

## Library Computer, Internet and Wi-Fi Policy

Wakefield Libraries and Information Services provide access to computers, the internet and other technology to support the educational, recreational and cultural needs and development of the community. By using the computers, internet and/or Wi-Fi services Wakefield Libraries provide, users are agreeing to the terms and conditions set out within this policy.

**Please note** when you logon a page appears saying there is a problem with the website's security certificate..... Select "Continue to this website (not recommended)".

- Wakefield Libraries and Information services is not liable for any injury, loss or damage to users and personal property which may arise, directly, or indirectly, from any use of the desktop, internet facilities (including Wi-Fi), use of email, or, from other users' unauthorised use of the computer facilities.
- Wakefield Libraries and Information Services accept no responsibility for the quality, accuracy or availability of information accessed through the internet.

### Conditions of access

- All users must use their own library membership number and pin code, or, guest login details provided by a member of staff to access the computers. Users attempting to log in with another users details will be considered to be in breach of this policy.
- Children and young people under the age of 13 are allowed to access the Internet, provided they have the consent of a parent or a legal guardian. An age-appropriate level of filtering is applied to the accounts of library members who are under 16 years of age. While there are measures in place to safeguard young people accessing inappropriate material, Wakefield Libraries and Information Services accept no responsibility for the nature of the information accessed.
- There is no charge to use the internet, but other related services incur charges, such as printing, scanning, copying – please ask a member of staff for further details about these services.
- Any documents users print must not contain material that is sexist, racist, pornographic, or abusive, or which promotes, or encourages, violence.
- Computer internet sessions can be pre-booked by telephone, by email, or at the library; subject to availability. Some computers may be available for use without pre-booking; however allocation to a computer is on a first-come-first-served basis, and Wakefield Libraries and Information services cannot guarantee availability of computers, or, that a specific computer, or software programme, will be available at the required time.
- When using laptops to access the library Wi-Fi service, users must not plug in any network cables into the Wakefield Libraries and Information Services sockets.
- Electric power cables should not be plugged into sockets without the authorisation of a member of staff, and then, only in the designated areas of the library. USB charges are allowed to be plugged in to the Peoples Network computers to charge mobile phones. Customers are advised that the phones will be treated as removable media by the Anti-Virus software and it will scan them. Should anything be found on them and treated as a Virus it will be deleted.
- Wakefield Libraries and Information services will not be liable for any injury, loss or damage to users and personal property when using laptops, charging mobile phones or any other electronic devices in our libraries.

- Users are responsible for the emails that they send and for contacts that they make resulting from emails received. Any messages sent should not contain abusive language, cause offense or promote or encourage violence.
- Users must not access, transmit or download material which contains sexist, racist, pornographic or abusive material.
- Users must not access, transmit or download material from web sites which promote or encourage violence, or enable access to information for devices which may be used for violence.
- Users are not permitted to watch live television or record live television programmes using the library computers or through the library Wi-Fi by using their own devices.
- Users are not permitted to access gambling websites using the library computers or through the library Wi-Fi by using their own devices

## **Copyright**

All users should observe copyright of materials and any intellectual property rights; they should not attempt to access, transmit or download unlicensed or inappropriate material or attempt to make unauthorised access to other computers or networks.

## **Assistance from library staff**

Library staff are able to give brief, initial guidance on how to access the services available on the computers, however they cannot offer detailed training or lengthy periods of support. They can, however, sign post users to formal computer training sessions if needed.

## **Monitoring and Filtering**

All Internet access is filtered, and website access is monitored. Wakefield Council and Wakefield Libraries and Information Services reserve the right to block any websites deemed unacceptable or containing material inappropriate to be accessed in a public place.

## **Misuse of the Internet, Wi-Fi and Computer Software, Hardware and Peripherals**

- Wakefield Libraries and Information Services reserve the right to prevent anyone using the computers at any time if users access offensive or illegal material, and, if deemed appropriate, the incident may be referred to the Police.
- Any user or 'guest user' found installing software or interfering with any software, hardware or associated IT equipment may be banned from subsequent use of any of the Libraries Computer facilities, and, depending on the severity of the contravention of this policy, be banned from entering all Wakefield Libraries for a period of time.
- Wakefield Libraries and Information Services reserve the right to prevent access to computers or W-Fi at any time if the user has outstanding fines and charges on their library account.
- If a user's account has outstanding unpaid charges which have reached £5.00, then computer and Wi-Fi access will be prohibited until a minimum of £1.00 has been paid against that account.
- If a user's account has outstanding unpaid charges which have exceeded £5.00, then computer and Wi-Fi access will be prohibited until the balance has been reduced to a maximum of £4.00.
- If customers contravene any of the conditions regarding computer, internet or Wi-Fi use, then they may be banned for up to 3 years from using any computer facilities at any libraries within the Wakefield District, and, depending on the severity of the contravention of this policy, be banned from entering all Wakefield Libraries for a period of time.