

d) **Netiquette**

- Be polite
- Do not use vulgar or obscene language
- Use caution when revealing your address or phone number (or those of others)
- Use caution when transmitting personal details such as credit card details;
- Electronic mail is not guaranteed to be private
- Do not intentionally disrupt the network or other users
- Abide by generally accepted rules of network etiquette

e) **Security**

- If you identify a security problem, notify the appropriate Council employee immediately
- The Council expects all users to take every reasonable precaution to protect the Council's network from security issues such as computer viruses
- Do not show or identify a security problem to others
- Any user identified as a security risk or having a history of problems with other computer systems may be denied access
- Users should use only the recommended software to access the Internet

f) **Vandalism/Harassment**

- Vandalism and/or harassment will result in the cancellation of the offending user's access privileges and/or legal action.
- Vandalism is defined as any malicious attempt to harm or destroy data of another user, the Internet or other networks.
- This includes, but is not limited to, creating and/or uploading computer viruses
- Harassment is defined as the persistent annoyance of another user or the interference in another user's work. This includes, but is not limited to, the persistent sending of unwanted mail.

g) **E-mail**

E-mail is considered network activity, thus, it is subject to all policies regarding acceptable/unacceptable uses of the Internet and the user should not consider e-mail to be either private or secure.

Dealing with Misuse of Facilities

Any user violating these provisions, applicable national laws and council procedures or policies in relation to public access to Internet and E-mail provision is subject to:

- A 3 month ban from the date of offence in the first instance
- A lifetime ban for a second offence

COUNCIL OFFICIALS WILL MAKE THE FINAL DETERMINATION AS TO WHAT CONSTITUTES UNACCEPTABLE USE AND THEIR DECISION IS FINAL

Monitoring

The Council reserves the right to monitor and log all network activity including E-mail and Internet access, with or without notice, and therefore the user should have no expectations of privacy in the use of these resources.

DISCLAIMER

East Ayrshire Council makes no warranties of any kind, whether expressed or implied, for the service it is providing. East Ayrshire Council will not be responsible for any damages or loss a user may suffer, including loss of data. The Council will not be responsible for the accuracy or quality of information obtained through its Internet connection. These Internet services will be available subject to the Council's PC and networks being suitably available for public use. East Ayrshire Council will not be responsible for the non-availability of Internet connectivity by third parties.

Note:

All terms and conditions as stated in this document are applicable to all users of the network. These provisions reflect an agreement of the parties and shall be governed and interpreted in accordance with Scots Law.

It should be further understood that any violation of this Acceptable Internet Use Policy is unethical and may constitute a criminal offence. Should any such violation be committed, access privileges may be revoked, and/or appropriate legal action may be taken.

The Council reserves the right to monitor and log all network activity including E-mail, with or without notice, and therefore the user should have no expectations of privacy in the use of these resources.

The contents of these terms and conditions are subject to change.

Using Public
Access PCs in
Public Libraries

East Ayrshire Council
The Internet & E-mail Policy
PUBLIC USE VIA LIBRARIES

1. Overview

The Internet (including E-mail) is an electronic communications network which provides vast, diverse and unique resources. Our goal in providing this service to the public is to promote learning, business and service excellence in East Ayrshire by facilitating resource sharing, innovation and communication.

With access to computers and people all over the world also comes the availability of material that may not be considered to be of value in the context of the Council setting. There may be some material or individual communications which are not suitable for anyone. East Ayrshire Council views information gathered from the Internet in the same manner as reference materials identified by the public. Specifically, the Council supports resources that will enhance the learning, business and service environment. Exploration and manipulation of resources is encouraged. However, it is impossible to control all materials on a global network and an industrious user may discover inappropriate information.

Public access to, and use of, the Internet will be available only through authorisation from an appropriate Council employee e.g. librarian, and will be controlled by the Council's IT Services. Only the software and hardware prescribed by the Council's IT Department will be acceptable for Internet access. The Council, however, cannot prevent the possibility that some members of the public may access material that is not consistent with the policies of the Council department or service, or in line with the normally acceptable codes of decency.

Definitions

Provided below are definitions and common terms used in discussing the Internet:

- **E-mail:** Electronic mail is a means of sending messages between computers using a computer network or over a modem connected to a telephone line.
- **Internet:** The Internet is a medium through which information or electronic mail may travel. Computer users can currently use the Internet like a telephone or fax to exchange information quickly and efficiently.
- **Netiquette:** A set of accepted manners to be observed while using the Internet.
- **Intranet:** This is similar to the WWW except that the content and access is controlled by, and restricted to an organisation e.g. the Council and its employees or other authorised users.
- **Extranet:** This is similar to the Intranet, but which is used for communications between organisations

- **World Wide Web (WWW or the Web):** This is the part of the Internet which provides a way for organisations or individuals to publish information which is then available to a world-wide audience.
- **Web Browser:** A program that runs on the PC that lets you access the information stored on the Internet via the World Wide Web.
- **Web Page:** A single page displayed by a Web browser
- **Client:** One end of a network protocol that provides a user interface to the server end.
- **Server:** Computers that provide information to client programs via the Internet through programs that send information to Web browsers such as Microsoft Internet Explorer.
A server (a computer which stores the Web page which manages the individual's connection to the Web) provides Web pages to client programs (software running on the PC) called browsers which retrieve and display the information stored on the Web server.

2. Guidelines

The operation of the Internet relies heavily on the proper conduct of the users, who must adhere to this policy. Internet access is a privilege, not a right. If a user violates any of the acceptable use provisions outlined in this document, his/her account will be terminated and future use of the Internet and/or E-mail will be denied. Some violations may also constitute a criminal offence and may result in legal action. Any user violating these provisions, applicable national laws, or Council policies, is subject to loss of access privileges and any other legal or Council Disciplinary procedures.

Where material which is not consistent with the policies of the Council, is inadvertently accessed, this should be reported to the appropriate Council staff member e.g. the librarian, who will record the nature of the information accessed. If there is any doubt as to what constitutes inappropriate material, please seek advice.

The Council reserves the right to monitor and log all network activity including Internet access and E-mail, with or without notice, and therefore users should have no expectations of privacy in the use of these resources.

a) Acceptable Use

- Must be in support of learning, business and service needs consistent with this policy
- Must be consistent with the rules appropriate to any network being used/accessed

b) Unacceptable Use

It is unacceptable for a user to use, submit, publish, display, or transmit on the network or on any computer system any information which:

- Violates or infringes on the rights of any other person, including the right to privacy;
- Contains defamatory, false, inaccurate, abusive, obscene, pornographic, profane, sexually oriented, threatening, racially offensive, or otherwise biased, discriminatory, or illegal material;
- Violates Council regulations prohibiting personal harassment;
- Restricts or inhibits other users from using the system or the efficiency of the computer systems. As stated earlier, the Council reserves the right to monitor Internet and E-mail use. It is unacceptable for users to misuse the facilities;
- Encourages the use of controlled substances or uses the system for the purpose of criminal intent; or
- Uses the system for any other illegal purpose.

It is also unacceptable for a user to use the facilities and capabilities of the system to:

- Conduct any non-approved business;
- Transmit material, information, or software in violation of any local or national law;
- Copy material which is protected by copyright laws;
- Access or transmit information via the Internet, including e-mail, which is not acceptable to the Council;
- Access or transmit information via the Internet, including e-mail, in an attempt to impersonate another individual
- Conduct any other unauthorised activity

In summary, as a general rule the laws governing other forms of communication, both verbal and written, also apply to the Internet and E-mail.

Clarification of any of the above Acceptable and Unacceptable Uses, should be sought from an appropriate Council employee e.g. librarian.

c) Privileges

- Access to the Internet is not a right, but a privilege
- Unacceptable usage will result in cancellation of account and Internet and/or E-mail use will be denied for 3 months for the first offence. A lifetime ban will result for a second offence and will be applied throughout East Ayrshire Library, Registration & Information Services
- Limited Training and Support may be provided for each individual using the service (contact appropriate Council employee e.g. librarian).