

Friends of Greenhill Library
Computer usage policy
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1. Introduction

Greenhill Library provides public desktop computers with Internet access, and Wi-Fi service to users with their own Wi-Fi enabled device (laptop, tablet, smartphone). These services are free for library members. By using these services, you agree to abide by the conditions below. The library reserves the right to disallow access to anyone who does not do so.

2. Things that apply to all users

2.1. General

The library cannot guarantee 100% availability of the services and will not accept responsibility for any loss or inconvenience caused by non-availability of the services.

The library accepts no responsibility for the quality or accuracy of information accessed through the Internet. As a user, it is your responsibility to verify the accuracy of information you discover.

Always remember that you are working in a public environment. Users are expected to respect the privacy of others.

The library's broadband connection from the Wi-Fi network to the Internet is not sufficient to support multiple simultaneous use of applications requiring high bandwidth, such as streaming of high-definition video. Please consider the impact on other users of such usage. The library reserves the right to restrict access to such services.

Be aware that the public desktop computers in the library are also connected to our broadband service **via the WiFi network**.

Parents or legal guardians are responsible for their children's use of the computing services in the library. The library reserves the right to seek permission from a parent or legal guardian before allowing children to use the services.

2.2. Content Filtering

The connection from the library's Wi-Fi networks to the Internet applies content filtering rules to guard against offensive or illegal material being viewed. However, we make no guarantee that our filtering system will be 100% effective. The system may allow unacceptable material through, or conversely may block material that is perfectly acceptable. The library does not provide a tightly filtered "child friendly" service.

2.3. Security of Personal Information

It is your responsibility to safeguard your personal information. Users should be aware that there are certain risks to using a public Wi-Fi connection, especially when participating in some online activities:

- The library's Wi-Fi networks provide "WPA2" encryption which is designed to provide a secure connection. However, the library does not guarantee confidentiality when using the Wi-Fi service.
- If you use the service to carry out financial or other commercial transactions online, you do so at your own risk. The library cannot be held responsible for any losses resulting from sending financial information via the Internet.
- Users of web-based services should know that their privacy is not guaranteed and that submission of personal or private details may lead to the receiving of unwanted mail or unwanted attention.
- The library cannot be held responsible for the privacy practices of other sites. We recommend you read the privacy statement of each web site you visit before you disclose any personal information.

2.4. Prohibited Uses

Prohibited uses of the library's computing services include:

- Obtaining, displaying or distributing material which is deemed to be illegal, or which could be considered obscene, pornographic, offensive, abusive or is otherwise contrary to the law.
- Unauthorised access or attempts to access other computers or networks belonging to the Library or external parties.
- Alteration or attempts to alter computer equipment, software configurations, or files belonging to the Library, the council, other users, or external parties.
- Behaviour that disrupts other users or is seen as harassment of other users of the library or the Internet.
- Distributing unsolicited advertising.
- Propagation of malicious software or computer viruses.
- Violation of copyright or software licence agreements.
- Behaviour deemed to be inappropriate towards or disrespectful of the library staff.

The library reserves the right to disallow access to the services to anyone who does not abide by these restrictions. As well as the loss of Internet privileges, other options may be applied, including criminal prosecution. In the case of children or young people aged under 16 who violate this Acceptable Use Policy, the parent or guardian will be notified. This is in addition to the penalties noted above.

2.5. Providing Assistance

In so far as their time permits, volunteers will provide best efforts to help users access the services or documents they need from the Internet. However, they will not provide help or advice in completing application forms or other electronic submissions. Also be aware that not all volunteers are experienced in using computers.

2.6. Disclaimer

Use of the services is entirely at your own risk. The Library assumes no responsibility or liability for:

- The safety of equipment, software configurations, security, data or any loss, damage or injury, direct or indirect, resulting from connection to the Wi-Fi service.
- Any loss of data, or any documents lost, damaged or unavailable due to problems with the Wi-Fi service
- Any action or behaviour executed through email, chat rooms or other sites.
- Any disclosure of personal and/or private information including credit and debit cards, any other financial or non-financial account information.
- Any emotional, psychological, physiological or spiritual distress prior to or following the usage of the Wi-Fi service.
- Any fraudulent behaviour resulting from usage of the Wi-Fi service.

3. Things that apply to users of our desktop computers

3.1. Installed software

Our desktop computers run Windows 10. They have the full Microsoft Office suite installed, plus Google's Chrome web browser and Adobe's Acrobat for viewing and printing PDF documents.

3.2. Logging in

Log-in to the computers is controlled by a username and password. These should not be disclosed to members of the public; instead, a volunteer should log a user in.

3.3. File storage

You may download or create files and store them on the computer; however, when you log out the computer will reboot and reset to its original configuration. **Any files you have stored on the computer will be removed during this process.** If you need to preserve files between sessions, you may use a USB memory stick. These are available for purchase from reception. Due to concerns over data privacy, we do not loan or share memory sticks.

3.4. Printing

A laser printer is connected to the network. The printer supports colour and B/W printing, single or double-sided, on A4 paper. (Note that this is *not* accessible to users connecting their own devices to the WiFi). Printouts should be collected promptly from the reception desk. There is a charge, which at the time of writing is 20p per A4 page for B/W prints and 50p for colour prints. A double-sided print counts as two pages.

A dedicated email address print@greenhill-library.org is available to library users wishing to print from their own devices. Documents may be printed by emailing them to this address and asking a volunteer to retrieve the message and print the document. **Volunteers must delete the message and any downloaded document when printing is complete.** Library users needing to print large or multiple documents are encouraged to use the public computers to log in to their mail service, download the required documents and print them from there.

3.5. Scanning

A flatbed A4 scanner is attached to one of the computers. Use of this is free of charge.

4. Things that apply if you connect your own computer to our WiFi

4.1. Accessing the WiFi

Access to the WiFi is controlled via a password which will be provided by library staff on request. The library reserves the right to change the password at any time at its sole discretion.

The WiFi service is available during normal opening hours, and (by arrangement) to groups using the library outside of opening hours who have a legitimate need for it. At other times the service may be switched off.

In so far as their time permits, volunteers will provide best efforts to help users connect their device to the Wi-Fi network if we can. However, most library volunteers do not have the technical background necessary to provide assistance to customers using the Wi-Fi service.

4.2. Malware protection

It is your responsibility to provide protection for your device (laptop, tablet, smart phone etc.) and its content. For a device running Windows, you should ensure you have installed up to date anti-virus software. The library will not accept responsibility for any consequences due to malware appearing on your device whilst it is connected to the library's Wi-Fi network.

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