

# Library & Information Service ICT Policy

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21<sup>st</sup> June 2006



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# Introduction

## Context

There has been a string of reports over the last few years which have placed the public library service under the spotlight in terms of their value for money, the nature of the services offered and their future.

- **Building Better Library Services** (Audit Commission, May 2002) pointed to a decline in library visits and book loans.
- **Framework for the Future** (Department for Culture, Media and Sport, February 2003), while drawing attention to the excellence of the traditional library service also sought to provide a long-term strategic vision for the public library service in the light of declining usage and competition from the private sector. “Libraries need a modern mission”, at the heart of which should be:
  - the promotion of reading and informal learning
  - access to digital skills and services including e-government
  - measure to tackle social exclusion, build community identity and develop citizenship.

“As we move towards a more knowledge-based society driven by digital technologies, the need to ensure access to information for everyone adds a new dimension...” (Foreword by Minister of State for the Arts, Tessa Blackstone)

- **Who’s in Charge?** produced by Tim Coates, formerly of Waterstones bookshop in May 2004, questioning the future of the public library service.

“In the past seven years, use of the museums and archives in this country has doubled. Since visitors have been recorded, use of the public library service has fallen each year, until 2003/4, for which figures are yet to be fully reported. In the past seven years of decline in use, funding of the library service by local councils has risen by 25%.

In the library service there is so much good work in progress to introduce reading to those who are excluded and to those who are isolated. Libraries have always been a centre for learning through life. However, today’s reality is that if we do not address the fundamental structural problems of the library service, there may be no libraries to provide these excellent services to readers in ten or fifteen years’ time. Those who are responsible for libraries must change what they are doing, and the way they approach their work.”

- **House of Commons Select Committee on Culture, Media and Sport report** (April 2005)

“There were pockets of excellence but, overall, there were equal proportions of satisfactory and less than adequate services across the country. The data submitted to us showed that overall spending was up but, within this total, spending on books was down; as were loans of books and overall visitor numbers. We regard a situation in which core performance indicators, and gross throughput, are falling – but overall costs are rising – as a signal of a service in distress. “

(Details of these documents in [Appendix 1](#))

This attention which has been focused on the public library service, together with [national standards](#) and targets or [impact measures](#) being required of local library services, has stimulated debate within the library profession as to what the service has to offer.

Traditional library services are further under pressure from the “added value” which online services, such as [Up My Street](#) and [Yellow Pages](#), are now offering and nationally promoted information and learning services like [Direct.gov.uk](#) and [Learndirect](#) have further pushed the library service to get its act together.

Added to this there is the incredible rise of Google to the status of a household word. This search engine dominates the field and has given rise to quotations such as “Google is disintermediating the library.” (<http://www.oclc.org/reports/escan/downloads/introduction.pdf>). The question is being asked as to whether the librarian and the information role of the library are now becoming a thing of the past, as web users find for themselves the information they need.

### ***Purpose of Policy***

- To provide direction as to how ICT will be used to enable and enhance the delivery of Rotherham Library & Information Services.
- To reflect and draw on national policies and corporate policies and priorities. (see list of these in [Appendix 1](#))
- To provide guidance for Library staff as to what is and what is not considered reasonable in ICT provision.
- To provide guidance for the public as to what may reasonably be expected from the Library & Information Services.
- To provide a service-driven basis for allocation of budget resources.
- The Policy is not intended to be a manual of staff practice. It is intended to present the policies underlying the procedures; occasional examples will be given to illustrate the application of the policy.
- In order to remain relevant to both advances in ICT and customer expectations, the Policy will be reviewed regularly, revised as appropriate and clearly dated.

### ***Vision and Goals***

- Access to traditional and developing library and information services for as many people as possible, through use of ICT, wherever and whenever they want.

- These traditional services will include those popularly expected of a library service, such as loan of books and other items, provision of information that is accurate and appropriate to the customer, and provision of time and space for groups to meet together to share experience related to learning or culture.
- The services will also include those developing initiatives that are moving the Library Service forward in attracting new audiences and retaining existing users. These will include developing communications technology, interactive digital services and communities of interest.
- Provision of ICT-based library services as a standard, integrated element of service delivery and not as an additional feature.

## **People's Network – public access to ICT facilities**

### ***Background***

The national Government New Opportunities Fund enabled the Library & Information Service to greatly extend its provision of public ICT services when the People's Network was implemented in 2002.

Every static library site was equipped with computers, printers and scanners; a total of 176 computers in 15 sites. This compared with the previous service of 76 computers.

A high capacity network infrastructure (100MB) was installed and free internet access offered to all, compared with the previous service of less than 25 computers offering internet access charged at £1.50 per hour.

Rotherham also currently offers a free rotherhamonline.info e-mail account and remote access to web folders.

An element of the funding enabled the Library Service to train all staff up to the minimum standard of European Computer Driving Licence, to equip them with the skills to support customers in using the new public ICT facilities.

An additional sum of Bill & Melinda Gates Foundation funding provided assistive technology at all sites, with a concentration of facilities at the Central Library.

### ***Acceptable Use***

There are certain limitations as to what the Library Service can offer as a public service and the Acceptable Use Policy (see [Appendix 2](#)) sets out the basis on which the public are offered internet and other ICT facilities through the People's Network.

### **Acceptable Use Policy**

- Produced in several formats, including minority ethnic community languages, large print and Braille.
- Version produced for Young People.

- Revised annually, or more frequently as required.

## **Filtering**

Configured according to the user group in which the member is registered, e.g.:

- Child age under 11
- Youth age 11-15
- Adult age 16+

The Library & Information Service is not just for members and there are also Temporary User accounts for those who are not registered with the library, such as visitors or those who travel for work. These share the same filtering restrictions as the relevant age user group.

(See [Appendix 2](#) for filtering restrictions applied to different age groups).

## **Accessibility**

When the People's Network was implemented a substantial sum was set aside to install assistive software and hardware to help those with difficulties using the new technology.

Given the funding available and the existing usage of the ICT facilities and after extensive consultation it was decided to install resources that would benefit older users having general difficulties with eyesight or manual dexterity.

All sites have a basic set of equipment while Central has more extensive resources.

The Library & Information Service is committed to providing "equality of access to Rotherham's library services for every member of the community" (Library and Information Service [Social Inclusion Policy](#)).

This applies to physical access to the Rotherham Online centres, including signage, desk height, and safety considerations) and use of the actual ICT facilities themselves, including screen magnifier, screen reader, text help software and different types of keyboard and tracking devices.

Within the constraints of budgets, we will regularly review provision and adapt our resources to meet needs.

Accessibility is also taken into account in the design of the Rotherham Online web site, following the lead of the corporate web site in aiming to adhere to World Wide Web Consortium (W3C) Web Content Accessibility Guidelines. (See [Appendix 7](#))

## **Public Training and Help**

It is recognised that library staff are not generally qualified trainers. However, it is reasonable to expect that staff are able to help customers make the best use of the ICT services offered.

All frontline staff are initially trained to a minimum standard of the European Computer Driving Licence, to equip them to assist users of the People's Network in

libraries. This is followed by ongoing staff training to maintain ICT skill levels, through the Next Step programme.

Given the limitations of staff availability, support takes the form of individual “trouble-shooting” type one-to-one help and more formal organised group sessions.

Individual help is intended to help people overcome particular difficulties in the use of the software or internet. Just as a member of staff would help a customer find a certain book or piece of information, so we would expect staff to support ICT customers in their use of the computer facilities.

Group sessions are valuable in terms of the efficient use of staff time, equipping customers with the knowledge to help themselves in the future and providing a congenial setting for learning together. Such sessions will be prepared and delivered by library staff where possible, addressing subjects of popular interest and supporting users in developing ICT skills in those areas which cause the most difficulties.

The aim is to run taster sessions rather than computer clubs, in that we want to encourage users to develop their own skills and interests and provide support to as many library users as possible. While there may be the demand for an ongoing computer club in certain situations, this should never be allowed to become a clique which receives special privileges at the expense of the general user.

### ***Partnerships***

We will work with partners (e.g. third party training bodies) to deliver ICT training in areas where we do not currently have the skills or staff capacity.

A charge will be made to these groups, which have their own sources of funding, for the use of our ICT centres. This charge contributes to the Library’s “hidden” costs such as network and software licences, technical support and maintenance and services such as printing.

Any support provided by library friends groups should fit in with the Library & Information Service ICT Policy, Service Plan and other council policies to serve the wider library customer base and not just the groups’ interests.

### ***Mobile Library Vehicle and Community Based Services***

At all locations where the Library & Information Service is delivered, customers should be offered equal access to services. It follows that provision must be made for public access to ICT services on vehicles delivering public services and in community venues where appropriate.

Other factors, such as the routes and length of stops made by the mobile library service together with the cost and reliability of communications technology, will have to be included in the equation.

### ***Developing Services***

National initiatives such as those proposed by the Museums, Libraries and Archives Council (MLA) will be seriously considered and adopted locally where they effectively



complement service development. For example, three new services, Enquire, Discover and Read were launched nationally on 19 October 2005 and have been adopted in Rotherham.

The Library & Information Service aims to offer services that are modern, innovative and of wide appeal. Within the limiting factors of the Library's role as a public service in a public venue, security issues and cost, the aim is to offer services that are technically leading edge and comparable to those that are available in the educational and commercial sectors.

For this to happen, there needs to be flexibility which allows for the service to respond quickly to customer need and popular trends.

The partnership with RBT for technical support should never inhibit service delivery.

As new software is required, it should be installed without unnecessary delay. Routines should be in place to upgrade standard software such as Office and media players which are either covered by corporate licence or free downloads.

As soon as possible the Library's People's Network installations should be moved over to a form of wireless connectivity, to discourage the "ICT ghetto" mindset among staff and members of the public and to aid the integration of the ICT services with traditional book-based services. The provision of network access to customers using their own portable devices in or in the vicinity of libraries should be investigated.

Public access computer facilities should be placed throughout the library where possible, with display material linking with book promotion, or as quick access e-mail points.

Staff should also progress in terms of their ICT skills and concept of the People's Network, which is less about the network and more about the people – quality content-focused services and not simply broadband internet access.

## **Work with Particular Groups**

The Library & Information Service also works with ICT outside of the Rotherham Online (People's Network) Centres in libraries. Work may take place with groups in libraries or as outreach work within communities.

### ***Work with Young People***

Wherever possible we will work closely with young people to encourage their further use of the Library & Information Service and to develop their literacy, computer and social skills with activities such as the following:

- Homework support
- Tell Us About IT (Young People's computer user forum)
- Interactive Clubs

### ***Work with Ethnic Minorities***

Every effort will be made to offer services to minority ethnic communities, with provision of materials in minority languages and configuration of computers to accommodate non-English languages.

The Cultural Awareness Officer and staff will be fully involved in the development and delivery of such services.

Where need arises and funding is available for support in translation, ICT courses may be delivered specifically to groups whose first language is not English.

### ***Work with Older People***

Account will be taken of the growing older element of the population.

Assistive technology will be provided to help users who may have disabilities associated with growing old, e.g. screen magnifiers, simpler keyboards and trackballs.

ICT taster sessions planned for older people will be organised, occasionally labelled as "Silver Surfer Sessions".

The MaturITy project, in partnership with Social Services, provides a support worker for elderly people using ICT in residential homes.

### ***Work with People with Disabilities***

Assistive technology is installed in every Rotherham Online centre and services are continuously reviewed in liaison with community and Council services such as the following:

- Access Liaison Group
- Social Services, Physical and Sensory Impairment team
- ITCH (IT Can Help)
- My Ways
- Age Concern

Support is given to groups wishing to arrange visits to libraries to use the ICT facilities. Requirements are identified and visits are initially supported by e-Library Services and the Access-ability Assistant and thereafter by staff at the particular site.

## **Library Management System**

The Library Management System is the ICT system underpinning the efficient delivery of services. This ranges through the acquisition of stock, maintenance of the library catalogue, stock movement, membership records, charges, customer loans and requests for items, and management information reports.

All staff are required to be trained in ICT to a minimum of European Computer Driving Licence level and receive training in the use of the Library Management System in order to deliver efficient services.

The Library Management System will enable the Library Service to deliver excellent customer services, meeting national requirements in terms of online access to information and services. So, for example, online access to the library catalogue and the facility to reserve items of stock or renew loans will be available to customers.

At all locations where the Library & Information Service is delivered customers should be offered equal access to services. This means the Library Management System should be accessible by staff on mobile library vehicles and in community venues where required for delivery of service.

Account will be taken of trends in technology in order to make best use of resources in delivery of services; this will include consideration of EDI (Electronic Data Interchange in the procurement process), Smartcard, RFID (Radio Frequency Identification tags) and wireless/wi-fi technologies as appropriate.

Efforts will be made to keep the Library & Information Service in step with popular developments in ICT and this may include developments such as self-service units and staff able to work with customers using hand-held devices to access the Library Management System.

## **Digital Content**

### ***Web based resources***

In an increasingly digital age information is often published electronically and transactions can increasingly be carried out remotely over the internet.

The Library & Information Service will make full use of the Rotherham Council web site to publish information about services and to offer services interactively online.

It will also provide access to resources on the World Wide Web to fulfil its role as a public information provider.

Often the Library pages on the Council web site will provide the first impression of the service to an online user; they are important for the accessibility of the service and information about it.

### **Rotherham Council web site**

The [www.rotherham.gov.uk](http://www.rotherham.gov.uk) site will be main platform for publication of Library information on the web.

The Library will adhere to corporate policies regarding the appearance and accessibility of web pages.

(See [Appendix 3](#) for corporate style guidelines)

e-Library Services will take overall responsibility for the maintenance of the pages relating to the Library Service on the Council web site. However, the actual work of collating information and updating the site will be devolved to units within the service.

## **Rotherham Online web site**

As a part of the People's Network in Rotherham there is a [www.rotherhamonline.info](http://www.rotherhamonline.info) web site.

This will be used to publish information directly relating to the use of the public computer facilities in libraries.

It will also be used for certain online resources where the corporate Content Management System would cause serious technical or presentational difficulties.

This site is managed by e-Library Services with technical support from RBT.

## **The Online Library Catalogue**

The Library catalogue will be made available electronically within libraries and over the web. It will offer at least the following facilities:

- Any user able to search the library stock
- registered members able to check their personal details and member's record
- registered members able to reserve an item of stock
- registered members able to renew a loan

The Library will seek to offer online services enhancing the user's experience of the library and comparable to the commercial sector; for example, information about authors who write similarly, information about new stock and charts of the most popular titles, reviews of books.

## **Online Reference Resources**

The traditional information-providing role of the Library has been questioned with the widespread growth of access to the internet and the prevalence of Google as a powerful search engine. However, there is still an important role for libraries in the evaluation of web sites to provide meaningful information for the customer, accurately and quickly.

The Library will offer access to quality online reference materials, which may be subscription services. This information will be free to the customer at the point of use. The exception to this will be certain business information (Companies House and British Standards) which will be chargeable.

## **Images**

Corporate and other official guidance will be followed in the use of photographic images with regard to Data Protection issues including, for example, the safety aspects of publishing photographs of young people.

(e.g. Information Commissioner <http://www.ico.gov> and National Grid for Learning <http://www.thegrid.org.uk/schoolweb/safety/> )

The consent of parents or guardians (including responsible school teachers) will be obtained before the taking of photographs of children at library events, in line with corporate guidance.

Photographic images will be used only for the purpose they were taken and will not be reproduced without reference to that original purpose, nor without reference to parental/guardian's consent.

### **Audio/Video**

Consent will be obtained where possible before video or audio material is created by the Library Service and the principles outlined above under Images adhered to.

The Library & Information Service will use audio/video where it can to enhance the services it provides.

In terms of information provision and communication, this would include video-conferencing, web cameras, digital television and plasma information screens within the library.

In terms of developing traditional loan services, this will include providing access to download music from the web and providing access to digital audiobook material as an extension of existing spoken word on CD services.

### **Information Management**

e-Library Services holds to the principle that ICT should be the means to an end rather than the end in itself. Working from the service requirement, ICT may or may not help to deliver the solution, rather than an ICT solution being applied regardless of other possible solutions and the service need. The emphasis is on information and communication rather than technology.

ICT should enable staff to deliver a better, more efficient service, thereby releasing them to engage in more proactive, personal interaction with members of the communities they serve.

A combination of e-mail communications, use of network folders and the corporate intranet will be used to ensure all staff are fully informed of policies and procedures and to improve service delivery through efficient dissemination of information.

In general, both for e-mail and the corporate network, folders should be named in line with the content and service rather than the member of staff. (See [Appendix 4](#) for Management of Electronic Information guidelines).

### **E-Mail**

A fast and reliable electronic communications infrastructure will improve staff communications between all service delivery points and contribute to the provision of a service that is consistently good wherever accessed.

E-mail Inboxes should be regularly maintained by the use of Rules and folders for the storage of mail that needs to be kept. AutoArchive may be set up to manage storage of content. (See [Appendix 5](#) on e-Mail)

Personal folders may be used to release space in the Mailbox, but these too should be checked on a regular basis to clear them of old material and free up disc space.

Folders in generic e-mail accounts should be named in line with the content and area of work and sorted by date in order to make ongoing maintenance of stored material easier. It is recommended that the guidelines for Electronic Records Management are followed for storage of personal e-mail also. (See [Appendix 4](#) on Management of Electronic Information).

### ***Intranet***

All service points should have access to the corporate network.

The corporate intranet and the corporate network file storage will be used to provide staff with access to documents wherever possible, rather than multiple e-mails with attachments being sent to numerous staff.

The intranet site will serve as a platform for publication of material that is of interest to a wider group than Library & Information Service staff but not appropriate for publication on the web site.

Hyperlinks will be included on the intranet where the information is actually published on the Council web site.

A member of e-Library Services is assigned responsibility for the maintenance of generic LIS information on the corporate intranet.

### ***Network folders***

The Principal Officer, e-Library Services, will have overall responsibility for the structure and use of LIS folders on the corporate network.

Authority to create new folders at the top Library & Information Service level on the corporate network will be restricted to named managers. The Principal Officer, e-Library Services should be informed before any new folders are created.

A separate document outlines policy relating to naming conventions and general maintenance of these folders. (See [Appendix 4](#) on Management of Electronic Information).

## **Communications**

### ***Internal***

Staff will be encouraged to use e-mail in preference to leaving hand-written notes on colleagues' desks.

E-Mail should also be used in instances when reference to some form of audit trail may be needed at a future date, such as Performance & Development Reviews, C.P.A. or Charter Mark inspections.

However, heavy use of e-mail should be balanced by proper use of the corporate network and intranet. Outlook should be set up to allow inclusion of hyperlinks to file

references, internet or intranet pages rather than files being attached and circulated to numerous recipients.

The corporate Electronic Communications Policy presents the baseline for proper use of e-mail.

Internal e-mails should always be polite and fit for wider distribution at a later date if required.

Internal e-mails should never be sent anonymously (e.g. from an unattributable library e-mail account) but should have at least the name of the staff member sending the mail.

### ***External***

The etiquette and audit trail considerations that apply to internal e-mails apply still more to external communications.

E-mails should be polite, not overly informal, and respectful.

The “signature” should contain all contact information; i.e. name, position, postal address, telephone number.

Freedom of Information Act principles may apply, in which case it is imperative that responses are saved.

(See [Appendix 6](#) for introduction to Freedom of Information Act)

### ***Accessibility***

Although a certain level of personal customisation of e-mail format is possible, it should never compromise the legibility of the content for those with any visual impairment. For example, the font should be sans serif (e.g. Arial) and the point size no less than 12.

(See [Appendix 7](#) on Accessibility)

### ***Staff ICT Skills***

All staff should be competent in the use of ICT to carry out their job effectively and for their continuing professional development.

As a minimum all staff are expected to possess or be working towards the European Computer Driving Licence.

In order to maintain the ICT skills of library staff, an ongoing programme of refresher sessions will be delivered in appropriate subject areas (e.g. assistive technology, safe surfing, Library Management System, web site updating).

This ongoing training should be integrated with the Continuing Professional Development and Performance & Development Review process. This will ensure the progression of staff skills and reduce the need for a general re-writing or purchase of ICT course material for staff on a regular basis.

The e-Library Services team will take the lead in ensuring appropriate ICT training is provided for staff and guiding staff in their CPD relating to the application of computer technology to their work. Information about new developments in ICT related to library work will be circulated to all staff via the intranet, network or other means.



## **Appendices**

**Appendix 1** Background documents, National Policies & Priorities, Rotherham Borough Council Policies and Priorities

**Appendix 2** Acceptable Use Policy and Filtering

**Appendix 3** Rotherham Council Web Site style guidelines

**Appendix 4** Management of Electronic Information

**Appendix 5** E-Mail

**Appendix 6** Freedom of Information

**Appendix 7** Accessibility

### **Appendix 1**

#### **Background Documents**

##### **Building Better Library Services**

Audit Commission, May 2002

<http://www.audit-commission.gov.uk/Products/NATIONAL-REPORT/9D0A0DD1-3BF9-4c52-9112-67D520E7C0AB/ACKLibrariesbr.pdf>

##### **Framework for the Future**

Department for Culture, Media and Sport, February 2003

[http://www.culture.gov.uk/global/publications/archive\\_2003/framework\\_future.htm](http://www.culture.gov.uk/global/publications/archive_2003/framework_future.htm)

##### **Who's in Charge?**

Tim Coates, for Libri, May 2004

[http://www.rwevans.co.uk/libri/Who%27s%20in%20char\\_e\\_\(as%20printed.pdf](http://www.rwevans.co.uk/libri/Who%27s%20in%20char_e_(as%20printed.pdf)

##### **Department of Culture, Media & Sport Select Committee report on libraries**

April 2005

<http://www.publications.parliament.uk/pa/cm200405/cmselect/cmcmums/81/8102.htm>

##### **New Public Library Service Standards**

Department for Culture, Media and Sport, 2004

[http://www.culture.gov.uk/global/publications/archive\\_2004/library\\_standards.htm?properties=archive%5F2004%2C%2Fglobal%2Fpublications%2Farchive%5F2004%2F%2C&month](http://www.culture.gov.uk/global/publications/archive_2004/library_standards.htm?properties=archive%5F2004%2C%2Fglobal%2Fpublications%2Farchive%5F2004%2F%2C&month)

##### **Public Library Service Impact Measures – Proposals for 2005/2006**

Museums, Libraries & Archives Council, 2005

[http://www.mla.gov.uk/resources/assets//F/fff\\_impact\\_intro\\_20050309\\_doc\\_4293.doc](http://www.mla.gov.uk/resources/assets//F/fff_impact_intro_20050309_doc_4293.doc)

##### **Up My Street**

<http://www.upmystreet.com>

##### **Yell.com**

<http://www.yell.com/ucs/HomePageAction.do>

##### **Direct.gov**

<http://www.direct.gov.uk/Homepage/fs/en>

## LearnDirect

<http://www.learndirect.co.uk/>

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## National Policies and Priorities

### Public Library Service Standards

[http://www.culture.gov.uk/global/publications/archive\\_2004/library\\_standards.htm](http://www.culture.gov.uk/global/publications/archive_2004/library_standards.htm)

### Framework for the Future: Libraries, Learning and Information in the Next Decade - 10-year strategy document for libraries

[http://www.culture.gov.uk/global/publications/archive\\_2003/framework\\_future.htm](http://www.culture.gov.uk/global/publications/archive_2003/framework_future.htm)

The policy document outlines the Government's long-term strategic vision for the role of public libraries. Its purpose is to help local and library authorities agree on the key objectives for the public library service with central government and local communities.

The following three criteria should be at the heart of libraries' modernisation mission:

- The promotion of reading and informal learning
- Access to digital skills and services including e-government
- Measures to tackle social exclusion, build community identity and develop citizenship

## CIPFA Standards

[http://www.libplans.ws/assessments/2004/rotherham\\_E4403.pdf](http://www.libplans.ws/assessments/2004/rotherham_E4403.pdf)

## The Audit Commission Comprehensive Performance Assessment

The Commission assesses the performance of councils and the services that they provide for local people. Our assessments help councils to focus on improvement. The assessments comprise evidence from other external review bodies plus the Commission's judgements.

<http://www.rotherham.gov.uk/graphics/YourCouncil/Council+Performance/CPA.htm>

<http://www.audit-commission.gov.uk/cpa/>

<http://cpa.audit-commission.gov.uk/Scorecard.aspx?TaxonomyID=106999>

## Cabinet Office Charter Mark

Charter Mark, the UK Government's national standard for excellence in customer service.

<http://chartermark.cabinetoffice.gov.uk/directory/moreinfo.asp?appID=310328>

## Rotherham Borough Council Policies and Priorities

Corporate Plan, with Learning, Achieving, Alive, Safe and Proud as its priority themes

<http://www.rotherham.gov.uk/graphics/YourCouncil/Reports/CorporatePlan.htm>

## Implementing Electronic Government

<http://www.rotherham.gov.uk/NR/rdonlyres/B4875314-4FE0-44A7-880C-9F287CD0DD4F/0/IEGStatement.pdf>

### Education Culture & Leisure 2005-2010 ICT Strategy

<http://www.rotherham.gov.uk/NR/ronlyres/ED4858E6-3DFB-4D42-A082-1172D4FF899E/0/20052010ICTStrategy.pdf>

### Culture & Leisure Service Plan

<http://sharepoint/C10/Children%20and%20Young%20People%20Serv/liP%20Documents/Communication/4%20page%20summaries/CL%20Service%20Plan%202005%20-%2020081.doc>

### Electronic Communications Policy

<http://intranet.rotherhamconnect.com/C13/C1/Security Policy Documents/Document Library/Use of Electronic Communications.doc>

### Information Security policy

<http://sharepoint/C16/ICT%20Insurance/Document%20Library/Information%20Security%20Policy.doc>

### Freedom of Information

<http://www.rotherham.gov.uk/NR/ronlyres/26F3C4E6-C515-4A5B-96BF-A277EE8828BD/0/FOIPublicationScheme1105.pdf>

### Data Protection Policy

<http://www.rotherham.gov.uk/graphics/YourCouncil/Reports/ DPP.htm>

### Electronic Records Management

<http://intranet.rotherhamconnect.com/C10/Records%20Management/default.aspx>

### Library & Information Service Acceptable Use Policy

[http://www.rotherham.gov.uk/graphics/Learning/Libraries/Computers+and+the+Internet/\\_AcceptableUsePolicies.htm](http://www.rotherham.gov.uk/graphics/Learning/Libraries/Computers+and+the+Internet/_AcceptableUsePolicies.htm)

## **Appendix 2**

### **Adult Acceptable Use Policy**

#### **Rotherham Library and Information Service ICT Acceptable Use Policy**

##### **Introduction**

1. Rotherham Library and Information Service is delighted to be able to provide access to computers and the internet to support the educational, recreational and cultural needs of the community. The service is available free of charge to public library members and to those visiting Rotherham. Children and young people up to the age of 16 will need to have permission from a parent or guardian to access the internet.
2. Children and young people can access the internet alone once permission has been granted. Although the Library will provide 'Safe Surfing' information to all customers, it remains the parent's or guardian's responsibility to talk to their child about safe internet usage and also about the acceptable use issues outlined in this policy.
3. We will not deny legitimate access to information by any member of the public, but we do recognise that access to electronic resources may be open to misuse and abuse. This policy has been produced in order to protect the interests of the Library Service and the community it serves.
4. Before using the computers all users must agree to abide by the terms and conditions set out in this Acceptable Use Policy. Any user who does not agree to them should immediately stop using the ICT facilities and notify library staff so that their ICT membership can be stopped. This will not affect access to other library services.
5. This policy will be reviewed every year to ensure that it remains relevant. The most current version will be available in all of Rotherham's public libraries and online at [www.rotherham.gov.uk/libraries](http://www.rotherham.gov.uk/libraries) and [www.rotherhamonline.info](http://www.rotherhamonline.info)
6. Questions or comments about this policy can be directed to [e-libraries@rotherham.gov.uk](mailto:e-libraries@rotherham.gov.uk) or you can ask any member of library staff.

##### **Information**

7. The internet contains a wealth of valuable and interesting information, but there may also be information that is inaccurate, out of date, controversial, offensive and/or illegal. Rotherham Library and Information Service can accept no responsibility for the quality, accuracy or availability of information accessed through the internet, although we will try to suggest sites that appear to be authoritative.

As a user it is your personal responsibility to ensure the accuracy of the information you discover. For guidelines on how to assess the quality of web-based information visit the Quality Information Checklist website at [www.quick.org.uk/menu.htm](http://www.quick.org.uk/menu.htm)

8. Rotherham Library and Information Service assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the computer facilities.

## **Security**

9. The internet service is filtered in order to block access to websites known to contain unsuitable or illegal content. However, filtering software does sometimes block material that is perfectly acceptable. The Library Service is willing to consider releasing any such site after careful checking. Similarly, some inappropriate websites may not be filtered and if you have any cause for concern please speak to the member of staff on duty at the time.
10. Virus-checking software will run on all computers, but we cannot guarantee total protection from viruses when using the library computers. E-mails sent to and from Rotherhamonline.info mailboxes will be scanned for viruses.
11. You may not load your own software or connect your own computer equipment to library equipment or networks, although some exceptions are allowed, e.g. adaptive hardware and USB memory sticks.
12. You should never reveal your username and password to another user as you remain responsible for any misuse of the service that occurs through your account. Nor should you try to log on to the network with another person's details.
13. Online financial transactions (shopping, banking, bill payments etc.) are an increasingly common use of the internet and should only be conducted over secure connections. Secure server software encrypts (scrambles) all your personal information including credit or debit card number and name and address. The encryption process takes the characters you enter and converts them into bits of code that are then securely sent over the internet and cannot be read and understood by any third party.

Look out for the secure padlock icon in the task bar, or make sure that the web address starts with **https://**. Please note that Rotherham Library and Information Service cannot be held responsible for any losses resulting from sending confidential financial information via the internet.



Please be aware that entering personal or private details over the internet may lead to you receiving unwanted mail.

14. Families, children and young people should also be aware of other internet safety issues, as highlighted on these websites: [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) and [www.bbc.co.uk/cbbc/help/safesurfing](http://www.bbc.co.uk/cbbc/help/safesurfing)

### ***Unacceptable Use***

15. Rotherham Library and Information Service does not prohibit specific online activities as long as they are not considered to be illegal, offensive, obscene, abusive or troublesome to other computer users. This includes not using the ICT facilities in any way which may result in a breach of the:

- Copyright, Designs and Patents Act 1988 and the European Copyright Directive 2001;
- Data Protection Act 1998;
- Obscene Publications Act 1959 & 1964;
- Protection of Children Act 1978;
- Sexual Offences Act 2003;
- Public Order Act 1986;
- Computer Misuse Act 1990;
- Human Rights Act 1998; and
- Any other local, regional, national and international law, order or regulation.

The Council can and will monitor access to internet sites, and access to any material in breach of these terms may be subject to further action. We reserve the right to check your internet usage logs without informing you.

16. E-mails sent from Rotherhamonline.info mailboxes may be monitored to ensure that the terms of this policy are being followed.
17. Users must not interfere with equipment, amend or delete existing software or settings.

### ***Downloading and Copyright Issues***

18. We allow the legal download of music only from approved sites. Please ask staff for a guide to sites we allow you to use. This is also available from the web directory at [www.rotherhamonline.info](http://www.rotherhamonline.info) under the Hobbies and Recreation – Music category.
19. You can download material from the internet in accordance with copyright restrictions: under UK law copyright material sent over the internet or stored on web servers will generally be protected in the same way as material in other media. See [www.patent.gov.uk/copy/indetail/copyinter.htm](http://www.patent.gov.uk/copy/indetail/copyinter.htm) for more details.
20. You should not use the scanning facilities to copy and alter material protected by copyright. This includes Birth, Death, Marriage, Adoption and Divorce

certificates; passports; official documents from the Home Office, and utility bills.

21. There are also copyright restrictions relating to the scanning of books, journals and magazines. If you are in any doubt about copyright limitations, ask a member of library staff, but you should generally follow by these rules:
- Scanning a copy of complete works is prohibited
  - Small extracts can be scanned/copied for the purpose of private study (20 pages, or 10%, whichever is the smaller amount)
  - Only a single copy of a given page can be made
  - No more than one article per journal/magazine issue may be copied

### ***Applying the Acceptable Use Policy in Libraries***

22. Library staff have the right to instruct computer users to remove unsuitable images or text from the screen if, in the staff member's judgment, the image or text is displayed in such a way that other library users cannot reasonably avoid viewing it.
23. Rotherham Library and Information Service reserves the right to refuse further computer access to any individual accessing or distributing materials which are considered to be illegal or unacceptable, or have the potential to offend or disturb others. Library staff on site will decide whether any computer activity is unacceptable and this decision will be subject to confirmation by Library Management.
24. As well as the loss of computer privileges, other actions may be taken, including reporting a suspected, or suspected attempted criminal offence to the appropriate authorities for investigation and prosecution, and the taking of proceedings in the civil courts. If a child or young person goes against the terms of this Acceptable Use Policy, the Library Service will inform the parent or guardian who signed the consent form.



## Young Person's Acceptable Use Policy

Welcome to your Rotherham Online Centre!



You can use the computers and internet free of charge at your local library (but you will have to pay for printing). All you need is a library ticket and permission from your parent or carer.

You can use the computers in the library to help with homework and for fun. The internet lets you find out about all sorts of interesting things to help you with your hobbies and learning. You can play games and even get in touch with other young people by visiting chat rooms and by sending emails.

We want you to enjoy using the computers and the internet, but most of all we want you to use the internet safely. Look out for all the Safe Surfing tips in your library.

Before using the computers and the internet in the library you must read the following information - it tells you more about using the computers in the library.

### Here is some more information about using the computers

1. You will need to have permission from your mum, dad or carer to use the internet. Make sure you give them the 'Guide for Grown-ups' leaflet. They will need to sign the permission form and bring it back to the library before you're allowed to use the internet.
2. You can use a computer for 30 minutes. Sometimes you will be allowed to use it for 1 hour. Please stick to your time so that everyone gets to have a go!
3. Look after your library ticket . You must bring it with you every time you want to use a computer. Do not give it to anyone else to use and don't tell anyone what your username and password is.
4. The internet is filtered, meaning that we have special software to stop some sites getting through. You probably won't be able to access every site you want to in the library. This is because we have some rules about what type of sites you can look at. For example, you will not be allowed to play violent, rude or mafia role-play games. There are lots of other good games available. See the [www.rotherhamonline.info/children](http://www.rotherhamonline.info/children) site for some suggestions.



5. You can only visit the chat rooms that have been checked by library staff. These will be suitable for your age group and supervised (moderated). Instant Messaging is not allowed.
6. The filtering software doesn't stop every bad site getting through. If you come across something nasty or upsetting please tell a member of staff.
7. You should never use your Rotherhamonline.info email account to send nasty messages to other people (we can check your mailbox if someone complains about you or if we think you aren't following this rule). If you get a nasty email, don't reply to it, just delete it. Talk to a member of staff or other grown-up if it upsets you.
8. The emails you send and receive will be checked for viruses.
9. If you are using the computers for homework you can save your work into your own storage area, onto a floppy disc or onto a USB memory stick. There are lots of good internet sites and books in the library to help you with your homework but remember it is wrong to just copy what you find.
10. Do not try and load your own software onto the library computers, or install things from the internet.
11. You will respect other library users and staff by behaving well and not being too noisy!

## Filtering

### Children 0-10

0-10 BLOCK LIST		0-10 ALERT LIST
<a href="#">ALLOW ALL EXCEPTIONS</a>		
Adults Only		Visual Search Engines
Advertisements		
Alcohol		
Auction		
Chat		
Drugs		
Electronic Commerce		
Employment Search		
Free Mail/Web Mail		
Gambling		
Games		
Jokes		
Hate/Discrimination		
Illegal		
Lingerie		
Message/Bulletin Boards		
Murder/Suicide		
Nudity		
P2P/Loopholes		
Personal Information		
Personals		
Pornography		
Profanity		
School Cheating Information		
Search terms		
Sex		
Swimsuits		
Tasteless/Gross		
Tobacco		
Violence		
Weapons		
Web Hosting/Free Pages		

### Youth 11-15

11-15 BLOCK LIST		11-15 ALERT LIST
<a href="#">ALLOW ALL EXCEPTIONS</a>		
Adults Only		Web Page Hosting/Free Pages
Advertisements		Visual Search Engines
Alcohol		
Auction		
Chat		
Drugs		
Gambling		
Games		

Electronic Commerce		
Hate/Discrimination		
Illegal		
Jokes		
Lingerie		
Message/Bulletin Boards		
Nudity		
Pornography/Personal Information		
Profanity		
School Cheating Information		
P2P/Loopholes		
Personal Information		
Personals		
Sex		
Swimsuits		
Search terms		
Tasteless/Gross		
Tobacco		
Violence		
Weapons		
Murder/Suicide		

**Adult 16+**

<b>16+ BLOCK LIST</b>		<b>16+ ALERT LIST</b>
<a href="#">ALLOW ALL EXCEPTIONS</a>		
Advertisements		Chat
Drugs		Gambling
Hate/Discrimination		Message/Bulletin Boards
Illegal		Personals
Murder/Suicide		Web Page Hosting/Free Pages
P2P/Loopholes		Visual Search Engines
Personal Information		
Pornography		
Profanity		
School Cheating Information		
Search terms		
Sex		
Tasteless/Gross		
Violence		
Weapons		

## Appendix 3

### Rotherham Council Web Site style **guidelines**

#### **text | standard font**

the standard font for use on the rmbc website is verdana 10pt

text entered into the **title** and **introduction** text holders will automatically be reformatted

#### **images**

the standard **image size** is 170 x 126 pixels [jpeg format]



if you need to use larger images [maps/diagrams etc] create a new page for the larger image and use a 170x126 thumbnail to create a **hyperlink** to it

when creating larger images you need to be aware of **file size** and **download time**

#### **content**

**navigation** | the main objective should be to allow the user to reach the required information as easily as possible. Wherever possible this should be no more than **5 clicks** away from of the home page.

**information hierarchy** | try not to overload the user with too much information at once, but present information in “bite size” chunks and that lead the user to the more “in depth” material.

#### example

The outdoor education service has produced an in depth report on Rotherham’s Outdoor Education Policy [30 pages]

A useful way to present this information would be:

**Outdoor Education Channel Home Page:** include a link announcing that the document is available

Create an **Outdoor Education Policy Page** giving **brief details** of the policy content with a **link to an attached pdf** version of the policy.

If the document is large [be aware of download times] and/or in sections/chapters it may be helpful to break the pdf file into sections and provide links, with a summary of content, to the individual sections.

**audience** | be aware of the audience you are trying to reach. If you have written a report for members or a briefing paper for colleagues, **is the language appropriate for public access?** If you are using technical terms you may need to provide an explanatory note. **Avoid using jargon. Web users want easily understandable information, quickly.**

## **Appendix 4**

### **Management of Electronic Information**

#### **Guidelines for Library & Information Service Staff**

## **1. Creation**

### **a) Individual files**

All new files that are created should be stored within the existing filing system, i.e:

- saved on '**G**' drive, within the relevant **topic folder**, **subject folder** (and **sub folder(s)** if appropriate)
- **named logically** according to document content
- **not** given a **lengthy file name**
- passed to e-Library Services for consideration for the corporate **Intranet** if it contains information that may need to be accessed across service areas, e.g. meeting papers for Programme Area/Corporate wide groups
- put onto the **RMBC Website** if contains public information

**Remember** – files need to be stored in such a way that will enable easy retrieval by yourself or others who need access to the information.

### **b) New subject folders**

Only **identified individuals** within LIS have permission to **create new subject folders**. If you are unable to locate an appropriate subject folder to store your files, please contact e-Library Services who will create a new one for you. This system has been set up to ensure a robust process is in place to:

- avoid duplication of folders
- ensure an accurate and up-to-date file list is maintained
- allocate and record an owner to each folder
- allow correct read and/or write permissions to folders

## **2. Maintenance & tracking**

Individuals should allocate time on a regular basis to focus on **file maintenance**. Regular review of subject folders and files will ensure continuity of an effective records management system, and will reduce the need for lengthy 'clean-up' sessions on an ad hoc basis.

### **- File owners' responsibilities:**

- ensure individual files containing personal identifiable information are stored securely – i.e. in folders where access is restricted to those who are entitled or in your H:\ drive folder
- in the event of leaving RMBC, inform the appropriate person of any relevant passwords, restricted access folders etc
- protect records which are vital to the continued function of the Authority, i.e. ensure that others are not able to delete or modify them
- clearly identify the latest version of any document that has more than one edition using version control, e.g. '*Staff guidelines – v0.1draft*' may be

updated and renamed 'Staff guidelines – v0.2draft', then endorsed and become 'Staff guidelines – v1.0final'

- **Folder owners' responsibilities**

- ensure folders containing personal identifiable information are given restricted access when established, so only those who need to view the content can do so
- ensure that documents within the folder are not kept longer than necessary (see [Records Management Society](#) Retention and Disposal Guidelines)
- ensure folders that are no longer in use but need to be retained for legislative / corporate purposes are archived (see point 3 below)
- ensure folders only contain information relevant to that subject
- ensure all files within the folder are named appropriately according to the content of the document

### **3. Archiving**

Records requiring permanent preservation and no longer in regular use should be transferred as soon as possible to archive with easy access facilities:

- ensure the **subject folder** (or sub folder) is no longer in regular use
- on confirmation that folder requires archiving, **transfer** contents of folder to a CD, **leaving an empty folder in existence** in the original network location
- **clearly label the CD** as to what information it stores and file CD in the appropriate place within your office (agreed within your service area)
- in electronic network folder, create and save a document which clearly identifies what files have been archived, date of archive and **precise location of CD**
- inform the **identified individual** within the service area (who has responsibility for opening new subject folders) when **subject folders** are to be archived (to ensure an up-to-date file list is maintained)

### **4. Destruction**

Records not required for permanent preservation but have reached the end of their administrative life should be destroyed (see Guidelines on Retention and Disposal)

Individuals must:

- ensure destruction of files / folders fall in line with Retention and Disposal Guidelines
- recognise the level of **confidentiality** or security markings on documents when destroying obsolete files / folders and destroy appropriately in a secure manner
- keep a record of the destruction of **significant documents** showing:
  - file reference
  - description of content
  - date of destruction
  - reason for destruction

- contact e-Library Services in advance when **subject folders** are to be deleted, to check any wider implications and to ensure an up-to-date file list is maintained.

## 5. E-mails

See the IT Service Desk section of the Intranet for guidance on how to deal with the management of e-mails.

If you have any questions about the content of these guidelines, or wish to clarify any issues in relation to electronic records management in LIS, please contact Mark Heaton, e-Library Services Officer, 01709 822672 (external).

## **Appendix 5**

### **Microsoft Outlook E-Mail Archive and AutoArchive**

Your Outlook mailbox grows as items are created in the same way that papers pile up on your desk. In the paper-based world, you can occasionally shuffle through your documents and store those that are important but not frequently used. Documents that are less important, such as newspapers and magazines, you can discard based on their age.

You can quickly complete the same process in Outlook. You can manually transfer old items to a storage file by clicking Archive on the File menu, or you can have old items automatically transferred by using AutoArchive. Items are considered old when they reach the age you specify. With AutoArchive, you can either delete or move old items. Outlook can archive all types of items, but it can only locate files that are stored in a e-mail folder, such as a Microsoft Excel spreadsheet or Word document attached to an e-mail message. A file that is not stored in a e-mail folder cannot be archived.

AutoArchive is a two-step process. First, you turn on AutoArchive. On the Tools menu, click Options, click the Other tab, and then click AutoArchive. Second, you set the AutoArchive properties for each folder that you want archived. At the folder level, you can determine which items are archived, and how often they are archived. You can automatically archive individual folders, groups of folders, or all Outlook folders. The process runs automatically whenever you start Outlook. The AutoArchive properties of each folder are checked by date, and old items are moved to your archive file. Items in the Deleted Items folder are deleted.

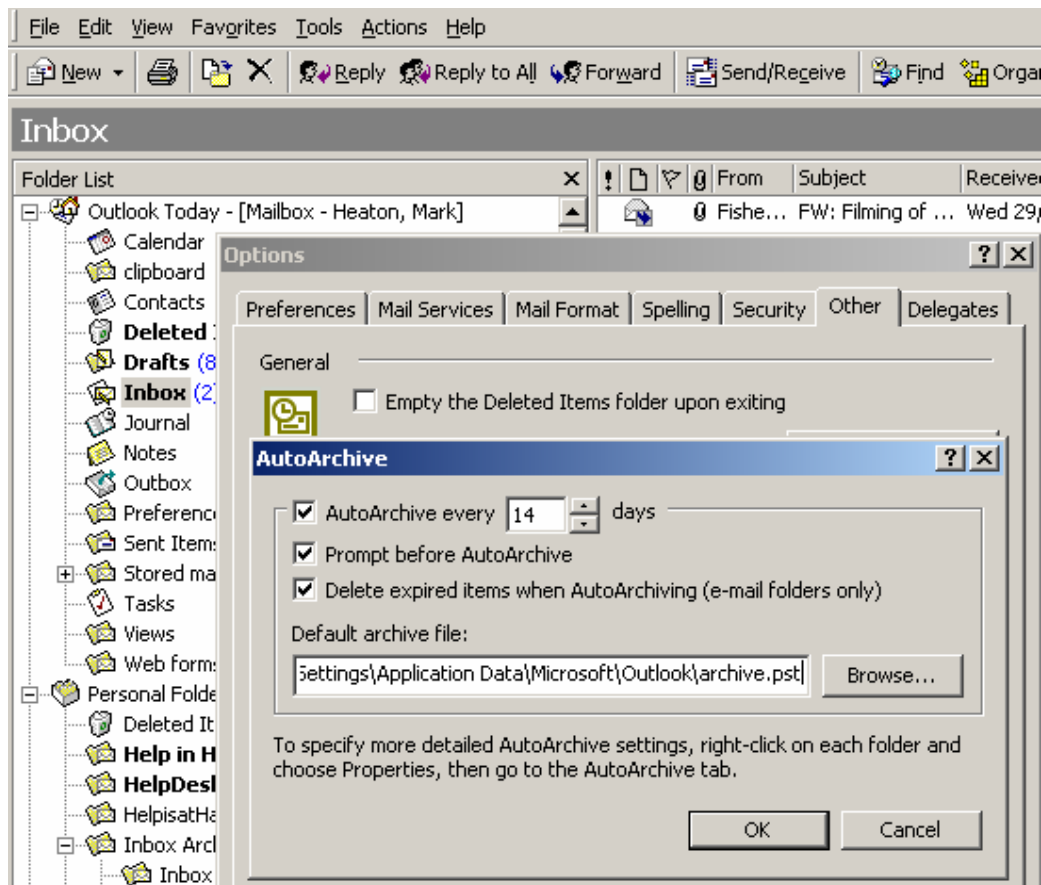
Several Outlook folders are set up with AutoArchive turned on. These folders and their default aging periods are Calendar (6 months), Tasks (6 months), Journal (6 months), Sent Items (2 months), and Deleted Items (2 months). Inbox, Notes, Contacts, and Drafts do not have AutoArchive activated automatically.

There is a difference between exporting and archiving. When you archive, the original items are copied to the archive file, and then removed from the current folder. When you export, the original items are copied to the export file, but are not removed from the current folder. In addition, you can only archive one file type, a personal folder file, but you can export many file types.

When you archive, your existing folder structure is maintained in your new archive file. If there is a parent folder above the folder you chose to archive, the parent folder is created in the archive file, but items within the parent folder are not archived. In this way, an identical folder structure exists between the archive file and your mailbox. Folders are left in place after being archived, even if they are empty.



To access the AutoArchive settings, click Tools-Options-Other-AutoArchive:



## How to Create a Personal Folder

1. On the **File** menu, point to **New**, and then click **Personal Folders File (.pst)**.
2. In the **Save in** list, click the folder you want to save the file in.
3. In the **File name** box, type a name for the file, and then click **Create**.
4. In the **Name** box, type the name you want to display in your Microsoft Outlook Folder List for the folder.
5. Select any other options you want.

**Note:** Personal folders are saved with the extension .pst, and the folder items remain on your computer, not on the server. If you use another computer, you will not be able to see items stored in personal folders.

**Note:** By default, personal folders are created for messages. You can add other subfolders for other item types — for example, Contacts. In the Folder List, click the personal folder, and then on the **File** menu, point to **New**, and then click **Folder**.

**Rules Wizard** Access the Rules Wizard through the Tools menu.

## **Appendix 6**

### **Freedom of Information Act 2000**

Introduction from the web site of the Information Commissioner  
(<http://www.ico.gov.uk/eventual.aspx>)

The Act enables people to gain access to information held by public authorities in two ways:

#### **Publication Schemes**

Every public authority must make some information available as a matter routine of through a publication scheme. Information that is included in such a scheme must be made available to the public. A publication scheme is both a public commitment to make certain information available and a guide to how that information can be obtained. For more information, visit our [Publication Schemes](#) page.

#### **General right of access**

Any person has the right to make a request for information held by a public authority. The authority must usually respond to this request within 20 working days. This right came into force on the 1 January 2005.

#### **Exemptions**

The Act recognises that there are grounds for withholding information and provides a number of exemptions from the right to know, some of which are subject to a public interest test.

The Act also sets out procedures for dealing with requests, such as time limits for compliance and fees that must be charged.

For more information on the exemptions see [Exemptions Guidance](#). For more details on your rights under the Act see [Your Right to Know](#). To read guidance for public authorities, see [Legal Obligations](#).

#### **Making complaints**

The Information Commissioner is the independent regulation of the Act, with responsibilities to promote the legislation and enforce compliance with its provisions. This includes making decisions as to whether a public authority has dealt with requests properly.

For more information see our [How to Complain](#) page.

#### **Further information**

For a statement on the Commissioner's general approach to the interpretation and enforcement of the legislation, please see [Regulation under the Act and the EIR](#).

## **Appendix 7**

### **Guidelines for Accessibility**

RMBC web site: [http://www.rotherham.gov.uk/graphics/SiteTools/\\_Accessibility/](http://www.rotherham.gov.uk/graphics/SiteTools/_Accessibility/)  
Web Accessibility Initiative: <http://www.w3.org/WAI/>

RMBC Intranet guidance "[Providing accessible and inclusive services and communication](#)" and "[Writing for the Web](#)":

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Extract from RNIB "See it Right"

[http://www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public\\_seeitright.hcsp](http://www.rnib.org.uk/xpedio/groups/public/documents/PublicWebsite/public_seeitright.hcsp)

#### **Clear print**

Clear print is a design approach which better takes into account blind and partially sighted readers.

Simply, a Clear Print document will find a wider audience. The solutions we propose are straightforward and inexpensive, focusing on some basic design elements, for example font, type size, contrast and page navigation.

Clear Print differs from large print in the size of the type used (known as point size). Clear Print documents set text in a minimum type size of 12 point (although we recommend 14 point to reach more customers with sight problems). Large print documents are produced in a larger type size, ranging from 16 to 22 point.

Clear Print guidelines are based on our experience of the issues over many years together with advice from experts in the field. Currently more research is underway into areas such as contrast, type size and page layout. RNIB hosts a scientific advisory panel to ensure that our guidelines are based on sound research and take expert opinions into account.

#### **Type size**

The size of the type (known as point size) is a fundamental factor in legibility. We recommend a typeface between 12 to 14 point. To make sure you reach more people with sight problems it's better to go for 14 point.

#### **Contrast**

The better the contrast between the background and the text, the more legible the text will be. Note that the contrast will be affected by the size and weight of the type. Black text on white background provides best contrast.

#### **Typeface**

As a general rule, be guided by typefaces such as Arial, Univers and New Century Schoolbook. These are all good examples of clear and legible typefaces.

Avoid simulated handwriting and ornate typefaces as these can be difficult to read.

## **Type styles**

Capital letters and italicised text are both generally harder to read. A word or two in capitals is fine but avoid the use of capitals for continuous text. We advise that italic text is not used where an alternative emphasis is available.

## **Leading**

The space between one line of type and the next (known as leading) is important. As a general rule, the space should be 1.5 to 2 times the space between words on a line.

## **Type weight**

People with sight problems often prefer bold or semi-bold weights to normal ones. Avoid light type weights.

## **Websites**

It's important to design your website so it's flexible. Customers should be able to adjust text and colour settings in their browser to suit their individual needs.

Other customers will browse your website using "text to speech" software. Careful design is paramount for people accessing the web using speech access because inappropriate use of HTML can make a website unreadable.

For a full explanation of accessible web design visit the Web Content Accessibility Guidelines (WCAG) published by the Web Accessibility Initiative (WAI), which is part of the World Wide Web Consortium (W3C). RNIB is a contributing member.

RNIB offers a commercial consultancy service on website accessibility, including website audits, presentations and seminars. For more information visit RNIB's Web Access Centre.