

## **INTERNET POLICY GUIDELINES**

### **Before you start**

Access to the Internet is available free of charge at all libraries in the borough via PCs provided by the Library Service and Wi-Fi. Library staff will help you to get started and may be able to offer advice. Taster sessions on a variety of topics are available; please ask library staff for details.

*Libraries do not provide formal training courses, and library staff are not able to configure user's own devices to access the public Wi-Fi network.*

### **Acceptable use of Internet Facilities**

By accessing the Internet on a library PC or via Wi-Fi, you agree that you will not access any material which:

- is obscene, racist, defamatory or illegal
- causes harassment or gross offence to others
- would be a breach of copyright

In addition, you are agreeing that you will not interfere in any way with the hardware, software or general operation of the PC.

You also agree that you will pay for all printing at the point it is produced.

Any user must stop any activity if requested to do so by a member of staff

### **Getting started**

To make Internet access as easy as possible for all users, we signpost the major websites for searching, online applications, and email. In addition, the library service subscribes on behalf of users to a selection of online reference sites. You will find links to these sites on the main library catalogue site, accessed when you use a web browser on our PCs, or searchable via Wi-Fi.

All our adult PCs provide lightly filtered access to the web. We offer family-friendly PCs in each library with filtering appropriate to all ages.

Web access is normally available in two-hour slots. Each user is allowed three hours of use per day, and this can be spread over a maximum of four sessions. Library staff can take bookings for you up to one week in advance and it is also possible for users to book themselves in on any PC or via the booking website available remotely. Any PC not currently in use can be booked for immediate use.

### **Acceptable practice**

We accept that there is some material on the web, which some users may find offensive. Our policy on access is informed by the same freedom of information principles which apply to the provision of all library material. We consider that it is in the interests of our users to provide lightly filtered access to the Internet aligned with those principles.

If any user breaks our conditions for using the web, we warn the user to stop. If he or she persists, then we will ask them to leave the PC and we shall record the incident. If the same user re-offends, then future access to the PCs will be denied to that person at all libraries across the borough.

## **PEOPLE'S Network**

### **Access to computers**

Everyone is welcome to use the library computers, which are available free of charge (other than printing costs) at all libraries in the borough. Library staff will help you to get started and may be able to offer advice, however we are unable to offer formal training sessions or individual tuition.

### **Range of services available**

- MS Office applications – Word, Excel, PowerPoint
- Web-based Email
- Online subscription services including Ancestry, PressReader, etc.
- File downloading on to USB memory sticks
- Printing (Black & White and Colour)
- Family-friendly PCs for use by all ages
- Public Wi-Fi

### **Booking a computer**

Computer access is normally available in two-hour slots. Bookings can be made up to one week in advance. Any terminal not currently in use can be booked for immediate use.

- Access to a PC is limited to a maximum of two people at a time
- Young people under the age of 18 will be assigned to a terminal that is filtered.

### **Conditions of use**

By accessing the Internet on a library PC or via library Wi-Fi, you

- agree to follow the Internet policy guidelines
- agree to not to use the Email facility for malicious purposes
- agree not to interfere in any way with the hardware, software or general operation of the PC
- agree to stop any activity if requested to do so by a member of staff