Information & Regulations of Use
The People's Network in North Tyneside Libraries

Acceptable Use of Public PCs in Libraries

PCs are available for use in all libraries, free to library members and visitors. Word processing, spreadsheets, databases, desk-top publishing software are provided, as well as access to the Internet.

You are responsible for all use made of your library card!

Internet
- North Tyneside Libraries cannot accept responsibility for the accuracy, quality, or authority of any information you may access through the Internet.
- Filtering software is used to prevent access to information that is offensive, defamatory, or of questionable legality. However, no filtering is completely effective. It is therefore your responsibility to comply with any legislation which precludes the transmission of material on the grounds of its being indecent, obscene, or menacing in character, or by being a breach of copyright.

Children
- Children under the age of 16 will be allowed to use PCs and access the Internet with the written approval of a parent or carer. Children, under the age of 8, must be accompanied by an adult at all times.
- Parents or carers are responsible for the use made of the PCs by anyone under the age of 16.

Misuse
- Contravention of this policy or misuse of the facilities may lead to withdrawal of access to computer or other library services.

3. How much does it cost?
- PC use in North Tyneside Libraries is free of charge to individual library members. There may be a charge for group use.
- You will be charged for every page you print. Colour printing will cost more than black and white. Please refer to the current list of charges.

4. What about dangerous, obscene, or offensive material?
- Filtering software is used for access to the Internet, but this cannot guarantee complete exclusion of undesirable material. Alternatively, filtering may also result in legitimate information being blocked.

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- Retrieval of information which may be deemed obscene, racist, defamatory, or illegal, which causes offence to others, is not permitted. The police may be informed and you may be liable to prosecution.
- If you break these conditions, you may be prevented from using the PC and the incident may be recorded. If you re-offend, no further use of PCs will be allowed.
- All computer use can be monitored, and will be monitored if inappropriate use is suspected. This information may be used to prevent persistent unacceptable use.
- At the start of each session, you will be required to confirm that you comply with these regulations, and will be held responsible for use of that PC until you log off.

Regulations for the Use of Public PCs in libraries

1. Who can use the PCs?
- Access is available to all library members.
- Library members under the age of 16 need written permission from a parent or carer to use PCs, and children under 8 must be accompanied by an adult.
- Non library members may request access.
- All library members and non library members must sign to confirm they agree to abide by the Policy for the Acceptable Use of Public PCs.
- You must not allow another person to use your library ticket and PIN to gain access.

2. For how long?
- Sessions are bookable in hourly blocks. Depending on the opening hours of the library, and the number of PCs available, up to one hour may be booked at a time.
- There may be a limit to the number of sessions that may be booked by an individual in any calendar week.
- Subject to availability, there may be PCs available for casual, unbooked use.
- Sessions may be booked up to fourteen days in advance, by telephone, e-mail, or in person.
- If you are late for your booked session, ten minutes grace will be allowed. After that, the session may be offered to anyone wanting access.
- If a booked PC is left unattended for more than ten minutes, the remainder of the session may be offered to anyone wanting access.
- All sessions end 15 minutes before the closing time of the library.

5. What about copying information?
- You may copy information onto external storage, as long as you comply with these regulations.
- Viruses are a serious problem. Downloading material from an unknown source is the most common way of passing on viruses. If you download an infected file you will be responsible for any damage caused.
  - Breach of copyright is illegal.

6. What about e-mail?

• You can use one of the free web-based services to send or receive e-mails. Self-help guides are available.

7. What about privacy?

Important! The Internet is **not** a secure medium.

• Do not send personal, confidential, or sensitive information via the Internet or e-mail. North Tyneside Council does not accept any responsibility for losses or problems caused by your sending confidential information over the Internet.

• Any financial transactions you undertake via the Internet using library facilities are entirely your own responsibility. North Tyneside Council cannot accept any liability if you have problems.

• Be careful not to leave personal information displayed when you leave the PC.

8. Are there any other restrictions?

• Transferring files using the ftp protocol, or logging onto remote computers using the telnet protocol is not allowed.

• To avoid annoyance to others, no more than 2 people at a time are allowed at a PC.

• You cannot load software or plug hardware into a library PC.

• To prevent annoyance to others, sound from the PCs is restricted. If you have a particular need, please ask a member of staff.

• Library members who owe fines or other charges may not be permitted to use PCs until outstanding accounts are settled in line with current library practice.

• Anyone interfering with the equipment or software, or causing a nuisance to others will be prevented from using the PCs, and may also be prevented from using other library services.

9. Is help available?

• There are various self-help guides available, on screen, to the software and to the use of the Internet.

• If you experience difficulties, staff may be able to help.

• Introductory sessions on how to use PCs, software, and the Internet are run by a number of agencies. Sessions may have to be booked in advance.

10. Is there anything else I should know?

• If you have any comments or queries about the use of PCs in libraries we will be delighted to hear from you – either talk to the staff or fill in the comments form available in the library.

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