

People's Network Use Policy

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The Conditions of Use to which users have to agree each time they log on is a shortened version of this Use Policy. The Conditions of Use are also provided as part 20a of the User Guide.

1. Services available through the People's Network

- Access to the Internet and to web-based email
- MS Office software: Word, Access, Excel, PowerPoint, MS Paint.
- Scanning,
- Printing
- Downloading to CD and some USB devices
- Supernova magnification and text to speech software
- At least one computer in each library with specialist hardware to assist people with disabilities.

You can use your own data storage device which connects through the USB port on a PN computer as long as it does not have its own keyboard or other input device. Therefore items such as digital cameras and USB memory sticks are acceptable but laptops and PDAs are not. We cannot guarantee that any particular device will work with the PN PCs and we will not alter any settings in order to enable it.

2. Who can use the computers

Anyone aged 16 or over can use the People's Network as long as they agree to the comply with the conditions of use at the start of each session.

You can use your own library card number and PIN or People's Network card number and PIN to log on to the computers. If you do not have a card ask library staff, at some libraries you will be given a guest user number.

Parents and carers are responsible for monitoring their children's use of ICT, so we have the following conditions:

- Children and young people aged 9 to 15 inclusive can use a computer independently, provided that a parent or guardian has signed a form giving permission for them to do so and agreeing to the conditions of use on their behalf. Children may be asked to show their card to prove they have permission to use the computers.
- Children aged 8 or under are welcome but can only use a People's Network computer when a parent or carer aged 16 and over is using it with them.

Guidance is available for parents and children on the safe use of the Internet in parts 21 and 22 of the User Guide.

3. What is free and what we charge for

There is no charge for using the People's Network computers. Printing is charged for and we sell CD-Roms for use with the computers. Current charges are displayed in libraries and on the library website, <http://www.hants.gov.uk/library/membership/charges.html>

4. Availability and booking

If there is a computer available you can use it immediately, without booking.

To give as many people as possible the chance to use the computers you can have a single session each day when there is a computer available. If no-one is waiting to use the computers you can extend your session or have a second session on the same day. Further sessions may be available at the discretion of library staff.

Library members can book one session in advance, up to 7 days ahead. A session can be up to 60 minutes long. Please let us know if you will not be using a booked session. If you are late for your booked session the computer

will be kept for you for 10 minutes. After that the computer will be made available to anyone.

Some libraries have certain computers which cannot be booked. Sessions on these computers are shorter, usually 30 or 15 minutes.

The last session of the day ends up to 15 minutes before the library closes.

We aim to always make the service available during library opening hours. However, if technical or other problems arise this may not be possible.

Some libraries have PCs which are designated as “Priority for Children”, usually those in the children’s section of the library. These PCs will not be available for adult use after 3pm, at weekends, during school holidays or when there is a children’s activity in the library. At other times, if there are other PCs available in the library adults will be expected to use them.

5. Internet Access

The Internet offers access to a global wealth of information but it is unregulated. Hampshire County Council cannot accept responsibility for the accuracy, quality, availability or appropriateness of the resources found by users. Access to the Internet is at the users’ own risk. It may sometimes be possible for other users to view and access sites you have been using.

Provision of the Internet on the People’s Network computers is filtered to block access to offensive sites. However, this cannot guarantee the complete exclusion of undesirable material. Different levels of filtering are automatically applied according to the age group of the user, which is identified when you log on.

- For users aged 16 and over a low level of filtering is applied, the same level that is applied to Hampshire County Council staff. This includes access to chat rooms which do not require special software. Please bear this in mind if you are a parent or carer using the Internet with a child.
- For children and young people aged 9 to 15 the Hampshire Schools level of filtering is applied. This includes access only to fully moderated chat rooms which do not require special software.

For more information, see Part 16 of the User Guide.

Hampshire County Council reserves the right to monitor the use of these computers including email and internet communications and to access or

intercept data in line with the conditions set out in the 'privacy and security' section of the full People's Network Use Policy.

When you are using the People's Network please be aware that you are in a public place and therefore it may not be appropriate to view some websites or communications.

You must not use the People's Network computers to watch live television broadcasts.

6. Misuse

You must abide by all current relevant legislation, including copyright legislation.

You must not:

- access, download, send or publish material which is obscene, indecent, offensive or menacing
- attempt to break into any Internet site which you are not authorised to access
- tamper with the hardware or alter the software, security systems or set up of the computers
- use another person's details to log on

Any such use will result in you being denied access to the People's Network computers in any Hampshire County Library and may result in prosecution.

Please be aware that library staff can end your session immediately if they deem you to have infringed any of these regulations.

Relevant legislation includes but is not limited to:

Obscene Publications Acts 1959 (and 1964). These define as obscene material whose effect is "such as to deprave and corrupt persons who are likely.....to read, see or hear the matter contained or embodied in it"

Computer Misuse Act 1990

Copyright, Designs and Patents Act 1988

Criminal Justice and Public Order Act 1994

Data Protection Act 1998

Regulation of Investigatory Powers Act 2000

Telecommunications Act 1984

Defamation Act 1996

Disability Discrimination Act 1995

Race Relations Act 1976

Sex Discrimination Act 1975

7. Copying, saving and printing information

You can save work produced on the computers or downloaded from the Internet onto a CD-Rom or certain types of USB device.

You are responsible for your documents and data. We recommend you delete anything created and temporarily stored on the computer before logging out. If you leave them on the computer other library users or staff may view and delete them. Any data stored on the computer will normally be erased at the end of your session but technical problems may sometimes prevent this. We recommend that you save your work every 10 minutes and print or copy to CD

or USB storage at least 10 minutes before the end of your session. Any loss of data is not the responsibility of library staff.

For more information see parts 6 and 7 of the User Guide.

You are responsible for complying with copyright legislation. Remember that most data, images, music and media files on the internet are subject to copyright and should not be downloaded or copied without permission from the copyright holder. Please ask staff if you need further information.

The current charges for printing and purchase of CDs are displayed in libraries and on the library website:

<http://www.hants.gov.uk/library/membership/charges.html>

8. Privacy and security

The County Council reserves the right to monitor the use of email and Internet communications and where necessary data may be accessed or intercepted in the following circumstances:

- To ensure that the security of the County Council's computer hardware, software, networks or systems are not compromised;
- To prevent or detect crime or unauthorised use of the County Councils computer hardware, software, networks or systems;

The County Council respects the right of individuals to privacy of communications. At the same time it has a duty to protect the interests of itself and others against unlawful use of its computer facilities. To balance these needs, interception of personal and private communications will not normally take place unless grounds exist to show evidence of some crime or other unlawful or unauthorised use.

Access to personal and private communications will only take place in line with legislation governing interception of electronic communications. Such access will only be authorised following an assessment to determine what, if any, access or interception is justified.

Data Protection Act 1998. Hampshire County Council works according to the requirements of the Act and the personal details you provide will be held on a computer. Your information will only be used by library staff for the purpose of providing you with access to the People's Network and will not be passed to other organizations unless we are legally required to do so.

The Internet is not a secure medium. We advise you not to send personal, confidential or sensitive information in an email or over the Internet. You can use the computers to order goods and services at your own risk. Hampshire County Council will not be liable in any way for queries, complaints, loss, damage or any claim whatsoever arising from third party transactions.

As you are in a public place other people may be able to see what you are doing and could take note of any information you enter, such as an address or bank details. We advise that you consider the confidentiality of what you wish to do before you make use of the computers. Do not use any 'remember me' features on websites but do make use of any 'enhance security' features when signing into sites.

Please ensure you log out of any websites you have been using and log off completely when you finish your session. This will help to ensure that the next user does not have access to any work or searches you have done or emails you may have sent.

If you receive a computer virus or similar warning, inform a member of staff immediately. Library computers are equipped with virus protection software but Hampshire County Council cannot accept responsibility for any computer viruses contracted or for any subsequent damage to the user's home PCs caused by such viruses.

For more information on safe use of the Internet, see Part 2 of the User Guide.

9. Help and support

Where possible library staff will try to help you use the computers. The support that we can offer at any one time depends on the resources and staff available and is at the discretion of library staff.

Please be aware that staff have to balance the needs of users of all areas of the library service. Therefore, it is not possible to give the same level of help at all times or at all branches.

Staff will be able to tell you where computer training is available locally and suggest books to help you.

Specific areas where we will offer assistance whenever possible are:

General

- logging on and finding the software you want to use
- simple printing
- simple scanning
- simple copying to CD

Internet

- finding an online training package (BBC Webwise or similar)
- simple information searching
- simple downloading

Email

- logging in to an existing web-based email account
- entering an email address

MS Office software (Word for word processing, Excel for spreadsheets, Access for databases, PowerPoint for preparing presentations)

- opening and closing a file
- saving a file

Instructions for some common tasks are available as part of the User Guide. The written versions should be near the computers, please ask staff if you cannot see them.

10. Safe use of computers

For your safety and comfort we recommend you follow the guidelines set out in *Part 13 of the User Guide*. These are taken from the Health and Safety Executive's guidance "Working with VDUs", revised 2003.

The key points are

- Adjust your chair, screen, keyboard and mouse to find the most comfortable position for your work.
- Tilt or twist the screen so there is no glare from lights.
- Try to keep your wrists straight when using the keyboard and support your forearm on the desk when using the mouse.
- Do not sit in the same position for long periods and look away from the screen regularly to vary the focus of your eyes.
- If you are using a computer for more than an hour take short regular breaks.

Please ask the staff if:

- You cannot avoid glare on the screen
- The screen flickers or the characters move
- You need to know how to enlarge the text so that you can read it easily from a normal sitting position
- You notice any hazards such as trailing wires

11. Comments, suggestions and complaints

If you have any comments, suggestions or complaints about this service, we would like to hear them. Please speak to staff or fill in a suggestions form, which is available in libraries and on the library website.