

# Internet Acceptable Use Policy

## North East Lincolnshire Library Service

### Public Internet Acceptable Use Policy

#### Our Commitment

In response to advances in technology and the changing needs of the community, North East Lincolnshire Library Service is pleased to provide Internet access to meet the educational, recreational and cultural needs of the community. Our aim is to widen participation, support lifelong learning, provide information in a wide range of formats and give equal access to all users. We are also committed to an ongoing staff training programme which will respond to the needs of internet users.

#### Our responsibility

We will take measures to protect children accessing the internet. This may include the use of filters and staff supervision. However, parents and guardians should be aware that filters do not provide a totally safe environment and that some sites are unsuitable for children and young people. We do ask therefore that children under 16 get permission from a parent or guardian before they can access the Internet. Parents and Guardians are ultimately responsible for their children's internet activity.

We will take measures to protect against computer viruses by the use of suitable virus checker programmes. However users must be aware that no virus checker provides 100% protection.

As the internet has such a wide coverage and scope we cannot vouch for the nature of, or the accuracy of the information accessed or retrieved. The use of the internet is entirely at your own risk. We cannot be held responsible for problems caused by the nature of the internet, e.g. slow response times, non-availability of certain sites and refunds will not be provided.

#### Conditions of use

##### Who may use the Internet?

Access is available to all library members. If you wish to use the internet and are not yet a member you may be free of charge at the time of booking a machine as long as you provide proof of address. Non-members or visitors to the area can access the internet as long as they produce adequate identification, e.g. Driving Licence or passport.

#### Booking

You may make a booking by phone, or in person. You can book 15 minute or hourly slots, with a maximum of two consecutive sessions. If the demand for PCs is not high at the time, you can extend the 2 hours once they are completed. Due to space restrictions no more than 2 people may use a PC at any one time.

#### Filtering

We reserve the right, where necessary, to use a filtering system. This will be in order to protect younger users from accessing unsuitable sites. This may have an effect on sites that you wish to access, so please ask the staff if you have any difficulties.

#### Downloading

You can download software to floppy discs, (in line with copyright restrictions), but you must not make any changes to the configurations of the PCs or delete any existing files. Any downloads made to the hard disc may be removed at regular intervals when the hard drives are cleaned. You should be aware that the firewall in place to protect the security of the North East Lincolnshire Council Network may interfere with the downloading of some software. We may provide some additional software for downloading, and you can let staff know of any requests, but you should not use your own software programs on public/library PCs.

You may use your own discs providing they have been virus checked.

#### Printing

We would appreciate it if you could complete the printing and saving of files in good time at the end of each session. A charge is made for both black/white and colour printouts. To help us conserve energy and paper please minimise your printing.

#### E mail, Chat Lines and Games

We do not restrict access to e-mail or chat line facilities, although we cannot guarantee the receipt of e-mail messages. We feel that such restrictions would be detrimental to the idea that learning should be encouraged via different routes. The use of such sites supports the recreational needs of the community and encourages the building of IT skills and confidence.

#### Staff

Our staff will try wherever possible to help users in the proper use of the Internet, but as the Internet changes rapidly not all staff members will be able to give complete assistance or carry out searches.

**E-Commerce**

We do not place any restrictions on e-commerce. You should be aware however that the security of the Internet is not guaranteed and we cannot be held responsible for any losses resulting from sending confidential information via the Internet.

**Food/Drinks**

In order to avoid damage to the computers please take care if you take food or drink into the computer area.

**Unacceptable Use / Users**

You must agree that you will not create, access, copy, store, transmit or publish any material which is obscene, racist, defamatory or illegal, causes harassment or gross offence to others, or which acts against North East Lincolnshire Council's Equal Opportunities Policy, (available for viewing in each library). Sites may be deemed offensive that overtly promote racism, prejudice, violence or illegality.

If you find yourself connected accidentally to a site that contains sexually explicit or offensive material, please disconnect from the site immediately, regardless of whether that site had been previously deemed acceptable by any screening or rating programme. Usage may be monitored to ensure compliance.

If you do not adhere to these restrictions you will be given a verbal warning and be asked to leave the PC. If you repeat the offence you will be denied access to all Library PCs for a period of one year.

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