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ICT Guidelines for Public Libraries in the Western Cape

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ICT Guidelines for Public Libraries in the Western Cape

Purpose

This document set the framework for terms and conditions of use of ICT services, equipment and infrastructure in Public Libraries by the public. These guidelines can inform municipalities to create their own ICT policies regarding public access.

Definitions

Bandwidth-intensive refers to high volumes of data.

Behaviour refers to the action or reaction or the manner of behaving or conducting oneself.

Copyright refers to the exclusive protected and assignable right given to the originator for a fixed number of years to print, publish, perform, film, or record literary, artistic or musical material.

Cyber bullying refers to the use of electronic communication to bully a person, typically by sending messages of an intimidating or threatening nature.

Dissemination is to broadcast a message to the public without direct feedback from the audience.

External storage device refers to a memory stick, flash drive or external hard drive.

ICT refers to information and communications 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.

Local authority refers to the governing body of the library e.g. Municipality.

Minors refers to persons younger than 18.

Peripherals refers to any devices that can be connected to a Personal Computer e.g. Memory stick (flash drive), keyboard, scanner, game controller, earphones, cell phones etc.

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

Running a business refers to all activities related to managing a service or trade from which money is generated.

Scam refers to a fraudulent business scheme to deceive people to make money.

Service(s) refers to the access to equipment, hardware, software, network and data access.

Small children refer to pre-school children aged 4-6 years.

Social media refers to forms of electronic communication (such as Web sites) through which people create online profiles or communities to share information, ideas, personal messages, etc.

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Spam e-mail is also known as unsolicited bulk e-mail or junk mail. Unsolicited advertisement or news e-mail is the practice of sending unwanted e-mail messages in large quantities to an indiscriminate set of recipients.

Theft refers to the removal of any items that is not your property, without permission.

Toddlers refer to children aged 12 to 36 months.

Unlawful refers to any actions, behaviour or activities that infringe on all relevant laws, protocol and policies.

User refers to library members and ICT-only members of the Public Library.

Vandalism refers to the wilful or malicious destruction or defacement of public or private property

Wi-Fi refers to remote access to the internet through a wireless connection.

1. General

- a) Rural Library Connectivity Equipment (in non-metro libraries) used for Internet access by the public is a free service except for printing done. Scanning of documents for the public is free.
- b) The regular user of ICT equipment must become a member of the library to have access to the service. Visitors can make use of access codes on cards held for the purpose.
- c) Computers may be used for information and recreational purposes, including computer games, viewing of video files, listening to music etc.
- d) The user should be mindful of and respectful towards the needs of other users.
- e) Food or drink is not permitted near the computers or in the library at the discretion of library management.
- f) Users have access to the ICT service through specified timed sessions as managed by the Librarian.
- g) Users are allowed one standard timed session per day, but more sessions may be granted at the discretion of the Librarian.
- h) Library staff where available should support the public with basic enquiries and assistance to access and use the network.
- i) Where available, dedicated library staff may provide computer training or give instructions on how to use the computer and the internet.
- j) Computer equipment may be booked for free training and examination sessions for the public at previously announced times at least 1 month in advance. Bookings may only be done at convenient times as agreed with the library.
- k) The services may be used for legitimate personal purposes, provided that it is done in a responsible, ethical, lawful manner.
- l) Faulty equipment should immediately be reported to the Librarian.
- m) Some computer workstations should be accessible for persons with special needs.
- n) Any audio-visual files may only be listened to with the user's own earphones.

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- o) Staff access at computer stations for personal use must be managed according to municipal Human Resource protocols.
- p) Rural Library Connectivity equipment (non-metro libraries) may be booked by library staff for official online training or meetings and should be used with earphones to not create disturbance in e.g. online meetings or presentations.
- q) This set of guidelines will be taken into review on a continuous basis to address issues in the changing ICT environment.
- r) A user is granted access to one computer session per day and further access according to the discretion of the library staff.
- s) Toddlers and small children are not allowed to access the service without accompanying responsible supervision or be left unattended.
- t) Public Library staff cannot be held responsible to supervise minors.
- u) Public Library and its staff cannot be held liable for what the public access, or losses incurred because of access and actions on the equipment or network.

2. Printing

- a) All printing must be paid for according to the tariff determined by the local authority.
- b) Before printing is done:
 - I. the number of pages should be determined
 - II. cost calculated for the printing
 - III. the Librarian must be informed of the intent to print who will then provide access.

3. Unlawful behaviour or activities

- a) The user is expected to sign agreement to the ICT policy or guidelines before allowed access to the service. A parent or guardian must sign for minors.
- b) When users access the ICT equipment and services, they agree to abide by the terms and conditions of use. The policy and terms and conditions should be visibly displayed.
- c) Users may be held accountable and liable for copying, downloading and distributing of unlawful software or content.
- d) 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.
- e) Users may not intentionally modify, remove, alter, tamper with or otherwise intentionally damage the equipment or the applications that run on it.
- f) Users may not attempt to "fix" equipment e.g. change settings to change displays, default reactions etc. Assistance must be requested from public library staff.
- g) Users may not engage in activities either online or within the library that is disruptive, harassing, offensive or defamatory.
- h) Users may not use the service to engage in any unlawful activity.
- i) The service may not be used in any manner which may compromise the security of the network.

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- j) Users may not violate the privacy of or attack the integrity and reputation of any person by sending "hate mail".
- k) No cyber bullying is allowed.
- l) No attempt may be made to gain unauthorised access to the service of any other network, including but not limited to hacking, password mining or any other means.
- m) Users may not distribute unsolicited advertising e.g. "spam" e-mail.
- n) Users may not remove any equipment or fittings without the approval of the library staff.

4. Internet access

- a) The network and user experience is influenced by bandwidth-intensive sites that have an impact on the internet services that may disrupt or hinder the service as a whole i.e. social media sites, online gaming, YouTube, Netflix, etc.
- b) In cases where severe slow response time is experienced or limited data is available due to the use of an LTE device for connectivity, the Librarian has the right to limit access to data intensive sites.
- c) The organisation responsible for the availability and maintenance of the network may limit access to internet sites that may be unlawful.
- d) The internet access at the stations in the library is not secure and the department, local authority or the library staff cannot be held responsible for any losses due to the unavailability, interruption or inaccuracy of any information on websites.
- e) Access to e-mails, internet websites or any accounts requiring passwords, is done at own risk and no password information may be saved on the device or the sites.
- f) The local authority or library staff cannot be held responsible for the accuracy, authority, objectivity, currency or content of any internet resource.
- g) Users may not access and view pornographic or unlawful sites that transgresses any relevant laws.
- h) If users receive pop-ups of unlawful sites, the user must inform the staff for the site to be blocked.

5. 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) It is the user's responsibility to log out of all online accounts and protect their personal data.
- e) Users should ensure the use of strong passwords
 - i. Password should consist of numbers, letters and characters
 - i. Capital letter (A)
 - ii. Lower case letters (a)

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- iii. Numbers (1,2,3, 4..)
 - iv. Special characters (#,&,*...)
- II. It should contain 8 or more characters.
- III. It is recommended to use different passwords for different sites.
- IV. 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, e-mail address, cell phone numbers etc.
 - I. It is the responsibility of the user to only make use of trusted and secure sites.
 - II. Supplying detail to new "friends" on social media is done at own risk.
- g) It is the user's responsibility to be aware of and not to fall prey to phishing scams
 - I. No lawful organisations will require banking or other personal detail through e-mail.
- h) The local authority or library cannot be held responsible for any losses incurred due to response to phishing scams.
- i) When opening new online accounts, no programs should be allowed to remember the password. The local authority or library cannot be held responsible for losses due to saved passwords.
- j) There is no real privacy online. If you want it to stay private, do not post it.
- k) When a virus warning is indicated, all activity on the device should be stopped and the Librarian must be informed.

6. Approved applications and software

- a) No software or applications may be downloaded, installed, damaged or removed from the computer equipment or devices.
- b) No changes may be made to any programs e.g. time management programs.

7. Library devices

Computers and laptops

- a) No documents or personal files may be saved on the hard drive of the computer but may be saved to an external storage device and removed.
- 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 department, local authority or library and staff cannot be held liable for losses because of viruses transferred through devices.
- d) The computers may not be used to copy original DVD's and CD's. It infringes on the Copyright Act.
- e) No library devices may be unplugged from the network.
- f) Library equipment may not be removed from the library without permission and relevant documentation.

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Tablets

The public may use their own devices in the library where wi-fi is available.

- a) Tablets supplied by the library can only be used as stand-alone devices. This means a device with no internet access, which can be loaded with set applications e.g. e-books, educational games etc.
- b) Devices as mentioned above may only be used for the purpose as allowed by the software e.g. reading newspapers, magazines, e-books etc.
- c) Users should register for use of tablets, where it is available, and could use it under supervision in the library. The users take responsibility for the value of the replacement of the equipment in case of loss or damage.
- d) Application (APP) content on tablets should be updated regularly by staff.
- e) If the tablet is going to be utilised for the purpose as a network device, management software where relevant 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 because of saved private information.
- h) The Librarian will ensure that devices are charged for use.
- i) Depending on the decision of the local authority, devices will be either locked down in brackets or available for in-house use, under supervision.
- j) Users can be held responsible for proven negligence or unnecessary roughness that caused damage.
- k) The Local Authority may determine in-house rules for the use of equipment.

8. Personal devices

- a) The department, local authority or library cannot be held liable for any loss of data or money by using library wi-fi networks.
- b) Peripherals e.g. external storage devices etc. are used at own risk.
- c) Own devices may be charged at specified available electrical outlets where available and not on USB ports. This should also comply according to local authority ICT protocol for the public.
- d) Personal devices remain the responsibility of the owner. The department, local authority or library cannot be held liable for any losses due to theft or damage.
- e) Users may make use of Wi-Fi internet access where available with personal devices.

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9. Wi-Fi access

- a) Wi-Fi access where available is used at own risk.
- b) The library or local authority cannot be held responsible for any costs incurred after the allotted time or data has been used.
- c) The installation of a data APP to monitor data usage is recommended.

10. Result of violation of terms and conditions

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

- a) Immediate termination of a session by the Librarian.
- b) Permanent or temporary suspension/ blocking of registration as user of the service as determined by the local authority.
- c) Blacklist the user until damage is paid or until the end of the suspension period.
- d) Prohibit access to the service or the facility.
- e) The perpetrator must leave the premises immediately.
- f) Referral to an appropriate legal authority in extreme cases, depending on the severity of the unlawful activity, or when the user becomes abusive or does not accept the instruction from the library staff.
- g) Hold the user responsible for the cost of damage incurred.

Reference

1. Library Regulation (PN 640/1990)
2. Films and Publications Act, 1996 (Act No. 65 of 1996)
3. Promotion of access to information Act 2 of 2000 (PAIA)
4. Criminal Law (Sexual Offences and Related Matters) Amendment Act, 2007 (Act No. 32 of 2007)
5. Copyright Act, 1978 (Act No. 98 of 1978, as amended up to Copyright Amendment Act 2002)
6. The Constitution of the Republic of South Africa (Act 108 of 1996)
7. Relevant ICT policy or protocol of the local authority
8. Protection of Personal Information Act, 2013 (POPIA)
9. Terms and Conditions of use as set by the local authority

Approved:

Cecilia Sani

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Ms. C Sani

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