



## **PLYMOUTH CITY COUNCIL**

### **PLYMOUTH LIBRARY SERVICES**

## **Computer Acceptable Use Policy**

*All users of library computers must follow this Acceptable Use Policy.*

### **What services are available?**

We provide access to the World Wide Web, a range of audio, video and other plug-ins, and standard Microsoft Office software. You can use web-based email and we will show you how to set up and manage an email account.

### **Who can use the service?**

Everyone. If you are visiting Plymouth we will give temporary membership.

### **How much does it cost?**

We do not charge for the People's Network service. We do charge for printing. Please remember that all printing is subject to UK copyright law.

### **How long can I use the computers?**

We limit the amount of time you can use the computers each day so that everyone can use them. If you are aged fifteen or over you can have up to two hours a day. If you are aged fourteen or under you can have up to one hour a day. In busy libraries or at busy times lower limits apply to some computers.

### **Can I book a computer in advance?**

Yes. You can book most of our computers up to a week in advance.

### **Do you filter websites?**

Yes. The South West Grid for Learning (SWGfL) provides our Internet connection and we use their filters to reduce the risk of your finding sites which are not appropriate in a public library. These include an 'intolerance' filter which restricts access to sites which promote the more extreme views which adherents feel are part of their faith or belief. These sites express extreme negative views, including what the subject would regard as 'hate', about other equalities groups.

No filtering system can offer a complete guarantee of safety. If you are concerned about accidentally finding inappropriate sites, we recommend that you use those which we have reviewed at **[cyberLibrary.org.uk](http://cyberLibrary.org.uk)**

If you think the SWGfL has filtered a legitimate site, or should filter an inappropriate site, please let us know using a "Filtering Suggestion" form.

### **Can I save my files on the computers?**

Yes. You can save files on your computer while you are using it. At the end of your session all your files will be deleted. You can also save files to USB memory sticks (flash drives) using the USB connections on the monitor, save your files to an online service, or burn files to a CD-R.

### **What about privacy?**

At the end of every session the computer will turn itself off and on again automatically. This resets all changes you have made and deletes any files.

Where we are concerned that you might be breaking this agreement, we may monitor the websites you visit. Our management system records every time you use a computer, and what software you use. We keep this information for statistical purposes and to improve our services to you.

### **What are users responsible for?**

You **must** have your **own** library card and PIN to use library computers. You **must not** borrow someone else's card and PIN or **share** yours with them.

You **must not** do any of the following on library computers. If you do, we will stop you using them:

- Carry out any illegal activities
- Watch television online at the same time, or almost at the same time, as it is broadcast
- View or distribute illegal material, including computer viruses
- Damage or modify the computer, its software or the network
- View images likely to disturb or cause offence to other users
- Use the service when you have overdue items or outstanding charges

If we think that you may have committed a criminal act we will refer the incident to the police and will provide the police with details of your use.

If you use a credit or debit card or carry out any online financial transaction, you do so at your own risk.

### **What is the library responsible for?**

Plymouth City Council has no control over the information provided on the Internet and cannot be held responsible for the accuracy, validity, legality or quality of the information you find there.

Plymouth City Council is not responsible for any loss, damage or injury sustained as a result of using the People's Network services, including any loss resulting from sending confidential information via the Internet or using file storage media such as USB memory sticks or CD-Rs.