Terms and Conditions of the Public Access IT Service

We ask you to read and accept the following points:

- The terms and conditions of computer use. You can read this at torbaylibraries.org.uk or see the printed copy at the enquiry desk
- Children under 7 must be accompanied by a responsible adult
- All young people under 16 must have access approved by a parent or guardian (in person, in the library)
- Although access to the internet is filtered, unfortunately it is not possible to block out all potentially offensive websites
- Use of the Internet service may be recorded, and sites visited, and users can be identified. Libraries Unlimited reserves the right to inspect files when investigating suspected misuse and share information with the police or other relevant authorities to support their own investigation.
- Libraries Unlimited accepts no responsibility for the nature of, or the accuracy of, the information and data accessed and retrieved. Users acknowledge that the access and use of the Internet is at their own risk
- Please ensure that you sign out or log out of any website that you have used and click on 'End Session' at the end of your computer use

Your membership of the computer use scheme will be revoked if:

- You log on to the network with another person's details
- Share your details with others
- Undertake any illegal activities
- Interfere with equipment, add, amend or delete existing software or settings

By agreeing you are accepting the terms and conditions of computer use.

Availability of service
Technical or other problems may sometimes prevent access to the computer service. Libraries Unlimited cannot accept responsibility for computers being slow or not available, or for any failure beyond its control.
Access to the system is through the iCAM booking system for members of the library service and visitors to Torbay Computers can be booked up to a week in advance, either at home or in the library.

Children
Anyone can use the Internet. However, children under 7 must be accompanied by a responsible adult who is a member of the Public Access Internet Scheme, and all young people under 16 must have a Public Access Internet Membership Form signed by a parent or guardian (in person, in the library) to access the internet.

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Some of the information available on the internet may be considered offensive, and, in this connection, we have barred access to certain websites known to contain inappropriate material. Parents/guardians should note that, unfortunately, it is not possible to block out all potentially offensive websites. By allowing your child to join the internet access scheme, you agree that you or your ward will not access material which is obscene or violent, or which may be considered offensive by other library users, or which is against English law. If they are caught doing this deliberately, membership of the scheme will be revoked.

It is the parent's or guardian's responsibility to talk to their child about safe internet usage, and also about the acceptable use issues outlined in this policy.

Computers in the children's section of the libraries are for the sole use of children, or children with their parents or carers. Adults using these PCs, who are not accompanying a child, will be asked to move into the main library.

Please note that library staff cannot take responsibility for supervising children while they are online.

Personal information:
Please be aware that entering personal or private details over the internet may lead to you receiving unwanted mail.

Please ensure that you are not overlooked by another person when entering private or financial information.

Torbay Library Services accepts no responsibility for the nature, or the accuracy of the information and data accessed and retrieved. The access and use of the internet is the users responsibility.
Online financial transactions (shopping, banking, etc.) are an increasingly common use of the internet and should only be conducted over secure connections. These encrypt (scramble) your personal information, including credit or debit card number and name and address. Look out for the secure padlock icon

on the task bar, or make sure that the web address starts with **https://**.

Please note that Libraries Unlimited cannot be held responsible for any losses resulting from sending confidential financial information via the internet. If you use a credit or debit card, or carry out any online financial transaction, you do so at your own risk.
Libraries Unlimited assumes no liability for any loss, damage or injury, direct or indirect, suffered as a result of using the computer facilities.

Security and Filters

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The internet service is filtered in order to block access to websites known to contain unsuitable or illegal content. However, filtering software does sometimes block material that is perfectly acceptable. The library service is willing to review the website and its assigned category, however this may still result in a site remaining blocked. Similarly, some inappropriate websites may not be filtered and, if you have any cause for concern, please speak to the member of staff.

The internet contains a wealth of valuable and interesting information, but there may also be information that is inaccurate, out of date, controversial, a matter of personal opinion, offensive and/or illegal. Libraries Unlimited can accept no responsibility for the quality, or accuracy of information accessed through the internet. As a user, it is your personal responsibility to ensure the accuracy of the information you discover.

Virus-checking software runs on all computers and is regularly updated; even so, we cannot guarantee total protection from viruses when using the library computers.

Your responsibility:
You must not do any of the following things. If you do, your membership of the computer use scheme will be revoked:
- Try to log on to the network with another person's details
- Share your details with others, as you remain responsible for any misuse of the service that occurs through your account
- Undertake any illegal activities
- View or distribute illegal material, including computer viruses
- Willfully damage the computer or the network
- Breach any provision of existing legislation
- Interfere with equipment, add, amend or delete existing software or settings
- Load your own software

Unacceptable Use
Libraries Unlimited does not prohibit specific activities as long as they are not considered to be illegal, offensive, obscene, abusive or troublesome to other computer users. This includes not using the ICT facilities in any way which may result in a breach of the:
- Computer Misuse Act 1990
- Copyright, Designs and Patents Act 1988, and the European Copyright Directive 2001
- Data Protection Act 2018
- Human Rights Act 1998
- Obscene Publications Act 1959 & 1964
- Protection of Children Act (POCA) 1978 England and Wales
- Public Order Act 1986
- Race Relations Act 1976
- Race Relations (Amendment) Act 2000
- Sexual Offences Act 2003
- Any other local, regional, national and international law, order or regulation.

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Libraries Unlimited can, and will, monitor access to internet sites, and access to any material in breach of these terms may be subject to further action. We reserve the right to check your internet usage without informing you.

Copyright and Downloading
You can download material from the internet in accordance with copyright restrictions: under UK law copyright material sent over the internet or stored on web servers will generally be protected in the same way as material in other media.

You should not copy and alter material protected by copyright. This includes birth, death, marriage, adoption and divorce certificates; passports; official documents from the Home Office; and utility bills.

There are also copyright restrictions relating to the scanning of books, journals and magazines, and you should follow these general rules:

- Scanning a copy of complete works is prohibited
- Small extracts can be scanned/copied for the purpose of private study (1 chapter, or 5%, whichever is the smaller amount)
- Only a single copy of a given page can be made
- No more than one article per journal/magazine issue may be copied.

Applying the Acceptable Use Policy in Libraries
Where we are concerned that you might be infringing our acceptable use policy, we may monitor your use of the computers and/or the websites you visit. Our management system records every occasion you use a computer, and what software you use. We keep this information for statistical purposes, and to improve our services to you.

Libraries Unlimited reserves the right to suspend a session pending concern over the use of the computer, and to refuse further computer access to any individual who has not complied with the terms and conditions to computer use. As well as the loss of computer privileges, other actions may be taken, including reporting a suspected, or suspected attempted, criminal offence to the appropriate authorities for investigation and prosecution, and the taking of proceedings in the civil courts. If a child or young person goes against the terms of this Acceptable Use Policy, the library service will inform the parent or guardian who signed the consent form.

If we think that you have committed a criminal act, we will refer the incident to the police, and will provide the police with details of your use.