Inverclyde council

AGENDA ITEM NO: 7

Report To:	**Regeneration Committee**	**Date:**	**14 January 2010**
Report By:	**Corporate Director Regeneration and Resources**	**Report No:**	**R/LAM09/05/SJ/SM**
Contact Officer:	**Head of Economic and Social Regeneration**	**Contact No:**	**01475 712321**
Subject:	**Library Management Rules and Acceptable Use Policy**		

1.0 PURPOSE

1.1 The purpose of this report is to ask the Committee to approve the updated Library Management Rules and Acceptable Use Policy (AUP) which are displayed in all Inverclyde Libraries.

2.0 SUMMARY

2.1 It is a requirement that Library Management Rules are displayed in public libraries and these need to be updated every 10 years. These rules replaced earlier byelaws that set standards of acceptable behaviour in libraries. The previous Library Management Rules were approved in 2000.

2.2

The Library Acceptable Use Policy establishes standards for what is and is not acceptable in the use of public computers in libraries. The AUP requires to be updated on a regular basis to take account of changes in the Data Protection Act, the Freedom of Information Act and other developments in Information Technology.

3.0

RECOMMENDATION

3.1

That the Committee approves the attached Library Management Rules and AUP.

3.2

That in future, authority is given to the Libraries Manager to update the Library Management Rules and the AUP as required.

Stuart Jamieson
Head of Economic and Social Regeneration

4.0 BACKGROUND

4.1 In terms of Schedule 13, Section 5 of the Local Government etc. (Scotland) Act 1994, Inverclyde Council acts as the library authority for Inverclyde. The Library Management Rules have been drawn up in exercise of the powers conferred on Inverclyde Council by Section 112 of the Civic Government (Scotland) Act 1982, which applies to the provision of Library Services by the Council in Library Premises in Inverclyde. The Library Management Rules were originally approved by Inverclyde Council in 2000 and require to be updated every 10 years. These Rules are displayed in all Inverclyde Libraries and set standards for library users.

4.2 The first Acceptable Use Policy (AUP) was drafted for Inverclyde Libraries in 2003 following the introduction of the People's Network, which introduced free public access PCs. The AUP requires to be updated on a regular basis to take account of changes in the Data Protection Act, the Freedom of Information Act and other developments in Information Technology.

4.3 Both these documents are made available for new members, are on display in all libraries and on all public access computers.

5.0 IMPLICATIONS

5.1 There are no implications for Finance, Legal or Personnel Services.

5.3 Equalities: Equality and diversity processes and procedures have been embedded in service planning and key officers have received Corporate Equality Champions training.

6.0 CONSULTATION

Legal Services have been fully consulted in this matter.

Library Management Rules

INVERCLYDE COUNCIL

MANAGEMENT RULES FOR PUBLIC LIBRARIES

The Inverclyde Council as the library authority for Inverclyde in terms of Schedule 13, Section 5 of the Local Government etc. (Scotland) Act, 1994 hereby make the following Management Rules in exercise of the powers conferred on them by Section 112 of the Civic Government (Scotland) Act 1982, which shall apply to the provision of Library Services by the Council in Library Premises in Inverclyde.

DEFINITIONS

In these Management Rules:

"Council" means Inverclyde Council

"Committee" means the committee which has been appointed by the Council for the management of public libraries within Inverclyde.

"Library user" means any person having the right, under these rules, to the use of the public libraries within Inverclyde.

"Library premises" means the Central Library, branch libraries and grounds, or library vehicles, and other such premises as may be used from time to time by the Council for the provision of library services.

"Library material" means printed material and other media or articles.

"Officer in charge of the library service" means the Libraries Manager or authorised member of staff.

1. Membership

Any person who is resident, employed or at school, or visiting the Council area, may apply to become a registered borrower of the library. All persons wishing to become borrowers should complete an application form and provide two forms of identification (one of which must show the applicant's home address). The acceptability of the identification shown is at the discretion of the officer in charge of library services. Once admitted, a borrower may be requested to confirm the details provided with their application from time to time as is reasonably required for conducting the Library services.

1.1 Children's Membership
Children aged 11 years and under may become registered borrowers on completion of a registration form signed by a parent or other adult with parental responsibility (as guarantor for the child) and on providing acceptable proof of identity. Proof of age may also be requested. Children aged 11 years and under are eligible to borrow books from the Junior section of the library. Children aged 12-15 are registered as 'Young Adult' borrowers and they will be eligible to borrow books from both the Junior and Adult sections of the library. Any certificated video or multi-media materials will only be issued in accordance with age categories marked on the materials.

At the discretion of the officer in charge of libraries, adults may use the children's library or area to seek information, select and borrow library materials and to supervise their own children.

1.2 Lapsed Membership
Membership in all categories will be deactivated after a period of two years from the date of joining or last use of the service. Thereafter, re-registration will be required in accordance with Clause 1 above.

1.3 Membership Cards
Cards issued for borrowing items from the libraries shall not be transferable. Borrowers are personally responsible for the safekeeping of cards and for items borrowed on their card. Borrowers should immediately notify any change of address or the loss of a card. A charge will be made for the replacement of lost cards, to be determined from time to time by the Council.

2. Borrowing

2.1 Loan Period
Loan periods for materials will be as determined by the Council from time to time and displayed at all library premises. On receipt of a request from that borrower in person, by post or telephone, or online, the loan period may be extended for any item on loan, other than when the item concerned has been requested by another borrower. No loan shall be extended more than four times. The officer in charge of library services may, at his discretion, reduce the maximum loan period for any item if it is in heavy demand, or for any other appropriate reason.

2.2 Number of items
The maximum number of items which can be borrowed will be as determined by the Council from time to time and displayed at library premises.

2.3 Reservations
Lending material may be reserved at a charge determined from time to time by the Council.

2.4 Charges for certain materials
Library members may borrow audio, video, multi-media and other materials according to borrowing entitlements as referred to above and on payment of any charges determined by the Council from time to time and as published in each Library.

2.5 Overdue Items
Borrowers of 12 years of age or over who retain library materials beyond the maximum permitted loan period will be charged for such items at such a rate or rates as shall be determined from time to time by the Council. Borrowers will be notified in writing any material retained beyond the permitted loan period, but failure to give such notification shall not relieve the borrower of the charges.

2.6 Payment for Loss or Damage
Borrowers or guarantors of borrowers shall be responsible for loss of or damage to library materials, and a sum not greater than the replacement cost of the lost or damaged item, will be charged. Damage or defect to an item which is discovered before borrowing should be brought to the attention of a member of staff.

3. Conduct

The normal standards of good conduct in public places will apply in Libraries. Undue noise or disturbance will not be permitted. The Council reserves the right to refuse admission or to expel any persons from the premises for any valid reason.

3.1 Persons under the influence of alcohol or drugs
Any person under the influence of alcohol or drugs, or who is unclean in person or dress so as to cause offence to library users will be expelled or excluded in the terms of Rule 3.

3.2 Dogs, other Animals and Wheeled Conveyances Prohibited
Except with the consent of an authorised officer, no person shall cause or allow any dog (other than a working dog accompanying a disabled person) or other animal belonging to him or under his control to enter or remain in the library, or bring in any wheeled conveyance other than wheelchairs, pushchairs, or prams.

3.3 Behaviour in the Library
3.3.1 Any member of the public may refer to materials held in the library, whether lending or reference stock, but no materials may be removed from the library unless duly authorised.

3.3.2 Library users must comply with all directions given to them by staff in the course of their duties.

3.3.3 Smoking or consumption of alcohol is not permitted in library premises.

3.3.4 Food or drink not purchased in the library must not be consumed upon library premises.

3.3.5 Mobile telephones must only be operated in the foyer areas of library premises.

3.3.6 Disorderly, violent or insulting behaviour including the use of indecent or offensive language towards other library users or staff by any person will result in that person being removed and excluded from the library.

3.3.7 No member of the public shall enter or remain in any part of a library identified for staff or private use.

3.3.8 Parents and carers should ensure that young children are supervised at all times within library premises. Parents and carers must undertake to ensure that their children behave in an appropriate manner if they are left in the care of staff for an organised activity. Children under the age of 8 must be accompanied at all times by a parent or other responsible adult. The Library reserves the right to remove a child from an organised activity if they are misbehaving.

3.3.9 Photography, video or sound recording in libraries may be undertaken only with the prior permission of the officer in charge of library services.

3.3.10 The use of radios and audible personal stereo or similar equipment is not permitted within library premises.

3.3.11 No trading or sale of goods shall take place in any part of any library except with the consent of the officer in charge of libraries.

3.3.12 In the event of the structure, furniture, fittings or other contents of the library being damaged or destroyed, the person responsible shall be liable for the cost of making good the damage or for replacing the articles destroyed.

4. Use of Public Access Computers

Any person may use public access computers within the libraries. However, any person under the age of 8 must be accompanied by a parent or other responsible adult and any person aged 9-11 must have written parental consent, as contained within the membership form. Anyone who is not a registered borrower in terms of Clause 1 of these rules must provide acceptable personal identification before he/she can use the public access computers. All users of the public access computers must do so in accordance with the Council's Acceptable Usage Policy regulating the use of public access computers. The Acceptable Usage Policy is available from all libraries and on all public access computers.

5. General Rules

<u>5.1</u>
Bills, notices or leaflets may be displayed or distributed in any part of the library only with the consent of the officer in charge of library services.

<u>5.2</u>
The Council shall have no liability in respect of the loss or theft of any item belonging to a library user.

<u>5.3</u>
At the discretion of the officer in charge of library services, appropriate areas of library premises may be used for community, cultural, educational or social purposes. Such uses shall be controlled by means of a written agreement between the user and the Council.

<u>5.4</u>
Users of the library and library facilities are reminded that the provisions of the general law apply at all times. Any action which would contravene the Copyright, Designs and Patents Act 1988 is strictly prohibited.

<u>5.5</u>
Any person who contravenes these Management Rules may be subject to suspension or expulsion from use of library services, at the discretion of the officer in charge of library services.

Certified that these management rules
are a true copy of those made by
Inverclyde Council and are effective
from November 2009

Last update: November 2009
Next update: November 2019

Inverclyde Libraries

ICT Acceptable Usage Policy

1. Introduction

Inverclyde Libraries provide access to a wide range of resources, including the internet, in our role as a provider of information and promoter of educational, recreational and lifelong learning opportunities to the whole community. The internet enables access to valuable information in many different formats. Inverclyde Libraries recognises that such a resource may be open to misuse and abuse. This policy details the terms and conditions governing the use of our ICT resources, including internet access, by members of the public at our libraries.

2. The Internet and your Responsibility

Whilst the internet contains a wealth of information, some of it may be inaccurate, out of date, controversial, offensive and/or illegal. Inverclyde Libraries accepts no responsibility for the quality, accuracy, availability, validity or legality of information accessed on the internet, although we will provide guidance on how to find good quality and reliable information. As an internet user, therefore, it is your personal responsibility to check the accuracy of information you find. Inverclyde Libraries assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the internet at our libraries.

3. Conditions of Access

Access to computers and the internet at Inverclyde Libraries is open to all. Those users who are not library members must produce adequate photographic identification (passport, driving licence, ID card, etc) so that a guest user pass can be issued. All users of library computers will be asked to complete a declaration form stating that they have read this Acceptable Usage Policy and have agreed to abide by its terms and conditions.

All computer users must abide by the following rules in our learning centres:

- You may not log on to any of our PCs using another person's details. Both users will be suspended if this is found to be the case.
- Your personal files should be saved onto your own removable media and not to the PC's hard disk.
- Mobile phones may not be used and should be in silent mode or switched off.
- Headphones must be used by users wishing to listen to audio/music and this should be kept to a reasonable level so as not to disturb other library and learning centre users.
- You may not print on any paper not supplied by us.

4. Young People

Children aged 8 and under will be allowed internet access only if accompanied by a responsible adult and the child's parent/carer must sign a consent form. Children aged 9 to 11 are allowed access without supervision but only if a parental consent form has been signed. Young people aged 12 to 15 years will be allowed unaccompanied internet access, and are required to sign their own consent form.

Inverclyde Libraries provides information for children and parents on safe internet use in our libraries and on our website. Ultimately it remains the responsibility of the parent/carer to teach their child about safe internet usage, and the guidelines in this policy. Inverclyde Libraries accepts no liability if a young person accesses material their parent/carer considers unsuitable.

5. Your Internet Session in Progress

Library staff are trained to European Computer Driving Licence (ECDL) level or equivalent, and will try wherever possible to help users in the proper use of computers. However, as demand for internet access increases staff may not always be able to give dedicated assistance.

Users must not access, store, transmit or publish any material which is obscene, racist, defamatory or illegal; causes harassment or gross offence to other library users; or would be in breach of UK copyright law. Inverclyde Libraries can monitor access to internet sites, and anyone who accesses any of the above categories of material may be the subject of further action. Inverclyde Council reserves the right to monitor and record all types of network activity including e-mail.

6. Security

6.1 Passwords
The responsibility for the security of any password or PIN (Personal Identification Number) relating to the use of public access PCs rests with the individual user. Inverclyde Council is not responsible for any breach of security that may arise.

6.2 Filtering
Filtering software will be used in an attempt to screen out offensive and potentially illegal internet material. The user should be aware that no filtering mechanism is 100% foolproof and may block material which is perfectly acceptable. The library service is willing to consider allowing access to any such site after careful checking of its content. Equally, inappropriate sites may be displayed inadvertently. This should be reported to a member of library staff and the site may then be blocked.

6.3 Viruses and software misuse
1. Virus-checking software will run on all computers.

2. Users must not load their own software on to library computers.

3. Users connect their own computer equipment, such as digital cameras, removable storage devices etc, to library computers at their own risk. Inverclyde Libraries accepts no liability for any problems which may arise from doing this.

3. The downloading of any software from the internet to any library computer's hard disk is not allowed. Information may be downloaded, subject to copyright law, to removable media (USB memory stick, CD etc). Memory sticks may be purchased at the reception desk.

7. Prohibited Uses

1. Users must not access, copy, store, transmit or publish any material which is obscene, racist, defamatory, sectarian, illegal or abusive.

2. Users must not view material which, while not falling into any of the above categories, may cause offence or embarrassment to other library users, such as children and the elderly. What may appear to be acceptable to one person may be very offensive to someone else. Care must therefore be taken not to cause any such offence when viewing websites at library computers.

3. Users should be aware that risks are attached to some online activities:

- Broadcasting personal or private details over the internet may lead to the receipt of unwanted mail or unwanted attention.
- Online financial transactions (e.g. for buying books) are often conducted over secure connections. However, Inverclyde Libraries cannot be held liable for any losses resulting from sending confidential financial information to companies, services etc via the internet.
- Some online activities (e.g. game playing) can seriously impact on the ability of the network to deliver other services. Inverclyde Libraries reserve the right to restrict access to such services.

4. Users must not interfere with any library equipment or amend or delete existing software.

5. The use of chat rooms on the web is not allowed in the library.

8. Penalties for Misuse of the Internet

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

Inverclyde Libraries reserves the right to refuse further computer and internet access to any individuals who access or distribute material which is deemed to be illegal, unacceptable or has the potential to offend or disturb other library

users. Library staff on site will determine whether any computer activity is unacceptable. For further information, please see Appendix 2.

As well as denial of computer access, criminal prosecution may be considered in the case of illegal usage.

In the case of a child who violates this Acceptable Use Policy, the parent or carer who signed the consent form will be notified.

This policy will be reviewed regularly to ensure that it remains timely and relevant.
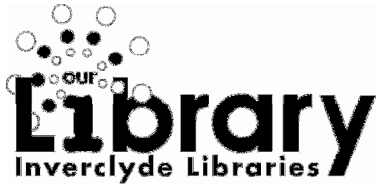
APPENDIX 1: FILTERING POLICY

Inverclyde Libraries has a statutory responsibility to provide a wide range of information and cultural services. Included in this provision is access to the world wide web.

When making decisions on blocking access to websites, Inverclyde Libraries recognises the need to reconcile the conflicting values of maintaining and defending freedom of access to information, protecting others from harm, and obtaining best value from the Council's investment.

We believe that filtering should not interfere with the citizen's right to exercise his or her intellectual freedoms and to enjoy the diversity of resources a user engaged in formal or informal study might wish to use.

In accordance with our Acceptable Usage Policy, we do not allow access to material which is pornographic, racist, or illegal, which would include sites on hate, incitement to violence and intolerance. It is not deemed appropriate use of public funds to support access to this material.

We do not allow access to material which is inappropriate for technical reasons, for example, if it encourages computer misuse or hacking.

Based on the above, Inverclyde Libraries uses filtering software in all of the public access PCs in our six library learning centres. If you find a website which you wish to view is blocked, and it is not in any of the categories of material above, please let us know by filling in our online form, copies of which are also available in all libraries). Please provide the full URL of the page you are trying to access.

Category	Description	Junior	Teenage	Adult
Alcohol	This category includes URLs that sell, promote, or advocate the use of alcoholic beverages, including beer, wine and hard liquors.	Deny	Deny	Allow
Anonymizers	This category includes URLs that enable anonymous Web browsing through an intermediary to prevent unauthorized parties from gathering personal information, but also allow users access to any Web page and bypass blocking software. Pages that provide free proxy IP addresses are also included in this category.	Deny	Deny	Deny

Anonymizing Utilities	This category includes Web page language translators and Web-page-caching utilities that could be used as anonymizers, without the express purpose of bypassing filtering software.	Deny	Deny	Deny
Art/ Culture/ Heritage	Web sites in this category contain virtual art galleries, artist sites (including sculpture and photography), and other cultural topics, such as museums, ethnic customs and country customs.	Allow	Allow	Allow
Auction	This category includes URLs that offer access to online auctions. Online auctions are rarely monitored; therefore these sites may expose users to material that would otherwise be filtered under categories such as Pornography, Weapons, Nudity or Violence.	Deny	Allow	Allow
Business	This category includes URLs that provide information, services, or products that help other businesses plan, manage, and market their enterprises. Also included are pyramid schemes and multi-level marketing ventures. This category may also be used as an exception to allow access to sites that have a business focus, but may belong to other categories such as Shopping/ Merchandizing, Auction, Travel, etc.	Allow	Allow	Allow
Chat	This category includes sites that provide social posting and receiving of real-time messages. This includes public or private chat rooms and chat software downloads such as IRC that allow two-way messaging.	Deny	Deny	Deny
Computing/ Internet	This category includes URLs that provide businesses and individuals with reviews, information, and buyer's guides for computers, and computer parts and accessories, and software, Web Hosting sites, Domain Names for Sale sites/Registrars, computer and Internet periodicals and information, tutorials, clipart, fonts, and animated gif pages.	Allow	Allow	Allow
Consumer Information	This category includes URLs that provide information that enhances consumer awareness about such topics as comparing products and businesses, regional information, transportation schedules, maps, driving directions, weather, and the availability of government services such as fire and police departments.	Allow	Allow	Allow

Criminal Skills	This category includes URLs that either provide instructions for or identify methods to promote, encourage, or provide the skills to commit illegal or criminal activities. These include bomb-making, phreaking (breaching phone security or phone service theft), consumer scams and fraud, terrorism, evading law enforcement, stalking, lock picking, passing urine tests and selling pirated material, commercial software, music, videos, or fake IDs.	Deny	Deny	Deny
Dating/Social	This category includes URLs that focus on social interaction, including online dating, friendship, school reunions, pen-pals, escort services, introductions to potential foreign spouses, etc. Many of these sites host member profiles and facilitate social interaction among the members.	Deny	Deny	Allow
Drugs	Sites in this category provide information on the purchase, manufacture, and use of illegal or recreational drugs. This includes displaying, selling, or detailing the use of drug paraphernalia, as well as tips on legal highs, such as glue sniffing, the misuse of prescription drugs, or the abuse of other legal substances.	Deny	Deny	Deny
Education/ Reference	This category includes Web pages devoted to academic subject matter such as maths, history, science, literature, and general reference sites like online dictionaries and atlases. Also included are home pages of colleges, universities, and K-12 schools. This category may also be used as an exception to allow access to sites that may belong to another category, such as Sexual Materials, Nudity, or Violence, but relate to an educational topic such as classic literature, history, art, or sex education.	Allow	Allow	Allow
Entertainment/ Recreation/ Hobbies	The entertainment category includes URLs devoted to movies, television, music, hobbies, horoscopes, online greeting cards, or amusement parks.	Allow	Allow	Allow
Extreme	This category is used in conjunction with Gruesome Content, Hate Speech, Politics/Opinion, Pornography, Violence, or Game/Cartoon Violence to identify URLs that are at the outer limits of these categories, being gory, perverse, or horrific in nature. An example is child pornography, which would have both the Pornography and Extreme categorization.	Deny	Deny	Deny

Finance	Sites in this category contain information about business-related or personal banking, money management, such as credit unions, and mutual funds, as well as online financial publications.	Allow	Allow	Allow
For Kids	This category includes family-safe sites that are designed specifically for children (approximately ages ten and under). This category may also be used as an exception to allow access to sites that have a primary educational or recreational focus for children but belong to other categories such as Games, Entertainment/Recreation/Hobbies, Art/Culture/ Heritage, etc.	Allow	Allow	Allow
Forum/Bulletin Boards	This category includes URLs that include forums that permit messages to be posted and read immediately. This excludes message forums with a business or technical support focus (see Technical/Business Forums).	Deny	Allow	Allow
Gambling	This category includes sites that allow users to wager or place bets online or provide gambling software that allows online betting i.e. casino games, betting pools, sports betting etc.	Deny	Deny	Deny
Gambling Related	This category includes information relevant to gambling, without providing the means to do so. Examples include gambling links, tips, sports picks, lottery results, as well as horse, car or boat racing, etc.	Deny	Allow	Allow
Game/Cartoon Violence	This category is specific to fantasy or fictitious representations of violence within the context of games, comics, cartoons, or graphic novels. This includes images and textual descriptions of physical assaults or hand-to-hand combat, as well as grave injury and destruction caused by weapons or explosives. Sites showing the outer end of this spectrum, such as depictions of torture, gore, or horrific death, are also rated as Extreme.	Deny	Deny	Allow
Games	This category includes URLs that offer online games and related information such as cheats, codes, demos, and emulators. The Games category also includes online contests or role-playing games, in addition to URLs that focus on traditional board games, reviews, and sites that promote game manufacturers. Fantasy virtual sport leagues may also be included in the Gambling category, in combination with the Games and Sports categories.	Allow	Allow	Allow

General News	The General News category applies to most online news and mainstream publications, such as business, trade, and medical journals, as well as high school and university newspapers. It also includes headline news sites, newswire services, and proprietary news services.	Allow	Allow	Allow
Government/ Military	This category contains URLs with information from world-wide government institutions and armed forces home pages.	Allow	Allow	Allow
Gruesome Content	This category includes URLs with content such as tasteless humor, excretory functions (vomiting, urinating, or defecating), graphic medical or accident scene photos (containing blood or wounds), and some extreme forms of body modification (cutting, vomit/ branding, or genital piercing).	Deny	Deny	Deny
Hacking	This category includes URLs that distribute information and hacking tools (root kits, kiddy scripts, etc.) that help individuals gain unauthorized access to computer systems.	Deny	Deny	Deny
Hate Speech	This category is dedicated to any sort of information that would encourage the oppression of a specific group of individuals. This includes promoting, explicitly or implicitly, an agenda against groups based on race, religion, nationality, gender, age, disability, or sexual orientation.	Deny	Deny	Deny
Health	This category contains URLs with topics designed to improve an individual's well-being. Sites may provide information on new medications, alternative medicine, medically related sex or drug therapies, fitness, mental health, parenting, or support groups. This category may also be used as an exception to allow access to sites that have a medical focus but may belong to another category such as Nudity, Sexual Materials, Gruesome Content, etc.	Allow	Allow	Allow
History	This category may be used as an exception to allow access to sites that are non-fictional and historically significant, which may belong to other categories such as Politics/Opinion, Sexual Materials, Violence, etc. This category is designed specifically for content that may be suitable for a mature classroom environment.	Allow	Allow	Allow

Humor	The humor category contains URLs that intend to be comical or funny. These sites include general jokes, comic pages, and comedy clubs.	Allow	Allow	Allow
Instant Messaging	URLs in this category provide access and/or software that allow people to communicate in "real time" over the Internet. The software often allows file transfer and tracking of when other people log on and off the Internet.	Deny	Allow	Allow
Internet Radio/ TV	URLs in this category provide software and/or access to continuous audio or video broadcasting such as Internet radio and TV programming or Podcasting. This category is intended to cover audio and video feeds/streams that compromise bandwidth the most. Quick downloads and shorter streams that present less bandwidth compromise fall under Streaming Media and Media Downloads.	Deny	Deny	Deny
Job Search	This category contains URLs related to a job search. It encompasses sites concerned with CV writing, interviewing, changing careers, classified advertising, and large job databases. It also includes corporate Web pages listing job openings.	Allow	Allow	Allow
Malicious Sites	Sites in this category deploy code designed specifically to hijack a computer's settings or activity.	Deny	Deny	Deny
Media Download	This category contains URLs that provide files to download, such as MP3s, music videos, movie collections, and others.	Allow	Allow	Allow
Messaging	This category includes URLs that provide streaming messaging services such as computer to mobile phone text-messaging via SMS (Short Message Service) or MMS (Multimedia Message Service) or computer to fax machine messaging.	Allow	Allow	Allow
Mobile Phone	This category includes URLs that provide software or utilities for mobile phones that can be downloaded from Web sites and delivered to mobile phones. Examples include Ringtones, Logos/skins, games, screen-savers, text-based tunes, iMODE, and software for SMS (Short Message Service), MMS (Multimedia Message Service), and WAP (Wireless Application Protocol).	Deny	Allow	Allow

| Category	Description			
Moderated	This category may be used as an exception to allow access to bulletin boards, chat sites, or search engines where the author or publisher of these sites state that efforts are made to prevent offensive material from being posted or delivered.	Deny	Allow	Allow
Non-Profit Organizations/ Advocacy Groups	This category includes URLs for non-profit and advocacy groups. These groups are generally incorporated organizations that exist for educational or charitable reasons. They fulfill a stated mission, benefiting the larger community. Shareholders or trustees do not benefit financially.	Allow	Allow	Allow
Nudity	This category includes URLs that have non-pornographic images of the bare human body. Classic sculpture and paintings, artistic nude photographs, some naturism pictures, and detailed medical illustrations are included in the Nudity category.	Allow	Allow	Allow
P2P/File Sharing	This category includes the exchange of files between computers and users for business or personal use. An example of P2P use is downloadable, shared music. P2P clients allow users to search for and exchange files from a peer-user network. They often include SpyWare or real-time chat capabilities. P2P may offer bandwidth usage risks, or allow users to compromise network security by distributing proprietary or sensitive data outside a secured network.	Deny	Deny	Deny
Personal Network Storage	This category includes sites that allow users to upload folders and files to an online network server. Personal network storage is a valuable service allowing users to backup, share, edit, or retrieve files or folders from any Web browser. They do offer risks, such as proprietary or sensitive data can be uploaded outside a secured network, or offensive and illegal content may be stored and distributed.	Allow	Allow	Allow
Personal Pages	This category includes personal home pages that share a common domain such as those hosted by ISPs, University/Education servers, Free Web Page hosts, etc. Blogging sites are also included. Personal home pages present a risk to viewers because content ranges from harmless to offensive, yet these pages are not highly trafficked, making them difficult to categorize and provide coverage for each personal page.	Allow	Allow	Allow

Phishing	This category includes sites that typically arrive in hoax e-mail established only to steal users' account information. These sites falsely represent themselves as legitimate company Web sites in order to deceive and obtain user account information that can be used to perpetrate fraud or theft.	Deny	Deny	Deny
Politics/ Opinion	This category includes URLs covering political parties, individuals in political life, and opinion on various topics.	Allow	Allow	Allow
Pornography	This category includes URLs that contain materials that are intended to be sexually arousing or erotic. This includes fetish pages, animation, cartoons, stories, and child pornography.	Deny	Deny	Deny
Portal Sites	This category includes URLs that serve as a starting point for users when they get connected to the Web. These sites serve as major gateways or directories to content on the Web.	Allow	Allow	Allow
Profanity	Sites that contain crude, vulgar, or obscene language or gestures.	Deny	Deny	Deny
Provocative Attire	This category contains URLs with pictures that include alluring or revealing attire, lingerie and swimsuits, or supermodel photo collections but do not involve nudity.	Deny	Deny	Allow
Religion and Ideology	Sites in this category have to do with religious topics and beliefs in human spirituality.	Allow	Allow	Allow
Remote Access	Sites in this category provide information about gaining remote access to a program, online service or an entire computer system. While often used legitimately by people who want to use their computer from a remote location, it also creates a potential security risk. Backdoor access is often written by the original programmer.	Deny	Deny	Deny
Resource Sharing	URLs in this category provide software that allows users to share computer resources; this can be on a company or international basis. Well-known examples are the SETI program and the Human Genome Project, which use the computer downtime of thousands of volunteers to analyze data.	Deny	Deny	Deny
School Cheating Information	This category includes URLs that promote plagiarism or cheating by providing term papers, written essays, or exam answers.	Deny	Deny	Deny

Search Engines	This category contains sites that offer unfiltered, unrestricted, unverified, search engines.	Allow	Allow	Allow
Sexual Materials	This category includes sites with sexual innuendo, humor, ecommerce, educational or medical descriptions or depictions of sexual acts, specifically those without the intent to arouse. Sites which contain material intended to arouse, fall under the Pornography category.	Deny	Allow	Allow
Shareware/ Freeware	Sites in this category provide repositories of download copies of shareware and freeware. Shareware is distributed on the basis of an honor system. Most shareware is delivered free of charge, but the author usually requests that you pay a small fee if you like the program and use it regularly. Freeware is software that is available without any cost.	Allow	Allow	Allow
Shopping/ Merchandizing	This category includes any form of merchandise sales or promotion. It includes market promotions and catalogue selling. Sites in this category may also expose users to material that would be filtered under categories such as Pornography, Weapons, Nudity, or Violence.	Deny	Allow	Allow
Spam Email URLs	This category includes URLs that arrive in unsolicited SPAM emails. These are harvested directly from user's email inboxes.	Deny	Deny	Deny
Sports	This category includes URLs related to sports, such as: sports teams, sport discussions, and sports scores. Fantasy football leagues may also be included in this category, sometimes in combination with the Gambling category.	Allow	Allow	Allow
Spyware	This category contains URLs that download software that covertly gathers user information through the user's Internet connection, without his or her knowledge, usually for advertising purposes. This may be considered a violation of privacy and may have bandwidth and security implications. These practices are not part of the normal practice of software registration. This category is populated with additional input and verification from various third party sources.	Deny	Deny	Deny
Stock Trading	This category is designed to stop users from trading stock at work or accessing tickertape information. It should not prevent people from doing business research on the Web.	Deny	Deny	Allow

Streaming Media	This category includes URLs that provide streaming media, or contain software plug-ins that allow the displaying of audio and visual data before the entire file has been transmitted. Excess data is saved in a buffer.	Deny	Allow	Allow
Technical/ Business Forums	This category includes sites with a technical or business focus that provide online message posting or real-time chat such as technical support or interactive business communication.	Allow	Allow	Allow
Text/Spoken Only	This category may be used as an exception category to allow explicit text and recorded material to be accessed when graphical content may be blocked using the Pornography, Violence, or Sexual Materials categories. Libraries or Universities in particular may wish to utilize this category, as it will focus Web filtering on offensive graphics that may be displayed in their public facilities.	Deny	Deny	Deny
Tobacco	This category contains sites selling, promoting, or advocating the use of tobacco products, including cigarettes, cigars, pipes and chewing tobacco.	Deny	Deny	Allow
Travel	This category includes airline websites, travel booking agencies, and other travel-related information, such as tourist highlights and special events in various cities.	Deny	Allow	Allow
Usenet News	This category contains sites that provide Web access to Usenet news groups and archives of files uploaded to news groups.	Deny	Deny	Deny
Violence	The violence category includes real or lifelike images or text that portray, describe, or advocate physical assaults against humans, animals, or institutions (for example: depictions of war, suicide, mutilation, dismemberment). Sites showing the outer end of this spectrum, such as depictions of torture, gore, or horrific death, are also rated as Extreme.	Deny	Deny	Deny
Visual Search Engine	This category contains URLs of sites that provide image-specific search results such as thumbnail pictures.	Allow	Allow	Allow
Weapons	This category contains URLs of sites that provide information about buying, making, modifying, or using weapons such as guns, knives, and swords, as well as ammunition or explosives. Weapons pages may highlight personal or military use.	Deny	Deny	Deny

Web Ads	This category contains URLs that provide ad-hosting or programs that create advertisements. For example: links, source code or applets for banners, pop-ups, and other kinds of static or dynamically generated ads that appear on Web pages.	Allow	Allow	Allow
Web Mail	URLs in this category provide access to email. Web Mail sites can expose users to harmful content delivered via e-mail file attachments.	Allow	Allow	Allow
Web Phone	This category includes sites that enable users to make telephone calls via the Internet or obtain information or software for this purpose. Web phones are also called Internet Telephony, or Voice Over Internet Protocol (VoIP). Web phone service includes PC-to-PC, PC-to-phone, and phone-to phone services connecting via TCP/IP networks.	Allow	Allow	Allow
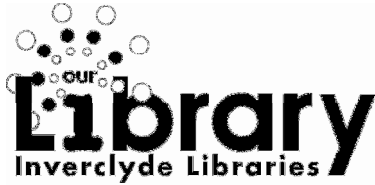
APPENDIX 2: SUSPENSION PROCEDURE

As detailed in the Acceptable Usage Policy, Inverclyde Libraries can monitor access to internet sites, and anyone who accesses any of the prohibited categories of material as set out in this policy may be the subject of further action, as detailed below.

Temporary suspension pending investigation
Your access may be terminated at any time if we suspect you have breached the terms of the Acceptable Usage Policy. Our PC booking system will display a message informing you of this. A letter will be posted to you advising you of this, and an investigation will take place. We aim to complete all investigations within ten working days. Staff will not enter into discussions or reinstate access during this time.

Results of investigation
If the investigation clears you of any wrong-doing, access will be immediately reinstated and we will write to you to inform you of this.

If however we find evidence that you have breached the Acceptable Usage Policy, we will suspend your PC access for a fixed period of four weeks, and write to you to confirm this. This letter will confirm the date upon which your access will be reinstated automatically. **Any instances of illegal misuse will result in a permanent ban and the matter may also be referred to the police where we have a duty to do so.**

Three strikes
Any user who breaches the Acceptable Usage Policy will be permanently barred from using our ICT facilities on their third offence. The first and second offences will be subject to four week suspensions for each occurrence as detailed above. The third offence will result in access being withdrawn by us on a permanent basis. We will write to you to confirm this.

Appeals
Appeals must be made in writing. Please mark them for the attention of the Library Development Team Leader, and hand in at your local library in a sealed envelope. We will review our evidence gathered during the investigation alongside your additional explanation, and will decide whether the suspension is to stand or be overturned. We will aim to write to you within ten working days from the receipt of your appeal, to report the outcome. The decision of the Libraries Manager in this matter will be final.