

Hampshire Library Public Computers Conditions of Use and Policy

These Conditions of Use summarise the full Use Policy (see [Full Use Policy section](#)). Information about website filtering can be found under the [Filtering](#) section.

Condition for use

This policy applies to all users of the public computers, including members of the public and staff. By using the public computers within Hampshire Libraries, you agree to the following conditions of use:

Age Restrictions

Anyone aged 16 or over can use the public computers if they agree to comply with the conditions of use at the start of each session. However, children:

- **Ages 7 and under:** Can use a computer only when accompanied by a parent or carer aged 16 or over.
- **Ages 8 to 15:** Can use a computer if a parent or guardian has completed a permission form.

Legal Compliance

- You must abide by all current relevant legislation including copyright legislation
- You must only access services you are legally entitled to use.

Prohibited Actions

You must not:

- access, download, send or publish material that is obscene, indecent, offensive or menacing
- attempt to break into any system that you are not authorised to access
- tamper with the hardware, software, security systems or set-up of the computers

Hampshire Libraries do not hold TV Licences. Watching or recording live TV or streaming BBC iPlayer on library computers is a criminal offence unless you have a valid TV licence. You may use your own device only if it runs on battery power (not plugged in), and you have a valid TV Licence at your home address.

Violating these rules may result in you being denied access to public computers in any Hampshire library and may result in prosecution.

Data Responsibility

- You are responsible for your own documents and data.
- Any data stored on the computer will normally be erased at the end of your session. If you have any concerns around your data being retained, we recommend you delete any of your data temporarily stored on the computer before you log out.
- If you leave documents and/or data on the computer other library users or staff may view and delete them.
- Any loss of data is not the responsibility of Hampshire County Council or library staff.
- USB equipment is used at your own risk.
- You must not leave the computer unattended during your session.
- You must log out of the computer at the end of your session.

Internet Access

- Access to the Internet is at the user's own risk. Hampshire County Council is not responsible for the accuracy, quality, or availability of information or appropriateness of resources accessed via the internet.
- Hampshire County Council does not guarantee the speed or bandwidth of the service and cannot ensure its suitability for streaming media.
- Websites accessed through public computers are filtered but we cannot guarantee the complete exclusion of undesirable material. Some websites are not appropriate to view in public locations. As the Internet is not a secure medium, we advise that you do not supply personal, confidential or sensitive information while online.
- Public computers can be used to order goods and services but any loss or theft that you may suffer as a consequence of the transaction(s) will be at your own risk. Hampshire County Council will not be liable to you for any loss, damage or any direct or indirect claims whatsoever arising in statute, contract or negligence from the use of our computer facilities.

Privacy, monitoring and security

Hampshire County Council reserves the right to monitor email and Internet use. Data may be accessed or intercepted to:

- Ensure the security of the Council's computer systems.
- Prevent or detect crime or unauthorised use.

While respecting individuals' privacy, the Council has a duty to protect its interests and those of others against unlawful use. Interception of personal communications will only occur if there is evidence of crime or unauthorised use, and will be conducted in line with relevant legislation.

Usage and Time

To ensure minimal disruption to other users, public computer terminals are for individual use only. Shared use is permitted only when supervising a child or receiving support from staff or authorised personnel.

- To ensure fair access for everyone, you can use a computer for up to 2 hours each day, depending on availability.
- If you need more time, additional sessions might be possible based on local conditions. Please speak to a member of staff.
- If a session remains inactive for 15 minutes, it will be automatically terminated.

Help and Support

Library staff will try to assist you with using the computers, depending on available resources and staff discretion. Support levels may vary across libraries. We can also advise on local computer training and suggest helpful books.

Please report any suspicious activity to a member of staff.

Useful Websites

- [Hampshire Library Service – Library Computers](#)
- [Safe internet use](#)
- [Device safety](#)
- [Learning Disabilities and Autism Internet Safety Guide](#)
- [Child Exploitation and Online Protection Centre \(CEOP\)](#)

Relevant legislation

<u>General Data Protection Regulation 2016</u>	<u>Freedom of Information Act 2000</u>
<u>Data Protection Act 2018 (DPA)</u>	<u>Regulation of Investigatory Powers Act 2000</u>
<u>Computer Misuse Act 1990</u>	<u>Copyright, Designs and Patents Act 1998</u>

Public Computers Conditions of Use and Policy

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1. Services available through public computers

- Access to the Internet and to web-based email.
- Free online version of Microsoft 365 (Word for the web)- Word, Access, Excel, PowerPoint (customer sign up is required)
- Free online version of Google suite (customer sign up is required)
- Scanning
- Printing
- Downloading to USB

You can use your own USB data storage device on the public computers. Devices with a keyboard or other input device cannot be used. Items such as digital cameras and USB memory sticks will work, but Laptops and mobile devices will not. We cannot guarantee that any device will work with the PCs and we will not alter any settings to enable it. USB equipment is connected at your own risk.

2. Who can use the computers

Anyone aged 16 or over can use the public computers as long as they agree to comply with the conditions of use at the start of each session.

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

- Children and young people aged 8 to 15 inclusive may use a computer independently, provided that a parent or guardian has given consent. The consent will be recorded by staff in branch using the library's online consent form, and the parent or guardian will need to agree to the conditions of use on the child's behalf.
- Children may be asked to show their card to prove they have permission to use the computers. If they are unable to confirm they have permission, then they will be asked to end their session.
- Children aged 7 or under are welcome to use a computer when a parent or guardian aged 16 and over is using it with them and will require a permission form from their parent or guardian.

Social Media sites are not filtered.

Guidance is available for parents and children on the safe use of the Internet.

To ensure minimal disruption to other users, public computer terminals are for individual use only. Shared use is permitted only when supervising a child or receiving support from staff or authorised personnel.

3. Charges

There is no charge for using the public computers. [Printing charges and fees can be found here.](#)

4. Availability and booking

Computer sessions cannot be booked or reserved. Access is offered on a first-come, first served basis.

Computers can be used for up to 2 hours each day, depending on availability. If a session remains inactive for 15 minutes, it will be automatically terminated. Sessions cannot be locked and must be ended before stepping away from the PC.

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 computers located in children's areas that should be prioritised for children's use. Adults may use these PCs; however, priority will always be given to children, and adults may be asked to move if a child needs access.

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 user's 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 public computers is filtered to block access to offensive sites. However, this cannot guarantee the complete exclusion of undesirable material.

Hampshire County Council reserves the right to monitor email and Internet use. Data may be accessed or intercepted to ensure the security of the Council's computer systems and to prevent or detect crime or unauthorised use. While respecting individuals' privacy, the Council has a duty to protect its interests and those of others against unlawful use. Interception of personal communications will only occur if there is evidence of crime or unauthorised use and will be conducted in line with relevant legislation.

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

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

Hampshire Libraries do not hold TV Licences. Watching or recording live TV or streaming BBC iPlayer on library computers is a criminal offence unless you have a valid TV licence. You may use your own device only if it runs on battery power (not plugged in), and you have a valid TV Licence at your home address.

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

Please be aware that library staff can ask you to end a 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

7. Copying, saving and printing information

You are responsible for your own documents and data. Any data stored on the computer will normally be erased at the end of your session, we recommend you delete any of your data temporarily stored on the computer before you log out. If you leave documents and/or data on the computer other library users or staff may view and delete them.

We recommend that you save your work every 10 minutes and either print or copy to USB storage at least 10 minutes before the end of your session. Any loss of data is not the responsibility of library staff. USB equipment is connected at your own risk.

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.

The current charges for printing are displayed in libraries and on the library website.

8. Privacy, Monitoring and Security

Hampshire County Council reserves the right to monitor email and Internet use. Data may be accessed or intercepted to:

- Ensure the security of the Council's computer systems.
- Prevent or detect crime or unauthorised use.

While respecting individuals' privacy, the Council has a duty to protect its interests and those of others against unlawful use. Interception of personal communications will only occur if there is evidence of crime or unauthorised use and will be conducted in line with relevant legislation.

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 but any loss or theft that you may suffer as a consequence of the transaction(s) will be at your own risk.

Hampshire County Council will not be liable to you for any loss, damage or any direct or indirect claims whatsoever arising in statute, contract or negligence from the use of our computer facilities.

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 of websites. We advise the 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. 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.

9. Help and support

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

Please be aware that staff must balance the needs of users of all areas of the library service. Therefore, it is not possible to always give the same level of help at all libraries.

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:

- logging on and finding the software you want to use
- simple printing
- simple scanning
- simple copying to USB
- finding an online training package (BBC Webwise or similar)
- simple information searching
- simple downloading
- logging in to an existing web-based email account
- entering an email address
- Free Microsoft 365 Online (Word for word processing, Excel for spreadsheets)
- opening and closing a file
- saving a file
- Staff cannot assist with password resets.

10. Websites filtering policies

Please ask staff if you need help.

Hampshire County Council's policy for public access to the internet is to protect adults and children from accessing web sites which include material considered unsuitable for general viewing. To do this it uses filtering software.

We cannot guarantee the complete exclusion of undesirable material.

If a website, you wish to view is blocked by the filtering system a full-page notice will appear telling you that the "requested page is unavailable" If this page does not appear then the site is not blocked by the filtering system, although there may be

other reasons why you cannot access it, such as lack of the necessary software or a conflict with the security measures in place on the public computer terminals.

Blocked Content Categories

Malicious Outbound Data / Botnets	Pornography
Adult / Mature Content	Potentially Unwanted Software
Child Pornography	Proxy Avoidance
Extreme	Remote Access Tools
Gambling	Scam / Questionable / Illegal
Hacking	Spam
Illegal Drugs	Suspicious**
Malicious Sources	Violence / Hate / Racism
Peer-to-Peer (P2P)	Weapons
Phishing	

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 [contact us online via this form](#) .

APPENDIX A

Useful websites

- [Hampshire Library Service – Library Computers](#)
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