



International Institute for  
**Primary Health Care**  
**Resource Center**

*Information that strengthen primary health care*

Toshiba

# **IIfPHC-E resource center content use policy**

International Institute for Primary Health Care - Ethiopia  
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## I. INTRODUCTION

The IfPHC-E Resource Center (RC) aims to provide an accumulated knowledge and serve as a catalyst for the advancement of primary health care (PHC). In fulfilling its obligations to provide information to increase knowledge to all professionals concerned with PHC, the Resource Center collects, organizes and provides access to scholarly information in all formats.

The purpose of this content use policy is to detail how content from the Resource Center will be used by users, and to point out their rights and responsibilities on the scholarly information available in the Center. The document contains information on the following areas:

- Licensing digital content and copyright considerations
- Access to electronic resources
- Resource Center user policies
  - o Users' rights and privacy
  - o Confidentiality
  - o Users responsibilities
  - o Providing access
  - o Lending of materials
  - o Reproduction services of Resource Center materials
  - o Search service
  - o Food and drink
  - o Use of electrical outlets
  - o Cell phones and other devices
  - o User conduct

## II. LICENSING DIGITAL CONTENT AND COPYRIGHT CONSIDERATIONS

### LICENSING RESOURCES

The IfPHC-E Resource Center needs to get permission from copyright owners to use resources that are in copyright. The Center will acquire license to some online databases, e-books, e-journals and other reference materials. It will sign licensing rights with publishers and lease the content for annual access, which is renewable depending on the availability of funds. Access and use of many electronic resources provided by the Resource Center will be governed by license agreements negotiated between the publishers or third parties and the Center.

Users of licensed e-resources must comply with the terms of agreements. In general, in using licensed resources, users must:

- familiarize themselves and comply with license terms associated with specific resources
- limit uses to non-commercial, educational, or personal use
- not engage in systematic downloading of licensed content on another server

- not distribute copies of materials to individuals or groups, unless the license for the resource specifically allows it
- not share client software used to search licensed resources with individuals or groups; and
- give proper attribution when quoting from material.

### **Notice**

Users must be aware that publishers may monitor use of electronic resources to ensure that the terms of their licensing agreements are enforced. Breach of license may lead a publisher/vendor to turn off the Resource Center's access without warning.

## **COPYRIGHT AND E-RESOURCES**

The Resource Center will have a wide variety of copyright works in its collections, including published and unpublished works and digital media. A virtual collection of subscriptions to digital content such as online journals, e-books and other resources are protected by copyright.

### **Notice**

The resources under copyright law will be provided to users with the understanding that copies will be used only for private study, scholarship, or research; and that those copies will become the property of the user and not be reproduced for further distribution.

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## **COPYRIGHT LAW AND SCANNERS**

The Resource Center will mainly use scanners to digitize materials and resources collected from local resources such as the Ministry of Health, Regional Health Bureaus as well as archive materials. For other materials, the Copyright statement applies to any reproduction.

## **III. ACCESS TO ELECTRONIC RESOURCES**

### **OPEN ACCESS**

The Resource Center promotes the free flow of information through open access to share knowledge and information on primary health care. The Center encourages organizations working on primary health care to make their work available as open access for fostering collaboration and achieving universal health coverage through primary health care.

The IIfPHC-E Resource Center supports the principle of open access while acknowledging the challenge of finding viable economic models to support it. Thus, the Resource Center has

adopted full open access for the majority of its own reports, conference papers, training materials, proceedings, research reports, policy briefs, and other outputs through the site. These resources will be made available via the Institute's Repository and will be freely downloadable. The Resource Center will give onsite access for certain e-materials that have copyrights, and open access for its scholarly research outputs. The Institute's repository not only includes work from the Institute but also publications from Ministry of Health and other health organizations in the community. Some of the resources are digitized on behalf of these organizations. (See IIfPHC-E Institutional Repository policy for more information.)

All materials will be open access under a Creative Commons License as possible.

### **Notice**

Users should abide by the Common Creative License and the terms and conditions of the vendors/suppliers while using licensed e-resources.

Users must understand that the contractual license agreements and copyright laws govern the access, use and reproduction of these resources.

## IIFPHC-E E-RESOURCES

### RESEARCH OUTPUTS

IIfPHC-E holds the copyright for research carried out by the Institute staff, consultants and research grantees. These resources will be subject to Ethiopia's and other applicable international copyright and intellectual property laws. The research could be used by users for non-commercial use and for discussion, teaching and research. Dissemination is free; but the source needs to be cited in full.

### E-LEARNING RESOURCES

Materials produced by IIfPHC-E for e-learning will be made available electronically to prospective trainees of the Institute. The contents will be password protected and available for a limited number of accesses and for a limited duration for the trainees.

### CONTENTS OF INTERNET RESOURCES

The Resource Center contains links to a large variety of sites and resources for users to be informed audiences. These resources are only for information. It should be kept in mind that information obtained on the Internet may or may not be accurate and may or may be valid. Also, information sites on the Internet may sometimes be unavailable unpredictably.

## Notice

Users are cautioned to carefully evaluate the validity of information accessed through the Internet. They should make judgments about the reliability of currency of certain types of Internet information sources and make analysis of particular sources.

Users should be aware that material on the Internet is copyrighted. It is the user's responsibility to be aware of any notices concerning the copyright of information on the Web and to respect the copyright laws of the respective country that the information is provided.

The user will accept responsibility for information transmitted or received via the Internet.

## *Waiver*

The IIfPHC-E Resource Center is not responsible for information found on the Internet. It does not monitor, has no control over, and cannot be held responsible for content accessed via the Internet. The Center is not responsible for damages arising from the use of electronic information resources via the Internet connection. The provision of external links does not mean or imply that the Resource Center endorses the content or point of view of any of the information or commentary which may be found on the Internet.

## IV. RC USER POLICIES

### USERS' RIGHTS AND PRIVACY

The Resource Center is committed to the protection of privacy for all users. It protects the user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed and acquired or transmitted. Information collected about the user will be related about the Resource Center use. The users' information is necessary for the legitimate purposes of locating or recalling library materials, processing overdue notices and fines, adding or deleting names to the database, making collection development decisions, or investigating violations of the Resource Center policies.

### SPECIALIZED RESOURCES AND PRIVACY

The IIfPHC-E Institutional Repository (IR) has a separate policy. The Resource Center does track the number of times an item in the IR is downloaded as well as search queries (from both search engines as well as those entered into the IR itself). This is done in the aggregate and does not release the individual IP address of the machines that visit the Resource Center. Any IP addresses collected are purged after three months.

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#### INFORMATION COLLECTED BY THIRD-PARTY TOOLS IN THE RESOURCE CENTER

The Resource Center contains links to a wide range of websites and to a large number of open access databases. The Center strongly urges the user to carefully read the policies associated with these resources when they use them. The policies are usually available at the website of the publisher or provider.

#### Other aspects of the Resource Center's privacy

It is the policy of the Resource Center to require permission to video/audio tape, film or take photographs within the Center to protect users' privacy while they are using the Resource Center and its resources.

#### **Notice**

When the user is accessing information through the use of a Resource Center computer or network, the Center tracks the following information: browser type; Internet address (IP); operating system type; web address of the page from which the user linked to the Resource Center site; and date and time of the session.

The Resource Center also employs web analytics to record all the information. This software uses "cookies" to help the RC track this information, which helps to maintain preference settings in various electronic databases.

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#### CONFIDENTIALITY

The registration and circulation records of the Resource Center are confidential information and will not be made available to the public. Personal information or phone numbers contained in the borrow database is confidential. (The RC staff members are not allowed to distribute users' information to third parties without their consent.)

#### USERS' RESPONSIBILITIES

While using the Resource Center workstation computers, it is with the understanding that users will be responsible and demonstrate judgment, respect for others, appropriate conduct and compliance with rules of usage while using the Resource Center resources and facilities.

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#### RULES OF USAGE

The Resource Center users are required to use workstation computers and e-resources such as Internet in a responsible way. This requires users to:

- respect the legal protection provided by copyright and license to programs and data
- respect the rights of others by complying with intellectual property

- respect the privacy of personal data to which they have access. Users shall take full responsibility for messages that they transmit through the Resource Center's computers and network facilities.
- respect the privacy of others by not disrupting others or over-using system resources or equipment
- use the computer for the purposes for which they were intended. At no time shall any resource be utilized for any illegal purposes or to obtain access to materials that are obscene.
- respect the integrity of computing systems and data by not intentionally attempting to gain unauthorized access to restricted files or networks, or to damage or modify computer equipment or software/ violations of software licenses. Unlawful activities also include, but are not limited to, fraud, privacy invasions, harassment, discrimination, libel or slander, or any unauthorized access, including "hacking".

The Resource Center reserves the right to impose additional rules and limitations on computer usage as deemed necessary.

## **Notice**

Usage of the Resource Center's public workstation computers implies acceptance of all policies and rules, regarding computer usage and all others that may be applicable.

In order to facilitate enforcement of rules, the Resource Center closely monitors all activity on the workstation computers. This is done by Resource Center staff observation and viewing patron's screens on computers.

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### VIOLATIONS/ BREACH OF USAGE RULE

The Resource Center and Internet users are expected to agree to abide by this rule of usage. Violation of any aspect of the rule and notice outlined above may result in the temporary or permanent loss of privileges.

### PROVIDING ACCESS

The Resource Center provides access to all users at its physical premises in order to promote the use of its resources and to support teaching, research and learning.

The Resource Center will be open between the hours of 9.00am-12pm and 2pm-4pm, from Monday through Friday. The Center will be closed during the weekend, holidays and other days.

There will be workstation computers in the premises of the Resource Center that give access to the Center's online resources, including some e-books. Availability of the workstations will



be on a first come, first serve basis. Users must sign up at the circulation desk before using the public access computers. Time limits may be set to ensure availability to a greater number of patrons. Exceptions may be made for special circumstances approved in advance by the Resource Center staff.

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## LENDING OF MATERIALS

The following group of users can borrow materials:

- IIfPHC-E trainees, staff, trainers, consultants
- IIfPHC-E RC members

Users need to set up their library account, and then they can request items online. They can borrow materials for two weeks. Users are advised to return or renew borrowed items before they are due. Fines and fees are charged for overdue recalls, reserves, and lost items.

Recalls: If someone needs an item a user has checked out and there is no other copy available, then their loan period can be shortened to one week. If an item is recalled, the user will receive a notice to let them know the new due date and to remind them that they will be fined if the item is returned late. Recalled items need to be returned to RC circulation desk staff.

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## REPRODUCTION SERVICES FOR RESOURCE CENTER MATERIALS

The Resource Center aims to make collections accessible and that they may be reproduced for purposes consistent with both the fair use and copyright law. As a public library, the Resource Center uses the legal privileges allowing it to make copies of works for its users. Copies will be made for the purpose of non-commercial research, private study, teaching, criticism or review.

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## FAIR USE

It is allowed to make a copy of part of a printed paper or PDF publication; for example one article from a journal, one chapter of a book or 10% of other resource. Multiple copying requires permission from the copyright owner.

Fair downloading: Some materials may be open for the complete copy to be downloaded free of charge. The objective of the downloading should be for personal use such as research, teaching, private study, or for criticism or review. Downloading one copy is acceptable; but multiple copies require permission from the copyright owner.

### **Notice concerning copyright restrictions**

When electronic resources are licensed to the Resource Center, any copying is governed by the license agreement and limited to the extent permitted in the license.

When use of a specific electronic resource is not governed by license agreements, copy right of Ethiopia and other applicable international copyright and intellectual property laws will control the making of copies.

In most cases, IIfPHC-E does not hold the copyright of resources in its collections. It is the user's responsibility to obtain any permission which may be required for reproduction.

In all situations, the Resource Center may charge users for making the reproduction; but the charges must not exceed the operational cost of doing so.

The Resource Center reserves the right to deny reproduction requests because of the condition of materials (eg if it is damaged by duplication), existing donor agreements, or recognized third-party privacy rights.)

Persons who violate any of the Resource Center reproduction rules may lose their privileges to use the Center and/or be subject to criminal prosecution or other legal action, as appropriate.

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#### REPRODUCING IIFPHC-E PUBLICATIONS

Users can download the publications of the Institute for personal use. The Resource Center request organizations to create links to its publication webpages that offer download PDF link, than storing the PDFs in their own systems. This provides useful information for IIfPHC-E publication activities.

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#### SEARCH SERVICE

The Resource Center assists all users at no charge for initial inquiries. When available, the Center may provide fee-based search services for requests that require more extensive effort. The user will be provided with the estimated total time required for the research. The Resource Center will charge fees on hourly basis to recover workmanship costs. Reproductions, photocopies or PDF scans made during research may incur costs above the hourly research service fee.

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#### FOOD & DRINK

The introduction of food and drink to the Resource Center facilities may pose a threat to the collections and electronic devices. Bringing food and drink to the Center is, thus, prohibited.

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#### USE OF ELECTRICAL OUTLETS

Electrical outlets provided in the Resource Center service spaces may be used to power approved devices, including laptop computers, devices loaned to users by the Resource Center, and other mobile devices. But, the outlets may not be used for powering other electrical device that may pose a hazard to equipment, facilities, and collections. Electrical cords and power strips attached to the approved devices may not be arranged in any way that constitutes a

personal hazard. The Resource Center's patrons may not unplug RC equipment (copiers, workstations, or other peripherals), in order to access an outlet for personal use.

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#### CELL PHONES AND OTHER DEVICES

Recognizing that cell phones and other mobile devices are an important part of the learning environment, the RC users are reminded to be courteous of others in their use of cell phones and mobile devices. They should set cell phones and mobile devices to "vibrate" or "silent" modes while in the RC facilities.

#### USER CONDUCT

The Resource Center provides its users, visitors and community members with an environment conducive to teaching, learning, study, and research, as well as a safe and secure environment. The Resource Center users are expected to act responsibly, appropriately and courteously in order to preserve the Center's environment, facilities and collection.

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#### DISRUPTIVE AND PROHIBITIVE BEHAVIOUR

Disruptive behaviour is detrimental to a secure environment, and may pose a threat to the safety of RC users and staff. Disruptive behaviour includes, but is not limited to, the following behaviours:

- Arguing, fighting, and/or any activity that creates excessive noise or commotion detrimental to the work of RC users
- Abusing, threatening, or intimidating RC users or staff through language or action
- Engaging in sexual harassment
- Displaying drunkenness
- Use of musical instruments in any RC facility
- Use of audio device or other electronic device that creates excessive noise or in any other way disrupts the work of users
- Refusing to leave the RC facility at closing time, or as directed by RC staff
- Refusing to identify yourself to RC staff, when requested
- Soliciting goods, services, or donations
- Petitioning, conducting unauthorized surveys, or direct distribution of non-RC materials to users or staff
- Defacing RC equipment, facilities, collections or network resources.
- Damaging RC equipment and facilities
- Theft of personal property

Prohibitive behaviours include:

- Theft of RC equipment or collections
- Vandalism of RC equipment, facilities, or collections
- Deliberate misuse of RC equipment, facilities, or collections

- Exhibitionism and/or sexual harassment
- Intimidation, including verbal threats, of RC users or staff

### **Notice**

The RC staff will take appropriate action to remedy disruptive behaviour, including, if necessary, notifying the security in the premises. The RC will be particularly vigilant and pursue legal action for prohibitive behaviour. The RC will notify the security and nearby police station for prohibitive behaviour conducted in the RC facility.

### *Waiver*

The possible theft of personal property is an unfortunate feature of the library environment. The Resource Center advises users to be alert to their immediate surroundings and stay alert. The RC does not take any responsibility for theft, damage or loss of personal property brought into the RC facilities.

## Review of the policy

This policy will be reviewed as needed to ensure that the policy is serving the mission of the Institute. It is the RC's responsibility to ensure that the content of the resources are useful and valid to users.

This document was compiled by Emebet Zerfu (IIfPHC-E Resource Center Officer).

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