



HAMPSHIRE LIBRARY SERVICE

Go Online Library Computers Conditions of Use

These conditions of use are a shortened version of the use policy which can be found on page 2. For details of our website Filtering see page 8

By using a Go Online computer within Hampshire Libraries, you agree to the following conditions of use. You must also 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 system which you are not authorised to access
- tamper with the hardware, software, security systems or set up of the computers
- use another person's details to log onto Go Online

Any such use will result in you being denied access to Go Online in any Hampshire library and may result in prosecution.

You are responsible for your own documents and data. We recommend you delete any of your data temporarily stored on the computer before you log out. Although any data stored on the computer will normally be erased at the end of your session, technical problems may mean that other library users and staff can view and delete your data. Any loss of data is not the responsibility of library staff. USB equipment is used at your own risk.

Access to the Internet is at the user's own risk. Hampshire County Council is not responsible for the accuracy, quality, availability of information or appropriateness of resources accessed via the internet. Websites accessed through Go Online 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 you do not supply personal, confidential or sensitive information while online.

Go Online 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.

Hampshire County Council reserves the right to monitor and record the use of its computers including email and internet communications and to access or intercept data.

All Hampshire library members can use the Go Online computers for up to two hours each day if one is available. Further sessions may be available depending on local circumstances.

Children aged 7 and under are welcome but can only use a computer when a parent or carer aged over 16 is using it with them.

Children aged 8 to 15 inclusive can use a computer if a parent or guardian has completed the appropriate form giving permission.

Social Media sites are not filtered for children aged 12 or over.

Help and Support

Please ask the staff for help but note that the level of support depends on the availability, knowledge and discretion of library staff on duty.



Go Online Public Computers Use Policy

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1. Services available through Go Online

- Access to the Internet and to web-based email
- Microsoft Office software: Word, Access, Excel, PowerPoint, MS Paint.
- Scanning
- Printing
- Downloading to USB

Large keyboard and track ball mouse available in all libraries

You can use your own USB data storage device on Go Online 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 are not. We cannot guarantee that any particular device will work with the PCs and we will not alter any settings in order 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 Go Online PCs 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



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to log on to the computers. If you do not have a card ask library staff how you can log on.

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 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 7 or under are welcome to use a computer when a parent or carer aged 16 and over is using it with them

Social Media sites are not filtered for children aged 12 or over.

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

3. Charges

There is no charge for using the Go Online computers.

A4 printing is charged at 10p for black and white and 40p for colour.

A3 printing is charged at 20p for black and white and 80p for colour.

4. Availability and booking

Available computers can be used immediately, without booking.

Computers can be used for two sessions of 2 hours in one day.

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.

Library members can book a session in advance, up to 7 days ahead. Computers will be held for 10 minutes from the start time of the booking. After 10 minutes the computer will be made available for general use.

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

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.



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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 Go Online 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.
- For children and young people aged 8 to 15 the Hampshire Schools level of filtering is applied.
- Social Media sites are not filtered for children aged 12 or over.

Hampshire County Council reserves the right to monitor the use of public 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 this policy.

When you are using the Go Online 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 registration.

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 Go Online 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.



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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 Telecommunications Act 1984
- Copyright, Designs and Patents Act 1988 Defamation Act 1996
- Criminal Justice and Public Order Act 1994 Disability Discrimination Act 1995
- Data Protection Act 1998 Race Relations Act 1976
- Regulation of Investigatory Powers Act 2000 Sex Discrimination Act 1975

7. Copying, saving and printing information

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 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. Please ask staff if you need further information.

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

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 Council’s 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



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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.

UK Data Protection Legislation.

Your personal data will only be used to provide access to the Go Online computers, and will not be passed to other organisations unless we are legally required to do so.

Your data will be retained for a maximum period of 7 years.

The legal basis for our use of this information is Performance of a Public Interest task.

You have some legal rights in respect of the personal information we collect from you. Please see our website Data Protection page for further details: www.hants.gov.uk/dataprotection

You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk.

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the Information Commissioner's Office at <https://ico.org.uk/concerns/>

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. Library computers are equipped with

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virus protection software but Hampshire County Council cannot accept responsibility for any computer viruses contracted or for any subsequent damage to the users 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 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 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:

General

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

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,
- opening and closing a file
- saving a file

10. 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.

11. Filtering of internet sites

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. Different levels of filtering are automatically applied according to the age group of the user, which is identified by the system when people log on. For users aged 16 and over a basic level of filtering is applied - the same that is applied to Hampshire County Council staff.

For young people aged 12 to 15 an equivalent to the Hampshire Secondary Schools level of filtering is applied, but with social networking and chat sites allowed.

For children aged under 12 an equivalent to the Hampshire Primary Schools level of filtering is applied. On this filtering any sites with a 'chat' or social networking element are blocked.

This includes sites such as Facebook, as well as a number of games sites.

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" (see example below). 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 Go Online terminals.



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We operate three levels of filtering on Hampshire Libraries public computers and WiFi. These filter levels are Adult, Teen and Child

Blocked on Adult filter level	
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	

The teen level filter blocks all items from the adult level plus these additional items.

Additional items blocked on Teen filter level	
Alcohol	Intimate Apparel/Swimsuit
Tobacco	Personals / Dating

The child level filter blocks all items from the adult and teen levels plus these additional items.

Additional items blocked on Child filter level	
Alternative Sexuality / Lifestyles	Alternative Spirituality / Belief
Chat / Instant Messaging	LGBT
Nudity	Open / Mixed Content
Sex Education	Social Networking

**Sites considered to have suspicious content and/or intent that poses an elevated security or privacy risk.

For the full list of categories see the Blue Coat website:

<http://sitereview.bluecoat.com/sitereview.jsp>

If you find a site which you think has been wrongly categorised please speak to staff, or report it via the library feedback form. Your request will be passed to the IT department for investigation.

www.hants.gov.uk/library