

Access to the Internet and Computer Services via the People's Network and WiFi-enabled devices at Oldham's Libraries

1.0 Scope

This policy applies to all users of public computers and internet-provided services within Oldham's Library Service. This document represents all twelve of Oldham's libraries in the borough and also the wireless facilities provided therein

2.0 Purpose

The objectives of this policy are to:

Ensure efficient and effective management of public computers and internet services at Oldham Library Libraries

Inform library users of the terms and conditions of use for accessing public computers, internet services and Wi-Fi within library buildings/shared buildings.

3.0 Definitions

To assist in interpretation the following definitions shall apply:

Internet services shall mean internet access available via the public computers and wireless internet.

Library shall mean a Library belonging to, or under the control or management of, Oldham Library and includes all library locations.

Member shall mean any user who has fulfilled the requirements for membership of the Library and has a current membership card.

Oldham Library shall mean Oldham Council.

Offensive material may include, but is not limited to, images or text containing nudity, obscenity, or graphic violence.

Customer shall mean any person, whether or not a member, who visits a Library for the purpose of using Library resources and/or facilities.

Visitors shall mean any user, who is not a library member.

4.0 Background

This policy outlines the requirements for access to Oldham Library Libraries' public computer and Internet services.

5.0 Policy Statement

5.1 Responsibility of the Library

Library Services staff have the responsibility of implementing this policy consistently across all library branches.

5.2 Terms and Conditions

The Public Internet and Computer Use Policy is subject to revision.

Customers who do not agree to these terms and conditions will not be permitted to use the computers in the libraries or wireless facilities provided therein.

Customers are required to accept the terms and conditions when logging in to a public computer and internet services.

5.3 General Booking Conditions

Users must be current members of Oldham Library and have their card or stored card details when using the computers and/or wifi facilities.

Library membership is not transferable. Only the registered library member can access Oldham Library public computers and internet services. Access cannot be granted by one library member to another.

Public computer bookings are free for library members and sessions may be extended dependent on demand. Multiple sessions are allowed during a one-day period but members may need to ask a library member of staff to be able to log on and this also is dependent on demand.

Oldham Library does not allow 'Guest' account access. Anybody using the computers and/or Wi-Fi provided will be required to join the library service as a member.

When accessing audio, headphones must be used for private listening.

Users agree to comply with all copyright laws and any applicable legislation.

Library staff will provide assistance to users where able, regarding applications, but this can only be offered depending on demand.

As a user of the people's network, you are allowed to bring your own USB-memory devices, though they must be free of viruses. The library takes no responsibility for the loss of data or corruption of files on storage devices.

All People's Network computers have 'Deep Freeze' locally installed. This means that at the end of each computer session, the computer is rebooted and any information saved, as part of that session, will be removed and rendered irretrievable.

5.4 Bookings via Self- Serve Computer Booking Systems

Computers are accessible within the library using the individual user's library card number and PIN number.

Advance bookings are made using the web -based PC Booking module on the library page or in-house with the user's library card number and 4-digit PIN.

Bookings made via the Computer Booking System will be held for 10 minutes after the start time. The time is defined by the computer clock. The booking will lapse if the session is not logged on within these 10 minutes.

Public computers are available to be booked until 5 minutes before library closing time when computers will automatically shut down.

Charges apply for printing. The user's library card and 4-digit PIN; or a Guest Code for non-members is required for self-serve printing at specific branches. Direct payment to library staff applies at all other branches.

Print jobs can be sent to library printers from personal computers via ICAM

Print jobs expire in 24 hours and automatically delete

Warnings are provided at 10 minutes and 1 minute prior to the booking expiry.

5.5 Users of Wireless Services

Oldham Library provides users access to free Wi-Fi at all branches during opening hours.

Ensure equitable access to all users, download limits apply and access to specific sites may be restricted. This includes, but is not limited to, content streaming sites.

Television - streaming is permitted on personal devices only when the user holds a TV licence. Devices must not be plugged in while streaming television shown on terrestrial channels (which includes the BBC, but also ITV, Channel 4 and Channel 5) and BBC iPlayer.

Wireless users can access power in designated library areas.

5.6 Display of Offensive Material or Images and Other Legal Conditions

Displaying or printing offensive material is not permitted. Customers must not send, receive or display offensive text or graphics: – Inappropriate use will be referred to Principal Library Officer, Oldham Library Services who may see fit to share said information to partner agencies such as, but not exclusively limited to, Social Services, Oldham Council's Safeguarding Service or the Police. Records of PC bookings are maintained for a 24-month period.

Library users must respect the privacy of all users and not deliberately access any other user's information, including printed documents.

Public computers must not be used for unlawful purposes. Users using a computer for unlawful purposes will be reported to the relevant authorities and asked to leave the library.

Television - Oldham Libraries do not allow any streaming on library devices. This includes anything shown on the terrestrial channels (which includes the BBC, but also ITV, Channel 4 and Channel 5) and BBC iPlayer.

Oldham Library uses Smoothwall to filter internet access. Web filtering programs screen incoming web pages to determine if the page should be displayed to the user. Filtering has limitations; therefore users must ensure material accessed does not breach this policy but if anything they deem unacceptable is accessible then they must inform a library employee.

5.7 Parental Responsibility

All young people aged 12 years and under must be supervised by a parent or guardian when using public computers and internet services;

Parents and guardians are encouraged to work with their children and help select resources consistent with their family's boundaries and values accessible via the internet;

Parents and guardians have the option of requesting their child's computer access be disabled

5.8 Penalties for Breach of Policies

If you breach any of the guidelines set out in this document Oldham Library reserves the right to revoke access for as long as is necessary, dependent on the severity of the transgression.

If you are subject to a banning order then you will be banned from using Wi-Fi and computers at all of Oldham's libraries. If banned, you will receive a letter outlining why you have been banned and when your ban will expire.

Oldham Library reserves the right to change the policies relating to the use of Oldham Library's public computers and internet services at any time without notice.

Oldham Library monitors activity on its computer equipment for statistical purposes. This does not include the collection and storage of personal information.

5.9 Technical and General Conditions

Oldham Library is not responsible for any loss or damage occurring from the use of public computers, including accuracy or content of web sites, technical difficulties, service interruptions and/or the transmission of computer viruses.

Altering, destroying or damaging equipment, software or data belonging to the library or tampering with local or remote computer files is not permitted.

Users must not attempt to make changes to the setup or configuration of the computers, including loading software applications and games.

Oldham Library runs anti-virus software. If a virus is identified, then the software will attempt to clean the infected files. The library accepts no responsibility for any damage or corruption to computer files or portable storage devices caused as a result of downloaded viruses or other software.

5.10 Disclaimer

Oldham Library does not guarantee the authority or accuracy of any information found on the Internet. Library users are responsible for verifying the accuracy of material.

Oldham Library does not guarantee availability of the internet or any sites at any time. The library is not liable for technical difficulties, loss of data resulting from delays, non-delivery or service disruptions.

Oldham Library cannot guarantee privacy during or after use of the computers. Public computers are on a public network, therefore guarantees cannot be made concerning the privacy or security of information accessed.

Users must end each session to help protect user privacy and make sure that they log out of all personally accessed accounts such as email or social media platforms. Following this procedure will help minimise the possibility of any personal user accounts being compromised or any data held within them.

Oldham Library is not liable for the defamatory, offensive or illegal conduct of any user of the computer facilities.

Security measures on the network may prevent some attachments downloading.

Firewalls may prevent access to certain websites. If you disagree with the blocking of any of websites that you wish to access then please speak to a library colleague or submit a complaint to the Corporate Complaints Team via 0161 770 8000 or using the following hyperlink;

https://www.oldham.gov.uk/info/200143/complaints_and_feedback/630/complaints_or_feedback_about_the_council/1

6.11 Complaints

Any complaint or appeal will be dealt with in the first instance by the Library Assistant or Senior Library Assistant present.

Complaints or appeals that cannot be resolved at this level will be referred to the Senior Library Officer responsible for Corporate Feedback and, if still unresolved, onto the Corporate Complaints Team.

If the customer remains unsatisfied, they may telephone the Local Government Ombudsman via 0300 061 0614 or online using the complaint form located on the following page; www.lgo.org.uk

7.0 Removal of Customer Account and its related Information

As a customer of Oldham Library Service you have the right to have your user account removed and your internet history will then be anonymised. You can make this request either in person, via telephone using 0161 770 8000 or via email. Oldham Council reserves the right to retain this information for a period of 24 months upon which your computer activity will be anonymised along with information that was retained on the library management system.

8.0 Review of Policy

This policy will be reviewed when any of the following occur:

1. The related documents are amended or replaced.
2. Other circumstances as determined from time to time by a resolution of Council

Notwithstanding the above, this policy is to be reviewed at intervals of no more than three (3) years.

