

Acceptable Use Standards for Computer and Internet in St. Helens Public Libraries via Desktop and WiFi

All electronic traffic originating from the St. Helens Public Library connection shall be in accordance with these Acceptable Use Standards. Failure to abide by these standards may result in the loss of Internet, computer, and Library privileges.

Acceptable Use

Use of the Library's computers shall be guided by the following principles:

Respect for the privacy of others.

Adherence to the legal protection provided by copyright and license to programs and data.

Consideration for the security and functioning of computers, computer networks, and systems.

Adherence to St. Helens policies governing the security and functioning of computers, computer networks, and systems.

People under the age of 16 must obtain a parent's or guardian's written permission to use the Internet.

Children under the age of 8 must be accompanied by an adult.

Unacceptable Use

Transmission of any material in violation of any laws is prohibited. This includes, but is not limited to: Obscene Publications Act 1959 as amended, Telecommunications Act 1984, Copyright Design & Patents Act 1988 and material linked to any of the protected characteristics of the Equality Act 2010 that is:

- (i) threatening, hostile, offensive, intimidating or obscene,
- (ii) humiliates or impacts upon the dignity of any person, or
- (iii) promotes less favourable treatment of any person or groups of people that share a specific protected characteristic

Alterations, amendments or deletions to any of the programs resident on the computer's internal fixed disc or its memory must not be made.

Transmitting threatening, obscene or harassing materials, including the use of profanity or offensive language.

Intentional disruption of network users, services or equipment, harm to other computer systems.

Distribution of unsolicited advertising.

Tampering with computer or network security.

Making unauthorised entry into any systems accessible via Library computers.

Representing oneself as another person.

Developing and/or propagating programs that harass other users or cause harm to other computer systems. (e.g. computer "viruses" and "worms.")

Copying, file sharing, downloading or distributing commercial software or other material (e.g. music) in violation of copyright laws.

Public Internet access at this library is not licenced to receive live TV broadcasts. Customers may not view live TV broadcasts using either library computers or their own devices, such as mobiles etc through the library wi-fi. You may however, view non-live (archived) TV programmes such as those provided by iPlayer or YouTube and similar services.

Accessing or loading pornographic, obscene, or sexually explicit material.

St Helens Council reserves the right to withdraw UKOnline Internet access from individual users following misuse linked to their UKOnline usage. The Council also reserves the right to take action against anyone who intentionally damages the hardware or software which is covered by this policy.

Booking A Computer

St. Helens Library Services has installed a PC Management system that governs the use of computers in the Library. PC users must facilitate fair use of the library's limited resources by observing time limits on PC use and surrendering use of the terminal when the allotted time has elapsed.

Computers may be booked by the hour when available. However computer booking and availability at peak times is at the sole discretion of library staff dependent on the demand at the time.

If a booking is not taken-up within the first ten minutes of the booked start time, staff are free to cancel the booking and allow another customer to use the PC instead.

St. Helens Library Services reserves the right to terminate a PC session that disrupts library services or that involves user behaviour that violates the library's policies.

Tampering with or defeating time limits will result in the loss of some or all library privileges consistent with the Library's policy on inappropriate behaviour.

Internet Safety Policy and Further Information

In addition to the useful and educational information available on the Internet, a great deal of content exists that is not appropriate for children. Parents or legal guardians must assume responsibility for deciding which library resources are appropriate for their own children.

St. Helens Library Service computers are protected by Symantec™ Endpoint Protection 12.1.4 which provides security across physical and virtual platforms and support for the latest operating systems of both Mac and Windows. Users of Library computing resources should be aware that it is not possible to provide a 100% virus free environment and that the user accepts such risks while using the Library's computing resources.

St. Helens Public Internet Access also uses Smoothwall Filter software and enforces a policy of Internet safety that includes measures to block or filter Internet access for both minors and adults to certain images that are obscene, child pornography, or harmful to minors.

Filtering software is not foolproof. It diminishes the likelihood that searchers will inadvertently retrieve text or images that some may find offensive but does not eliminate that possibility. Filters sometimes block access to sites that users would consider both inoffensive and useful.

St. Helens Library Services staff reserves the right to check all workstations for suspicious/inappropriate activity

Disclaimer

St. Helens Library Services provides access to the Internet as a service of convenience to the public. The Internet and its available resources contain a wide variety of material and opinions from varied points of view. Users need to be good information consumers, questioning the validity of the information. Not all sources on the Internet provide accurate, complete or current information. Users may encounter material that could be considered inappropriate.

Parents of minors assume responsibility for their children's use of the Internet through the Library's connection. Parents and children are encouraged to read CEOP's [ThinkYouKnow website](http://www.thinkuknow.co.uk) (<http://www.thinkuknow.co.uk>) and to explore the resources for parents and children of all ages.

St. Helens Library Services encourages users to register for its certified [Online Internet Safety course](#) available via its [Adult Community Learning Virtual Learning Environment](#)

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