and the penalties for misuse; lie with the Readers Ticket holder.

2.4 Cost

All computer access will be free of charge. A reasonable charge may be made for making copies in any format and printing items. These charges will be clearly displayed by the Library.

3. SECURITY

3.1 Passwords

Access to networks and networked software will be by means of a Readers Ticket Number and a password known only to the user. It is the responsibility of all readers

- to ensure that their personal password(s) is (are) kept confidential.
- Change their passwords regularly;
- Ensure that their passwords are strong

3.2 Logging on/off

Users should only log on using their own Readers Ticket ID and password. Users should recognise that a logged on device is a potential security risk and should log off when not

present at the device. At the end of every Internet session you must exit from the Internet and return to the home page.

3.3 Data Security

The accessibility of the Internet brings advantages and disadvantages for users of the Library. Whilst users can access a huge amount of information via the Internet, information and e-mails sent across the Internet may be read by persons unknown to the sender. Even if some information has been deleted from the screen it may not necessarily be deleted from the Internet system, which provides backup savings mechanisms.

4. INTERNET ACCESS

4.1 The Internet and Your Responsibility

Whilst the Internet contains a wealth of valuable and interesting information, some of this information may be inaccurate, out of date, controversial, offensive and/or illegal.

The National Library of Wales accepts no responsibility for the quality, accuracy or availability of information accessed through the Internet. As a user, it is your personal responsibility to ensure the accuracy of information you discover. The National Library of Wales assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the Library's computer resources.

4.2 Unacceptable Use

4.1.1   You must not access what may deemed to be unsuitable, inappropriate or offensive web sites.   It is recognised that it is possible to enter, unintentionally, an unacceptable site.   If this happens the user should immediately leave the website and notify the Readers Services desk.

4.1.2   You must not download software from the Internet as this can affect or damage the performance of the Library workstation.

4.3 Filters and Usage Surveys

4.2.1   The ICT Section does regular surveys of the usage the Library makes of the Internet. These are not intended to identify individual users but the capacity to link Internet usage to particular machines and/or users exists.

4.2.2   If a website is deemed unsuitable or inappropriate for users to access, access to it can be blocked by 'filters'. These filters will not be used to log usage.

5. PERSONAL MOBILE DEVICES

5.1 Users must not connect personal mobile devices to Library ICT equipment.

5.2 Any user with a mobile device connected to the Library public Wi-Fi network is subject to the Readers Acceptable Use Policy.

5.3 Users are expected to make themselves fully aware of external and internal procedures and of relevant legislative regimes and requirements.

6. MONITORING

6.1 The Library reserves the right to monitor and log all types of network activity including email. All information sent, received, created or contained within the Library's systems are the property of the Library and accordingly should not be considered as private

6.2 Monitoring of computer usage is performed electronically, manually and by CCTV.

6.3 The Library reserves the right to have access to the content of any documents, files and messages and/or to read any communication made or received by anyone using its computers, without prior notice, for the following purposes:

- As part of essential maintenance work of the Library's infrastructure
- To ascertain compliance with regulatory or self-regulatory practices or procedures
- To prevent and detect crime
- To investigate or detect the unauthorised use of the Library's systems
- To assist in the investigation of wrongful acts
- To intercept for operational purposes, such as protecting against viruses.

6.4 The Library also reserves the right, whilst official investigation continues, to make and keep copies of data documenting use of the Internet systems for the purpose set out above. The Library may bypass a password you set.

6.5 Recording of Internet access will be carried out; this means that the Library has a list of the Internet sites accessed by users. However, such recording will be automated to ensure that the privacy of users is upheld. Records will be kept in accordance with the Library's corporate records guidelines (Information Asset Register) and disposed of after three years. Records will only be accessed if it becomes necessary to investigate an alleged breach of this Policy

7. PENALTIES FOR MISUSE OF THE POLICY

7.1 Library staff will direct computer users to remove inappropriate images or text from the screen if, in the staff member's judgement, the image or text is displayed in such a way that other library users cannot reasonably avoid viewing it.

7.2 The National Library of Wales reserves the right to refuse computer or network access to any individuals accessing or distributing materials which are deemed to be illegal or unacceptable or have potential to offend or disturb others. Such an action could lead to withdrawal of readers' ticket. Library staff on site will determine whether any computer activity is unacceptable and this determination will be subject to confirmation by a senior member of staff.

7.3 As well as the loss of computer privileges, other disciplinary options may be applied. In some cases, this may lead to prosecution.

7.4 Any members of the public witnessing misuse of library computer equipment should report to a member of the Readers Services staff.

Possible Offences

The following list, which is not exhaustive, represents, those activities most commonly associated with the abuse and potentially unlawful use of ICT equipment and networks and the type of conduct which is currently considered to be in breach of the rules.

- Using E-mail to transmit pornographic material or sexually explicit material from the Internet

- Using E-mail to send threatening/inciting material

- Introducing a virus deliberately or inadvertently

- Theft of equipment or property belonging to the Library

- Persistent abuse of the guidance on acceptable use

- Unauthorised access to another user's account without the user's permission

- Loading or downloading software without authorisation or any alterations to the set-up of Library computers

- Network game playing

- Persistent access of inappropriate Internet Sites

- Using on-line forums, communities or social networks to insult or vilify.

- Any illegal activity

8. MONITORING AND REVIEW OF THE POLICY

8.1 The relevant Head of Department is responsible for managing and monitoring the application of these rules. Any comments or queries regarding this policy should be referred in the first instance to an reading room information desk member of staff or if requiring further information please contact the Head of Department.

8.2 This policy will be reviewed regularly to ensure it remains timely and relevant.