

BRIDGEND LIBRARY AND INFORMATION SERVICE

INTERNET ACCEPTABLE USE POLICY

INTRODUCTION

The Bridgend Library and Information Service is committed to providing free, unbiased and open access to information, knowledge and works of the creative imagination. The provision of free Internet access is an essential element of this commitment. This Acceptable Use Policy is designed to facilitate the effective management of public Internet access in our libraries and sets out the terms under which the service is provided

The Internet enables access to valuable information resources in many different formats. The Bridgend Library and Information Service does not deny legitimate access to information by any member of the public, but recognises that such resource may be open to misuse and abuse. This Policy has been produced in order to safeguard the interests of the library service and the community it serves.

THE INTERNET AND YOUR RESPONSIBILITY

Whilst the Internet contains a wealth of valuable and interesting information, some of this information may be inaccurate, out of date, controversial, offensive and/or illegal

Bridgend Library and Information Service accepts no responsibility for the quality, accuracy or availability of information accessed through the Internet, although we will try to signpost sites that appear to be authoritative. As a user, therefore, it is your personal responsibility to ensure the accuracy of information you discover, Bridgend Library and Information Service assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using these computer resources.

TERMS OF USE

1. Internet access is available to all registered Bridgend Library and Information Service members. Membership is available free of charge to everyone. Valid personal identification must be produced when registering.
2. Registered members wishing to use Internet facilities must read this Acceptable Use Policy and accept its terms by signing the User Agreement (overleaf). All users will be asked to agree to the User Agreement Policy on the screens stating that they have read the Acceptable Use Policy and agree to abide by its terms and conditions
3. Parents/guardians of children under 16 years of age must sign the User Agreement and accept its terms and conditions for each child in their care wishing to use the service. Parents/guardians **are solely responsible** for their children's, **and only their children's**, use of the Internet and are strongly advised to supervise their children's Internet sessions. All Internet use by children under 8 years old **must be supervised** by a parent or guardian. Parents or guardians of children under 16 years of age must normally sign the User Agreement in the presence of library staff.
4. Internet access is filtered to exclude inappropriate sites. While we will use our best endeavours to ensure that such filtering is effective, parents/guardians must accept that filtering can never be 100% reliable and should agree to their children having access to the service only if they are prepared to accept this limitation. Users should be aware that software will be deployed to screen and filter inappropriate sites and for monitoring the Acceptable Use Policy
5. Access cannot be guaranteed unless sessions are booked in advance. A general limit on access time of two hours a day per person will apply but Bridgend Library and Information Service reserves the right to limit access further at busy times. Booked sessions will be held for ten minutes after the start time before being offered to other users.
6. Only one person at a time may be seated at each terminal, except where an adult is accompanying a child, or where library staff have given special permission.
7. All users must sign in at the library desk before each session.
8. Bridgend Library and Information Service accepts no responsibility for the use its Internet machines for the purchase of goods or services, or for any form of gambling. Users should be aware that risks are attached to some online activities:
 - Broadcasting personal or private details over the network may lead to the receiving of unwanted mail or unwanted attention
 - Online financial transactions are an increasingly common use of the Internet and are often conducted safely over secure connections. However, Bridgend Library and Information Service cannot be held responsible for any losses resulting from sending confidential information via the Internet
 - Some online activities (e.g. Game-playing) can seriously impact on the ability of the network to deliver other services. Bridgend Library and Information Service reserves the right to restrict access to such services.
9. Children of school age will not be permitted to use the Internet during normal school hours unless they are accompanied by, or have written permission from, a teacher or home tutor.
10. Users must pay for all printouts at the advertised prices.
11. Bridgend Library and Information Service will not provide or operate e-mail accounts for users, but the use of free Web-based services (e.g. Hotmail) is permitted.

12. Virus detection software is installed on all machines for the protection of library systems and users. This software cannot however be 100% effective and Bridgend Library and Information Service cannot accept responsibility for any damage to users' systems or data caused by viruses.
13. Staff will assist inexperienced users in getting started on the Internet. Regrettably, staff cannot offer extensive instruction in the use of computers or software but will try to answer specific questions about the Internet and will offer suggestions for effective searching. However Bridgend Library and Information Service does not guarantee that suitably-trained staff will be available at all times to assist users
14. Users must be aware that Bridgend Library and Information Service can log and monitor access to Internet sites, and any public access of illegal, offensive or controversial material may be the subject of further action. Monitoring of computer usage may be performed electronically or manually.

PROHIBITED USES – Users must not:

- Behave in a manner that is disruptive to the work of other users or that invades their privacy.
- Intentionally alter, damage, or destroy software or data installed or held on any library computer or network.
- Intentionally damage or misuse library computer equipment.
- Attempt to gain unauthorised access to any computer network or system
- Use offensive language while communicating with others on-line.
- Intentionally access or download material that is illegal or that is likely to cause offence to other users, including, for example, pornography, and material likely to incite racial or religious hatred.
- Attempt to load or run users' own software on any library computer or to boot any library computer from external media.
- Use any library computer for the purpose of conducting a commercial business.
- Infringe copyright or licence agreements with regard to programs or data.
- Intentionally introduce, or attempt to introduce, a computer virus to library systems.

PENALTIES FOR MISUSE

Library staff will direct computer users to remove inappropriate images or text from the screen, if in the staff member's judgement, the image or text is displayed in such a way that other library users cannot reasonably avoid viewing it.

Bridgend Library and Information Service reserves the right to refuse further computer access to any individuals accessing or distributing materials which are deemed to be illegal or unacceptable or have the potential to offend or disturb others. Library staff on site will determine whether any computer activity is unacceptable and this determination will be subject to confirmation by a Senior Officer of the Library Service.

The Bridgend Library and Information Service reserves the right to monitor usage of sites by an individual, if the staff believe the Policy is being violated, but only to the extent that the law allows or requires.

As well as loss of computer privileges, the Council may be obliged to notify occurrences of illegal activities to the relevant authorities without notice

In the case of a child computer user who violates this Acceptable Use Policy the parent or guardian who signed the User Agreement will be notified

This Policy will be reviewed regularly to ensure that it remains timely and relevant

USER AGREEMENT

I have read the above Internet Acceptable Use Policy and accept its terms:

Surname _____ Given name(s) _____

Address _____

_____ Post Code _____

Telephone number _____

Signature _____ Date _____

Signature of parent/legal guardian if under 16 years of age _____