

Library computer acceptable use policy

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North Somerset Library Service provides access to the Internet and other information technology to support the educational, information and cultural needs of the community.

We encourage you to access legitimate information on the Internet. As the resource may be open to misuse and abuse this policy aims to safeguard our interests, and the community we serve. A short version of this policy appears on the computer screens after you log on. You cannot use the computers without agreeing to our terms and conditions in this policy.

1 The Internet: your responsibility

Information found on the Internet may be inaccurate, out of date, offensive and /or illegal. See Section 5 Prohibited Uses.

North Somerset Council accepts no responsibility for the quality, accuracy or availability of information accessed through the Internet.

It is your responsibility to ensure the accuracy of information you discover, that you are adhering to copyright and all other relevant legislation.

North Somerset Council assumes no liability for any loss, damage or injury, direct or indirect, suffered because of using these computer resources.

2 Access

The library service cannot guarantee that all services and sites available on internet can be accessed from the library on every device.

The library catalogue and North Somerset Council website are accessible without a library card via the library's computers.

Membership

You need to own a library card to use the computers for the internet in North Somerset. Library membership is available to all residents and visitors.

(Residents of: Bath & NE Somerset; Dorset; Poole; South Gloucestershire; Somerset and Bristol will be able to use their local library card.)

Children

Children and Young People aged 0 – 15 will be allowed access to the Internet provided that a parent or guardian agrees.

(Facebook and similar sites are blocked for children under 12)

Charges

The use of computers in North Somerset libraries is free to library members. There is a small charge for printouts.

Daily time limit

To allow as many people as possible the chance to use our facilities computer time is limited to three hours a day. In a few libraries you will be limited to one hour a day. You can use your time in several short sessions in different libraries. (Some libraries have a 30min. only computer as well as ones allowing longer.)

Booking a computer session

Sessions may be booked in advance. One computer will have a large keyboard, trackball. One may have a flatbed scanner and image software. If you are late, your booking will be held for 10 minutes only.

Use of other cards

You must only use your own library membership card. Use of two cards to gain extra time will result in computer access rights being withdrawn.

Please leave your seat at the end of your session so the next user can log on.

Wi-Fi

Free Wi-Fi access is available at all North Somerset libraries. Speak to staff to set up a session of up to three years. (No printing available from Wi-Fi.)

3 Using the computers

Help

Library staff will try where possible to help you. However, staff have other customers to serve and in busy libraries may not have time to give assistance. A folder that gives basic instructions is available and support from computer volunteers at certain times. For free training, including online safety, visit <https://www.learnmyway.com>

Printing

Please check carefully anything before you send it to the printer. You will have to pay for each page printed out. Web pages don't always fit A4!

(Hyperlinks cause printing problems -Please download or cut and paste before printing if possible)

Seating

Only one person may use a computer at a time because of limited space. This may be increased to a maximum of 2 per terminal at the discretion of library staff. A height adjustable desk may be available.

Monitoring

North Somerset Council can monitor access to Internet sites, and any public access to sites contravening this policy (see also Section 5) may be the subject of further action. For this purpose, the Council reserves the right to monitor and log all types of network activity including e-mail.

Logging off

All sessions will end 15 minutes before the library closing time. Remember to save work and log out of web accounts before logging off. Nothing is saved on the computer.

4 Security

Data Privacy

North Somerset Council is registered with the Information Commissioner's Office for the purposes of processing personal data. The information you provide will be held and used in accordance with UK and European data protection law. For further details on how we use your personal information in the delivery of the library service, please read our full privacy notice available at www.n-somerset.gov.uk/privacy . If you have any concerns about how your personal data is handled, please contact the Data Protection Officer at DPO@n-somerset.gov.uk

Filtering and unblocking

Filtering software will be employed for all users of the library's computers and Wi-Fi, in an attempt to screen out offensive and potentially illegal Internet material. (Council policy blocks gambling and payday loan sites)

However, software may eliminate material that is perfectly acceptable. If you are trying to access a site that is blocked by the Council's filtering software then it can be investigated. If it does not

contravene the policy it may be possible to view it. Let a member of staff know your contact details and the exact URL – a response can take up to 10 days.

Parents or guardians must assume responsibility for deciding what library resources are appropriate for their children.

Software and connecting devices

Virus-checking software runs on all computers. Users may not load their own software or connect devices which try to download/upload software to library computer equipment. However, headphones and some USB storage devices may be used depending on compatibility with our hardware. Libraries may have a memory card reader for copying files from cameras and other devices.

Downloading

Copyright applies to material available on the internet. If copyright restrictions allow, you may download files on to USB memory stick, or paper. You will not be able to download software. You must comply with the terms and conditions when using sites the library subscribes to, such as Access to Research.

5 Prohibited Uses

North Somerset Council does not prohibit specific online activities as long as they are not considered to be illegal, offensive, obscene, abusive, extremist, or troublesome to other computer users. The Council is not opposed to satire or controversial thought as such. (But may object to sites whose content would, if circulated, interfere with the freedom of others to a greater extent than acceptable in a democratic society, are defamatory, pornographic etc.) However, users should be aware that risks are attached to some online activities:

- Broadcasting personal or private details over the network may lead to the receiving of unwanted mail or unwanted attention.
- Online financial transactions are increasingly common on the Internet, often conducted safely over secure connections. However, North Somerset Council cannot be held responsible for any losses resulting from sending confidential financial information via the Internet.
- Some online activities (e.g. game playing) can seriously affect the ability of the network to deliver other services. We reserve the right to restrict access to such services.
- Where excessive use of bandwidth by one PC is slowing down the service for all users the session on that PC may be terminated.

Users must not interfere with equipment, attempt to install software, or amend or delete existing software.

6 Penalties for misuse

If you do not follow our acceptable use policy, you risk being banned from using our computers. Unacceptable behaviour or language and breaking our Byelaws may also result in banning.

Verbal warning:

- When we ask you to remove inappropriate images or text from the screen. Because in our judgment, the image or text is displayed in such a way that other library users cannot reasonably avoid viewing it, and it is likely to cause offence.
- When you use someone else's card to access a computer.
- When you are viewing illegal material.
- Your behaviour is contrary to the byelaws (displayed in libraries)

Suspension:

- If our system shows your card has been used by someone else, or your session records visits to websites which are unacceptable, your card will be suspended until we can inform you of the misuse.
- If, having been verbally warned, you continue to misuse our service you will be given a written warning that your computer access will be suspended – normally for a period of one year. Children under 16 will normally be suspended for three months. For children it will be sent to the parent or guarantor.
- Further misuse will result in suspension which a librarian will confirm in writing. You have the right to appeal against our decision in writing to the Libraries Manager- Floor 1 PP18, Town Hall, Walliscote Grove Road, Weston-super-Mare, BS23 1UJ or libraries@n-somerset.gov.uk.

As well as the loss of computer privileges, other disciplinary options may be applied by the Council, including criminal prosecution.

North Somerset Council Library Service is part of LibrariesWest, a consortium of library authorities comprising: Bath & North East Somerset; Bristol; Dorset; Bournemouth Christchurch and Poole; North Somerset; Somerset and South Gloucestershire, and may draw the attention of the other members of LibrariesWest to your conduct. Those authorities may take similar action in regard to access to their Internet facilities.