

Mossel Bay Municipality
Public Library Information and Communication
Technology (ICT) Policy for Public Users
2017-2018

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ANNEXURE A Policy Brief and Declaration	

1. Purpose

This document set the framework for the terms and conditions of use of Information and Communication Technology (ICT) services, equipment, and infrastructure in Public Libraries by members of the public.

The Mossel Bay Public Library provide access to ICT services as part of their library services. These services are available for the community and are free apart from the printing facilities. These resources are intended to provide customers with cultural, learning and e-learning services available on the internet. The aim of the ICT Policy is to ensure that customers can enjoy a save productive experience and the misuse and abuse of the ICT service are kept to a minimum.

2. Vision

The Service aims to utilise ICT facilities / resources effectively to ensure that both the needs of the customer are met and that these resources are used to contribute to other areas of development within the service.

3. General

- a) The user should be mindful and respectful to the needs of other users.
- b) The access and use of the equipment and the internet is free.
- c) Users of the ICT service must be registered members of the Public Library before accessing the ICT facility.
- d) Users who are not library members but need temporary access will be provided with a guest log in.
- e) The service is free, but printing and copying services are payable.
- f) Library staff will assist users to log into a computer.
- g) Users are given 30 minutes per session and should log off promptly as this may affect other users that want to use the ICT service. Time and access to the ICT facility is subject to the Librarian's own discretion.
- h) Users are allowed one standard timed session per day, but more sessions may be granted at the discretion of the Librarian. The Librarian may manage the use of computers to ensure optimal access for educational and research purposes i.e. reserving some computers for study purposes specifically.
- i) Scholars may be granted privilege in the afternoons during school days to complete their school related tasks.
- j) It is not the responsibility of the Librarian to consistently assist, give computer training or give instructions on how to use the computer, unless the library is providing computer training or dedicated staff for this purpose.
- k) No eating or drinking is allowed in the ICT facility.
- l) It is requested that only one person use a computer at any one time, unless assistance is required.
- m) Users over the age of 16 should be Library members to make use of the ICT services.
- n) Computer equipment may be booked for free training sessions for the public at previously announced times.

- o) The services may be used for legitimate personal and business purposes, provided that it is done in a responsible, ethical, lawful manner and no profit is made, but to the benefit of the user
- p) Children under the age of 16 should be accompanied by an adult.
- q) Toddlers and small children are not allowed to access the service without adult supervision or be left unattended.
- r) Users may not use the service in any way that is disruptive, harassing or offensive.
- s) Users are not to make any changes to a computer such as software installation, uninstalling programmes, etc.
- t) Faulty equipment should immediately be reported to the Librarian.
- u) Any audio-visual files may only be listened to with user's own ear phones.
- v) When users access the ICT equipment and services, they agree to the standard library by-laws.
- w) Any user may be refused the use of the ICT facilities by the Librarian due to non-adherence of the rules or disruptive behaviour, and subject to clause 16 hereof.

4. Printing

- a) All printing must be paid for according to the approved tariffs.
- b) Before printing is done:
 - the number of A4 pages should be determined
 - the cost of printing should be calculated
 - the Librarian must be informed of the intent to print
- c) Users will be held responsible for all fees and printing.

5. Internet access

- a) Bandwidth-intensive sites have an impact on the internet services and this may disrupt or hinder the service i.e. YouTube, Netflix etc.
- b) The Librarian may manage the access to bandwidth-intensive sites at own discretion.
- c) The internet is not a secure medium and uptime of the internet is not guaranteed.

6. Internet Rules and Regulation

- a) The Public Library, its employees or agents cannot take any responsibility for losses in financial transactions using public access internet work stations.
- b) Users are not allowed to use any form of electronic media to post or email anything malicious, provocative, offensive and sexual explicit content or of a bullying nature with regards to an individual or group of people.
- c) Online video content streaming is not allowed i.e. YouTube.
- d) Access to e-mails or any accounts requiring passwords, is done at own risk.

- e) Social Media sites are allowed, but are subject to interpretation on consideration on an individual basis.
- f) The Public Library does not accept responsibility for slow network responses, non-availability of web sites, the content of any e-mails received by users, other users retrieving information left on open files.
- g) The Public Library has no control over the information accessed and cannot be held responsible for the content or quality of the information retrieved.
- h) All illegal copying or downloading of software or content is prohibited.
- i) Downloading any application software to the computer or external device is prohibited.
- j) Users must comply with all applicable laws including laws governing the transmission and dissemination of information while accessing the internet i.e. pornography, copyright law and other rights of third parties.
- k) Users may not use the network to make unauthorised entry into other computational, informational or communication services or resources i.e. hacking into other computer systems.
- l) Users may not intentionally modify, tamper with or otherwise intentionally damage the equipment and the applications that run on it.
- m) Users may not engage in activity either online or within The Public Library that is unlawful, harassing or defamatory.
- n) Downloading large files is not allowed as this impact the bandwidth usage.
- o) Users are allowed to download and upload content to a maximum of 50 Megabytes per day.
- p) Sexual Explicit Content is strictly prohibited and may result in immediate dismissal from the ICT facility.

7. Safe internet use

- a) Submission of identifying information such as home address, telephone number etc. is done at own risk.
- b) Parents or guardians should determine the appropriateness of submitting personal or financial information for minors.
- c) Online banking on open access sites i.e. at the library is done at own risk.
- d) For security reasons, users should ensure that they log out of any internet base services such as banking, email and social media account.
- e) Users should ensure the use of strong passwords
 - Password should consist of numbers, letters and characters
 - It should contain more than 8 characters.
 - It is recommended to use different passwords for different sites.
 - Keep passwords safe and not in folders on devices i.e. phones or tablets.
- f) Do not supply personal detail to strangers e.g. passwords, ID number, email address, cell phone numbers etc.
 - Supplying detail to new “friends” on social media is done at own risk.
 - Only use secure sites when doing online shopping i.e. https:// sites
- g) Do not fall prey to phishing scams.
- h) No lawful organisations will require banking detail through e-mail.

- i) When opening new online accounts, no programs should be allowed to remember the password. The Public Library cannot be held responsible for losses due to saved passwords.
- j) It is the responsibility of the user to only make use of trusted sites.
- k) There is no real privacy online. If you want it to stay private, do not post it.
- l) When a virus is detected, all activities should be stopped and the librarian should be informed.

8. Internet Content Guidelines

Areas of content that considered inappropriate and prohibited	Areas of content that subjects to interpretation on consideration on an individual basis	Areas of content that are appropriate
<ul style="list-style-type: none"> • Sexual Explicit Content (Pornography) • Gambling • Violence • Criminal Activity • Spam URLs • Spyware • Hacking • Terrorism • Intolerance and hate speech • Drug Dealing • Guns and weapon purchases • Fraud • Large file downloads • YouTube • Online Video Streaming 	<ul style="list-style-type: none"> • Blogs • Guns and Weapons (Education History and information) • Dating Sites • Photo searches (depending in content) • Piercing and tattoos • Sexual Health (depending on context/graphic examples/subject) • Gaming • Social Media Sites 	<ul style="list-style-type: none"> • Arts • Business/Finance • Drugs information • E-commerce • E-government • Education • Fashion and beauty • Government • Health and Medicine • Hobbies and Recreation • Politics • Religion • Job searches and career development • News Sites • Sports • Email • Translators • Travel

9. Virus Protection

The Public libraries make use of an updated anti-virus to protect the computers from any malicious attacks. The Public Library takes no responsibility for any information loss. Users should ensure that their devices are virus-free at all times.

10. Approved applications and software

No software or applications may be downloaded, installed or removed from the computer equipment or devices.

No changes may be made to any programs e.g. time management programs.

Approved software:

- Office Programs (Libre Office, Microsoft Office)
- Internet Browsers (Firefox, Google Chrome, Opera and IE)
- Default Windows Programs
- VideoLAN (VLC Player)
- Adobe Acrobat Reader
- Appropriate Educational Software

11. Personal devices

- a) The Public Library takes no responsibility for losses of any information or resources lost on personal devices.
- b) Personal devices can be used to store information or transfer information.
- c) The Public Library takes no responsibility in case of theft or damage to personal device
- d) Peripherals e.g. memory sticks, external hard drives etc. is used at own risk.
- e) Own devices may not be connected to the data cables to have direct and unlimited access.

12. Library devices

- a) No documents or personal files may be saved on the hard drive of the computer, but may be saved to a memory stick.
- b) Some devices may lose information like downloaded or created files at the end of a timed session. It is the responsibility of the user to save it timeously.
- c) The computers may not be used to copy original DVD's and CD's. It infringes on the Copy right law.
- d) No library devices may be unplugged from the network.
- e) Library equipment may not be removed from the library.

13. Tablets

- a) Tablets can be used as:
 - Stand-alone devices will be loaded with e.g. e-books, with no internet access
 - Network devices will have limited internet access with specified applications e.g. Social media, Twitter, Facebook, Pinterest etc.
 - Internet access devices with full internet access
- b) Devices as mentioned above may only be used for the purpose as allowed by the software e.g. reading newspapers, magazines or e-books.

- c) Users should register for use of tablets and could book it out as equipment on the Library Management System.
- d) APP content on tablets should be updated by staff and an update schedule should be used to ensure that regular updates are done.
- e) If the tablet is going to be utilised for the purpose as a network device, management software e.g. Kiosk software should be installed. This will prevent the public from accessing settings and installing APPs or opening other applications as set by the library.
- f) Anti-virus software should be loaded on tablets and updated regularly.
- g) The user is responsible to log off and to ensure that no personal information is stored on the device. The library or local authority cannot be held accountable for any losses.
- h) The Librarian will ensure that devices are charged for use.
- i) Users may access pre-loaded content or Wi-Fi internet access where available.
- j) Users can be held responsible for proven negligence or unnecessary roughness that caused damage.

14. Wi-Fi access

The library's wireless network is not secure; the safety of your traffic across its wireless network cannot be guaranteed. The Public Library do not take any responsibility for the configurations, security or files on your personal device resulting from connection to the library's network.

Library staff is not able to provide technical assistance to users, and there is no guarantee that users will be able to make a wireless connection. Mossel Bay Public Library is not responsible for any changes you make to your devices' settings.

Users receive free access to 250MB per month of non-chargeable data, free access is allowed to all government websites. The hotspots are operated and managed by an appointed service provider.

Data bundles can be bought at particular retail outlets and cost of data charges is subject due to change.

- R5 for a day of internet access (limited to 700MB per day).
- R15 for a week of internet access (limited to 2GB for 7 days).
- R45 for a month of internet access (limited to 5GB for 30 days).

How to connect

1. Go to device settings on your Wi-Fi enabled device.
2. Turn on Wi-Fi.
3. Search for Wi-Fi Networks.
4. Select NeoHotspot.
5. Click Connect.
6. Start browsing!

15. Result of violation of the terms and conditions

If infringements occur on any of the above-mentioned terms and conditions, The Public Library or library authority reserves the right to:

- Prohibit access to the service or the facility at the discretion of the Librarian.
- Escort the perpetrator from the premises.
- Referral to an appropriate legal authority.

16. Penalties for misuse

In the event of the misuse of the ICT Library services, the customer could result in The Public Library service taking disciplinary action. This may include the following stages:

Stage 1

A member of The Public Library staff will give a verbal warning to the customer if their behaviour has contravened the current ICT policy.

Stage 2

If a customer has received a verbal warning continues to contravene the current ICT policy, then a formal warning letter will be given to the customer. In this letter the details of the contravention will appear and it will inform the customer that they can be banned from using the ICT service for a period of three months.

Stage 3

If a customer who has received a formal warning letter continues to contravene the current ICT policy, then they could be sent a formal letter. This letter will give details of the contravention and that the member has been banned from using the ICT library service.

In specific circumstances, the right to withdraw the use with immediate effect are reserved.

17. Glossary

ICT – Information and Communication Technology or technologies that is an umbrella term that includes any communication device or application, encompassing: radio, television, cellular phones, computer and network hardware and software, satellite systems, Wi-Fi, gaming equipment as well as the various services and applications.

Malware – Is an umbrella term used to refer to forms of hostile or intrusive software, including computer viruses, worms, Trojan horses, ransomware, spyware, adware, scareware, and other malicious programs. It can take the form of executable code, scripts, active content, and other software.

Spyware – Software that enables a user to obtain covert information about another's computer activities by transmitting data covertly from their hard drive.

Online Streaming –

Bandwidth – Bandwidth is also defined as the amount of data that can be transmitted in a fixed amount of time. For digital devices, the bandwidth is usually expressed in bits per second (bps) or bytes per second. For analog devices, the bandwidth is expressed in cycles per second, or Hertz (Hz).

Sites

Computer Hacking - Computer hacking refers to the practice of modifying or altering **computer** software and hardware to accomplish a goal that is outside of the creator's original objective. Those individuals who engage in computer hacking activities are typically referred to as "hackers."

Computational - using or relating to computers.

Copyright - A copyright is an exclusive right granted by law for a limited period to an author, designer, etc. for his/her original work. Unlike other forms of intellectual property, copyright does not need to be registered, except for cinematograph films.

Megabytes - The megabyte is a multiple of the unit byte for digital information.

Discretion - The freedom to decide what should be done in a particular situation.

Phishing - is a request for confidential information over the internet under false pretences in order to fraudulently obtain banking detail or personal data

Peripherals - are any devices that can be plugged into the USB port e.g. Memory stick (flash drive), keyboard, scanner, game controller etc.