ACCEPTABLE USE OF COMPUTERS IN WILTSHIRE LIBRARIES

Policy Statement

Introduction

1.   Wiltshire Libraries provide access to the Internet and other computer facilities to support the educational, recreational and cultural needs of the community. The Internet enables library users to access valuable information resources. Wiltshire Libraries does not deny legitimate access to information by any member of the public, but recognises that Internet and computer resources are open to misuse and abuse. The following policy has been produced in order to safeguard the interests of the library service and the community it serves.

The Internet and your responsibility

2.   Whilst the Internet contains a wealth of valuable and interesting information, some of this information will be inaccurate, out of date, controversial, offensive and/or illegal. Wiltshire Libraries accept no responsibility for the quality, accuracy or availability of information accessed through the Internet, although we will try to signpost sites that appear to be authoritative. It is every user's personal responsibility to ensure the accuracy of information they discover. Wiltshire Libraries assume no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the library's computer resources or caused by their unavailability.

3.   We do however, offer the following advice to all Internet users:

   ▪ Do not provide personal details such as your name, address, mobile phone number or password to anyone you don't know.
   ▪ Never arrange to meet someone you have contacted on the Internet without someone else being present. If you are a child only do so with the permission of your parent/carers and only when they can be present.
   ▪ Don't open emails or files from people you don't know they may contain unpleasant information.

4.   We also recommend that parents and guardians read the leaflet **Use of the Internet by children - guidance for parents and guardians** and that children read the guidance leaflet **Using computers in the library** (available at all libraries) before accessing the service.

Membership

5.   Use of computers in Wiltshire libraries is open to all. Access to the system is via a library card number and PIN (personal identification number). Visitors to Wiltshire may use the system on production of adequate identification (e.g.: passport, driving licence, ID card).

6.   Children under 16 will be allowed access to the Internet provided a parent or guardian has visited a library and completed a **Parental Consent Form**. If a parent or guardian withdraws consent before a child becomes 16 access will be not be permitted.

7.   Children under 13 will not have access to any social networking sites, Young people aged 13 -16 will only be able to access social networking sites with a signed **Social Networking – Parental Consent Form**. Adults will be able to access social networking sites.

8.   All users will be required to agree to this policy **'Acceptable Use of Computers in Wiltshire Libraries'** before accessing the system.

9.   Library members who have outstanding charges on their account may be denied access to computer facilities until the account is settled.

10.   The responsibility for monitoring the material accessed by children under 16 remains with the parent/guardian.

11.   Using the computers in Wiltshire libraries is free although charges are made for the supply of data storage media (e.g. USB memory sticks and printing.

12.   Sessions may be booked in advance by telephone or in person. Users can have up to two advanced bookings. Sessions last for 1 hour (Standard) or 30 minutes (Drop-in). Users can have two sessions per day, only one of which can be on a 'Drop-in' machine.

Where a session has been pre-booked users need to log in within 10 minutes of the session start time or the session will be automatically cancelled. A missed booking will count as a session in recording a user's daily allowance. From time to time library computers will be unavailable whilst being used for training or demonstration purposes.

Your Session in progress

13.   Library staff will try wherever possible to help users in the use of the computers although staff may not always be able to give dedicated or unlimited assistance.

14.   Any files saved on library computers are only saved temporarily. When a session finishes these files are deleted. Users may store their work on USB memory sticks or CDs. Some portable storage devices will not function on library computers and those wishing to use such devices are advised to check that they will work on the machine at the beginning of the session. Wiltshire Council does not accept responsibility for any loss, damage or injury, direct or indirect, suffered as a result of using portable storage devices.

Security

15.   Library computers are not the same as home or work computers as they need to be robust enough to withstand attacks and misuse by determined and wilful users. Security and virus-checking software is loaded on all library computers. Users may not load their own software or connect their own computer equipment to library computer equipment.

16.   Users must not attempt to break into any site which they are not authorised to access. Nor must they tamper with the hardware or alter the software, security systems or setup of the computers, printers or scanners. Users should ask staff before attaching hardware devices such as digital cameras, mobile phones or MP3 players to the machines. Wiltshire Council does not accept liability in any way for loss or damage to any equipment used with our machines.

17.   Filtering software is in operation on our system to screen out offensive and potentially illegal Internet material. However, with millions of websites and billions of web pages, filtering Internet

content is an imprecise art and perfectly acceptable material may also be filtered out. Wiltshire Libraries is willing to consider releasing any such site after careful checking. The filtering software is set to exclude content in a number of broad categories including violence, pornography, drug abuse and intolerance.

18.   Also barred are all sites which require the downloading of an executable (exe) file. When inappropriate sites are brought to the attention of library staff Wiltshire Libraries will consider adding such sites to the list of barred sites.

Inappropriate use

19.   You must not access, display or distribute offensive, racist, pornographic or obscene material. If you access such material in any Wiltshire Library you will be denied access to the Internet at all Wiltshire libraries and you may face prosecution.

20.   You must not watch live TV broadcasts on library computers, also you must not watch commercially produced films, whether downloaded, purchased or hired.

21.   Wiltshire Libraries Online is a monitored system with a log is kept of all actions taken by users. This log is kept secure and is destroyed after 1 year. If library staff become aware that the terms of this **Acceptable Use of Computers in Wiltshire Libraries** policy have been contravened the user's session will be terminated and appropriate action taken. This will be proportionate and may be a temporary or permanent ban on the use of all library computers. Where there is reasonable cause to believe that a crime may have been committed information will be passed to the police.

22.   In the case of a child who violates this **Acceptable Use of Computers in Wiltshire Libraries** policy, the parent or guardian who signed the consent form will be notified.

23.   Members of the public accessing the Internet are responsible for complying with any legislation which precludes the use or transmission of material, including material which is threatening or obscene or is subject to copyright. This legislation includes the Telecommunications Act 1984, the Obscene Publications Acts of

1959 and 1964 and the Copyright, Designs and Patents Act of 1988.

24.   Wiltshire Libraries do not prohibit specific online activities as long as they are not considered to be illegal, offensive, obscene, abusive or troublesome to other computer users. However, users should be aware that risks are attached to some online activities. Online financial transactions are carried out at your own risk and Wiltshire Council does not accept liability in any way for queries, complaints, loss, damage or any claim whatsoever arising from such third party transactions.

Wiltshire Council

Where everybody matters