

# **The Royal Borough of Kensington and Chelsea Library Service**

## **Internet Usage Policy**

The Libraries and Arts Service provide public access to the Internet to help meet the informational, educational, recreational and information needs of the community. The following policy details the conditions governing the use of the Internet by members of the public. It is the responsibility of users to read and agree to this policy by clicking on " I agree to these terms" which appears at the end of this document, the user accepts all the provisions of the usage policy. Failure to accept in this way will result in termination of the user's Internet session

### **Internet**

The Internet is an unregulated medium that the Libraries and Arts service cannot control or monitor. The Libraries and Arts Service cannot accept responsibility for the accuracy, quality, authority, or usefulness of any information accessed or retrieved. The user is responsible for questioning the validity of the information found.

### **Filtering**

This Pc is installed with a filter. This prevents access to web based e-mail or chat rooms. Some websites will be unavailable if they fall within certain categories, for example, commercial websites. 12-16 year olds must use this PC. Office applications may be used.

### **Dangerous, obscene or offensive material**

Some users may access sites that they find offensive, defamatory or of questionable legality. It is your responsibility to comply with any legislation that precludes transmission of material on the ground of it being offensive, obscene or by being menacing in character, or by being a breach of copyright.

You will not be able to search for material which may be deemed obscene, racist, defamatory, or otherwise illegal, or which causes gross offence to others.

If you break these conditions you will be warned to stop. If you persist you will be asked to stop using the PC and the incident will be recorded. If you re-offend the Libraries and Arts Service reserves the right to refuse access to the service.

Internet use may be monitored and random checks made on sites visited.

At the start of each session you will be asked to comply with the terms of use and will be held responsible for use of that PC until you log off.

## Copyright

Breaching copyright is illegal. It is your responsibility to keep within the law.

Do not infringe any of the copyright regulations that apply to web pages. Unless specific permission is given on the website only a single copy may be downloaded and printed.

You may download material, and copy to CD-ROM or floppy disc for the purposes of private study, research, or for a non-commercial purpose.

## Hardware and Software

You must not damage the computer hardware.

Users are not allowed to delete, add or modify the software. We reserve the right to change PC software and settings without notice.

Do not attempt to gain unauthorised access to any computer network or system

Work saved on the hard drive is removed by cleaning software. Users are responsible for making sure that they save their work to a floppy disc. These may be purchased at the desk.

The Libraries and Arts Service shall have NO liability for direct, indirect or consequential loss, however incurred, relating to data processing on, or any other use of, the computer equipment in this Library.

If a virus warning is displayed on the computer please tell a member of staff.

## Access

Adults may only use terminals in the Adult lending and Reference sections. 12-16 year olds must use a filtered machine unless accompanied by an adult. The adult takes full responsibility for material accessed. Under 12s may only use Children's Library terminals.

Internet access and web based e-mail is free to all users. Charges will be made for printing, floppy discs and CDROMS.

A booking system operates across the Borough. Each user is limited to a set time, number of sessions and can make reservations in advance. Over 16s may request another Pc if available. Bookings may be lost in the event of system failures.

Booked sessions are held for 10 minutes after which time, should the user fail to arrive, they will automatically cancel. Failure to appear for bookings on a regular basis may result in temporary suspension from the service.

Users must produce their library membership cards when using the Internet. Users who are non-library members must be prepared to show adequate identification in the form of passport, driving licence, identity card.

Users are responsible for logging on and off the PC. Please vacate your seat as soon as your session ends. All sessions end 15 minutes before closing time.

Assistive technology is available at some Libraries for users with special needs.

Please be considerate to both users and staff. You are bound by these and other Library regulations

To prevent annoyance please respect the privacy of the person already on the PC. Do not make excessive noise. You may use headphones on the machines. Mobile phones may not be used anywhere in the Library.

Normally only one person may use a PC. Permission for two users to sit at a machine is solely at the discretion of the Library staff on duty.

## **Session Termination**

Staff reserve the right to terminate any session immediately if they suspect the terms and conditions of use have been broken.

## **Printing**

A print release system is in operation.

Users are responsible for confirming the number of prints they wish to make. They are required to pay for any and all pages printed from the machine.

Users must ensure that they leave sufficient time in their session to complete and pay for their prints as they will be deleted at the end of their session, when they log off, and cannot be retrieved,

## **Disclaimers**

The Library Service accepts no responsibility for technical malfunctions that may prevent access to the Internet or web based e-mail services.

The Library service cannot accept responsibility for losses or problems caused by sending confidential information over the Internet.

The Library service is bound by the provisions of the Data Protection Act and will not release information on the use of specific Internet resources by members of the public except as

required by law or as necessary for the proper operation of the Library. See also [Confidentiality Statement](#)

This Policy will be reviewed at regular intervals. Date of last Review June 2005.

# The Royal Borough of Kensington and Chelsea Library Service

## CONFIDENTIALITY STATEMENT

The Royal Borough of Kensington and Chelsea's Libraries and Arts Service recognises the position of special trust that libraries have with members of the public. This statement clarifies policy and practice with regard to confidential information about users and their use of library resources that comes into the Library's possession.

As the choices of books and other library materials, along with the use of the informational resources of the library, are essentially private ones on the part of each individual customer, the Libraries and Arts Service shall make every reasonable and responsible effort to see that information about users and their choices remain confidential.

Therefore, the Royal Borough of Kensington and Chelsea, Libraries and Arts Service has adopted the following practice concerning the disclosure of information about library customers. None of the following shall be given, made available or disclosed to any other proper authority without valid legal request in writing:

- Personal details given on joining or when making an enquiry Information about material borrowed
- Correspondence or information about enquiries made
- Frequency and content of Internet use
- Frequency or nature of a customer's lawful visits to the library
- Any other information supplied to, or gathered by, the library

The Royal Borough of Kensington and Chelsea has a Data Protection policy which all employees and volunteers who work on its behalf are required to follow. The Libraries and Arts Service recognises that it is only through continued public confidence in the upholding of data protection principles that confidence in the library itself can be maintained, which is vital to the library's role in the community and the community's right to know.