

Royal Borough of Windsor and Maidenhead

Library and Resident Contact (L&RC)

POLICIES AND STANDARDS

# Public Computers, Wi-Fi and Internet Access Policy

This policy is applicable to Royal Borough of Windsor and Maidenhead Library and Resident Services Service

## DOCUMENT CONTROL

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## Contents

1. TITLE.....	4
2. POLICY STATEMENT .....	4
3. PURPOSE .....	4
4. SCOPE.....	4
5. OBJECTIVE.....	4
6. POLICY DETAILS .....	4
6.1. Access and Charges .....	4

6.2. Using the ‘Free Access’ Link on the Adult Public Computers .....6

6.3. Safety and Security .....6

6.4. Using the Wi-Fi facilities .....7

6.5. Your Responsibilities.....8

6.6. Misuse .....8

6.7. Service Development.....9

7. ROLES AND RESPONSIBILITIES .....9

8. MONITORING, EVALUATION AND REVIEW .....9

9. DEFINITIONS AND ABBREVIATIONS .....9

10. ASSOCIATED DOCUMENTS .....9

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## **1. TITLE**

Public Computers, Wi-Fi and Internet Access Policy

## **2. POLICY STATEMENT**

The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) provide public access to computers, Wi-Fi, the Internet and Microsoft Office software for library customers as part of its role to provide access to cultural, leisure, information and educational resources.

## **3. PURPOSE**

To provide and monitor public access to the Internet, Wi-Fi and computers.

## **4. SCOPE**

This policy covers:

- Access to computers and computer charges
- Using the public computers safely and securely
- Using the Wi-Fi facilities
- Your responsibilities and misuse

## **5. OBJECTIVE**

To ensure library users and staff have clear guidelines on public use of library PCs and Wi-Fi.

## **6. POLICY DETAILS**

### **6.1. Access and Charges**

6.1.1. Users can use the Adult public computers in libraries to access:

- The Internet including web-based email services, and Microsoft Office. There may be variable charges.

6.1.2. There are designated Children's computers in most RBWM libraries where games, selected Internet sites and Microsoft Office software are available for children to use without any charge or time limit. There are also computers available to view the online library catalogue free of charge.

6.1.3. There is at least one computer labelled 'Accessible PC' at each library with assistive technology incorporating text-to-speech software and screen magnification to help the visually impaired. In addition, there are scanning facilities at all static libraries.

6.1.4. There are restrictions for using the adult public library computers which are based on the age of the user:

- Anyone aged 12 and above has direct access without staff intervention.
- Children aged 11 and under may only access the adult public computers with their parent or guardian present using the parent's library card, to ensure supervised use and prevent access to inappropriate material based on individual choice. Selected Internet sites and Microsoft Office applications are available for children to use without any time limit on designated Children's PCs.

6.1.5. Charges vary according to the category of users. Library members who are aged between 12-17 get free access, in sessions of 45 minutes. These sessions can be extended depending on availability. Library members with Advantage cards get 45 minutes free per day and are then charged at the same rate as non-Advantage card library members for additional time. The current charges can be viewed at:

<https://www.rbwm.gov.uk/home/leisure-and-culture/libraries/libraries-price-list/computers-and-it-services-prices>

6.1.6. All computer sessions will end 15 minutes before the library closing time.

6.1.7. If you are late, your booking will be held for 10 minutes.

6.1.8. There are charges for printouts made from the public computers. The current charges can be viewed at:

<https://www.rbwm.gov.uk/home/leisure-and-culture/libraries/libraries-price-list/computers-and-it-services-prices>

## **6.2. Using the 'Free Access' link on the Adult Public Computers**

6.2.1. With the 'Free Access' or 'Free Use' link there is free use of Microsoft Office software.

6.2.2. Users of 'Library Free Access and Microsoft Office via the 'Free Access' link are limited to 60 minutes per session, but sessions can be extended subject to availability.

### 6.3. Safety and Security

- 6.3.1. Read the [UK Safer Internet Centre advice and tips for Parents and Carers](#) and visit the [BBC's Own It website](#) to help keep your child safe online.
- 6.3.2. There are restrictions for using the adult public library computers which are based on the age of the user, as detailed in 6.1.4 above.
- 6.3.3. Customers should never reveal their username and password for any e-mail or other online services accessed over the Internet, as the individual will be responsible for any misuse of the service that occurs through their account. Similarly, customers should not try to log on to any service with another person's details or use someone else's library card.
- 6.3.4. Online financial transactions (banking, shopping, travel, eBay, PayPal and so on) should be conducted over secure connections – look out for the secure padlock icon in the task bar; or make sure that the web address starts with https:// instead of just http://
- 6.3.5. If customers choose to undertake online financial transactions over the Internet by credit or debit cards, they do so entirely at their own risk. Royal Borough of Windsor and Maidenhead L&RS accepts no responsibility for any financial or commercial transactions undertaken whilst using library computers.
- 6.3.6. Please be aware that subscribing to websites and entering or broadcasting personal or private details over the Internet may lead to receiving unwanted mail or attention. Always be sure to read the terms and conditions attached to any website before subscribing.
- 6.3.7. Always remember to logout after your session. All data on the PC is wiped once you have logged out and you are not able to go back and access this data once the session has ended.
- 6.3.8. The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) recognises that the Internet is also potentially open to misuse and abuse, and that legitimate users should be protected from illegal and offensive materials. Safe use of the Internet is the responsibility of both the library service and customers. Royal Borough of Windsor and Maidenhead L&RS will, where possible, attempt to restrict access to illegal and offensive materials on the Internet by the means laid out below:
  - Filtering software is used on all computers to block access to illegal and offensive material only. However, the The Royal Borough of Windsor and Maidenhead Library and Resident Services (L&RS) recognises that such software can never be 100% effective.
  - A process to adjust the filtering for individual sites based on staff and customer feedback exists. In cases where the content of a web page is

thought inappropriate, staff will pass details onto the Team Leader – Information, Digital and Logistics who in consultation with Corporate IT will reach a final decision.

6.3.9. By using the Internet on a library computer, you are accepting the terms of the Library Public Computer Service User Agreement and you are accepting personal responsibility for any potentially offensive material that you or your children may accidentally or deliberately view. The Library Public Computer Service User Agreement can be seen at [https://www3.rbwm.gov.uk/downloads/file/375/library\\_public\\_computer\\_service\\_user\\_agreement](https://www3.rbwm.gov.uk/downloads/file/375/library_public_computer_service_user_agreement)

6.3.10. Where necessary RBWM may share computer usage history with the police, probation service or security services when lawfully required to do so.

## **6.4. Using the Wi-Fi Facilities**

6.5. Our free Wi-Fi service operates in all libraries

6.6. The public Wi-Fi network is secured, and information transmitted is encrypted but there is a risk that it may be intercepted by others. By using it you are agreeing to abide by the terms and conditions of our Wi-Fi Acceptable User Policy, which can be seen at: [http://www3.rbwm.gov.uk/download/downloads/id/376/library\\_wifi\\_acceptable\\_use\\_policy.pdf](http://www3.rbwm.gov.uk/download/downloads/id/376/library_wifi_acceptable_use_policy.pdf)

## **6.7. Your Responsibilities**

6.7.1. These responsibilities are part of the Library Public Computer Service User Agreement:

6.7.1.1. I will:

- be fully responsible for all activities and communications that take place during my computer session.
- respect the privacy and sensibilities of other library users.
- save documents and information only to USB memory sticks or the D: Drive. Any USBs left in computers will be kept by staff for 1 month. After this the USB will be destroyed securely.
- use the computer only within the time that has been allocated to me.
- pay for any printing costs incurred.
- agree to my Internet use being recorded for my protection and that of other users. An investigation will take place if I am reasonably suspected of misusing any of these facilities; and, if misuse is proved, penalties will range from the loss of library facilities and services to criminal proceedings.
- accept that my session will end 15 minutes before closing time.

6.7.1.2. I will not:

- tamper with computer hardware or attempt to install or download software including viruses onto library computers.
- seek to gain unauthorised access to computer systems or information (“hacking”).
- try to access pornographic material.
- try to access materials of religious hatred.
- try to access material inciting acts of violence.
- view, download, copy or transmit any material, which is illegal or may reasonably be viewed as offensive
- cause noise, or display text or graphics that may be reasonably viewed as obscene or offensive.
- use the computer with the intention of profit making, including advertising, commercial email (“spamming”), and chain letters.
- use the computer for the purpose of libel, slander or harassment, or for sending material likely to cause offence or inconvenience.
- violate copyright or software licence agreements.

## 6.8. Misuse

6.8.1. Where we have reason to believe that the acceptable use agreement is being broken, Internet access may be monitored. We reserve the right to withdraw the service from anyone found infringing the Library Public Computer Service User Agreement or Wi-Fi Acceptable User Policy.

6.8.2. Time allocations are not transferable when using the public computers and other timed services. Customers who use other members’ time allocations, (including using the time allocations of other family members), or allow other customers to use theirs, are liable to be suspended from using the service.

6.8.3. Some online activities (e.g. game playing) can seriously affect the ability of the network to deliver other services. We reserve the right to restrict access to such services.

## 6.9. Service development

6.9.1. The Internet is a constantly changing and developing environment, and Library and Resident Services (L&RS) are committed to monitoring and developing services to reflect this.

6.9.2. This policy shall be reviewed regularly to ensure that it remains timely and relevant.

## **7. ROLES AND RESPONSIBILITIES**

Team Leader: Information, Digital and Logistics

## **8. MONITORING, EVALUATION AND REVIEW**

L&RC Lead, L&RC Management Team, Deputy Leader of the Council; Cabinet Member for Corporate and Resident Services, Culture and Heritage and Windsor; Armed Forces Champion

## **9. DEFINITIONS AND ABBREVIATIONS**

## **10. ASSOCIATED DOCUMENTS**

- 10.1. Library Public Computer Service User Agreement, which can be seen at:  
[https://www3.rbwm.gov.uk/downloads/file/375/library\\_public\\_computer\\_service\\_user\\_agreement](https://www3.rbwm.gov.uk/downloads/file/375/library_public_computer_service_user_agreement)
- 10.2. Wi-Fi Acceptable User Policy, which can be seen at:  
[http://www3.rbwm.gov.uk/download/downloads/id/376/library\\_wifi\\_acceptable\\_use\\_policy.pdf](http://www3.rbwm.gov.uk/download/downloads/id/376/library_wifi_acceptable_use_policy.pdf)
- 10.3. Privacy Notice Libraries and Customer Contact face-to-face, which can be seen at: <https://www.rbwm.gov.uk/sites/default/files/2020-04/PR017C~1.PDF>