



Hounslow Libraries Public ICT: [Acceptable Use policy](#)

Public Use of the Internet

The Hounslow Library Network provides access to Internet resources in libraries in accordance with our mission to provide opportunities for learning and living to library users.

Internet access is free and is available to all. Users who are not library members must produce adequate identification (passport, driving licence, ID card etc.) on first use and will be issued with a user card to be shown on future occasions. Library members must have their membership upgraded before using the Internet.

Users under the age of 18 must submit a consent form signed by a parent or guardian, together with proof of that person's signature (homework diary, passport, driving licence, cheque guarantee card etc.). before using the Internet, even if they are library members.

All printing must be paid for, see staff for current prices.

Hounslow Library Network has no control over the quality of information accessed through the Internet.

The Internet offers access to many valuable local, national and international sources of information. However, some information found on the Internet may be inaccurate, incomplete, dated or offensive to some individuals. The information user must evaluate the validity and appropriateness of information found.

Hounslow Library Network provides access to web-based e-mail services, but does not offer access to network games, and chatrooms/discussion groups or, social networking sites and advises caution in the use of online financial transactions or contracts.

Hounslow Library Network operates filtering software to guard against illegal and offensive sites. We subscribe to a 3rd party filtering service but please be aware that no filtering service can be 100% efficient or up to date as the internet is a constantly changing medium. We cannot guarantee that material capable of causing offence will be suppressed. You are responsible for your own viewing and for that of users under 18 in your care.

If you feel, however, that a site has been unnecessarily filtered, please report this to staff who will investigate further.

Links to useful sites are provided to help you use the Internet.

When you use the computing facilities provided by the London Borough of Hounslow Libraries, you accept and agree to abide by the following: -

- You must use your own library card to book a computer.
- You agree that you will not solicit, collect or use the login credentials of other users.



- You are responsible for keeping your password secret and secure.
- Only one person is allowed at a computer unless agreed otherwise with staff.
- If you have booked a session in advance, you must log into the computer within 10 minutes of the start time, otherwise, your session will be cancelled.
- Extending a user's time on the People's Network public PCs: sessions may be extended subject to other bookings, PC availability, library opening hours and only at the senior on duty's discretion.
- Please be considerate of other computer users. Respect their privacy and behave in a way that does not disrupt their use of the facilities or cause them discomfort. When using a programme that produces sound, headphones must be used.
- Do not deliberately search for, view, send or publish anything that could be considered obscene or grossly offensive, such as pornographic, abusive, violent or racist material. This also applies to use of your own equipment on library premises.
- You are not allowed to install your own software and may use only those applications provided.
- You must not damage the equipment, or alter or delete installed software. You must not attempt to bypass our security systems.
- Please be aware that external storage devices will be scanned for viruses and infected files may be deleted.
- Do not infringe copyright regulations when downloading, copying or printing.
- Parents or guardians are responsible for children's use of the internet.
- Documents saved to any Public Computer and information such as cookies and web browsing history, are deleted at the end of a session. However, in case of malfunction, please be sure to delete any confidential data and log out of any online accounts.
- Be aware of how much time you have remaining and save your work regularly to external storage. Staff cannot guarantee that your session can be extended. Documents saved to a computer cannot be recovered after a session has ended.
- We take computer security very seriously and provide a level of filtering and anti-virus protection. However, no measures can be guaranteed 100% effective. You must also take responsibility for your own activities. Be mindful of your online safety and be careful when sending confidential information.
- We can accept no responsibility for any error, damage or loss resulting from or incurred during use of the public computing facilities.



- We keep a record of how computer facilities have been used. We follow the General Data Protection Regulations and make every effort to protect your personal information but we may have to release relevant information about your computer use to the police or other authorised agencies. Please see our [Privacy Policy](#) for further information.

User responsibilities and Code of Conduct

Due to the limited resources available for provision of public access to the Internet, we reserve the right to limit the amount of time an individual user can devote to a single session.

All users must agree to a code of conduct for use of free Internet services.

You may not:

- Use computers to make unauthorised entry into other computers or networks.
- Use the library's Internet resources to conduct a business or commercial enterprise, or engage in commercial activity such as the distribution of advertising.
- Attempt to access pornographic, obscene, violent, or racist material. The library staff's decision as to whether material falls into these categories is final.
- Invade the privacy of others. This includes not misrepresenting oneself as another user and not attempting to modify or gain access to files, passwords or data belonging to others.
- Make any attempt to damage computer equipment or software, or to alter the set-up on library computers.
- Install your own software or tamper with files on the library computers.
- Download files, torrents, magnets, other file descriptors or indexers or use library computers for file sharing.
- Engage in any activity that is harassing or defamatory, including the use of language which could be obscene, offensive or racist.
- Use the Internet for any illegal activity, including violation of copyright or other rights of third parties.
- Download illegal, protected or copyright material.
- Visit pirate websites or other services designed to infringe copyright.
- Visit proxy websites or other services designed to avoid filtering.
- Post violent, nude, partially nude, discriminatory, unlawful, infringing, hateful, pornographic or sexually suggestive photos or other content via the Service.
- Use the service to create or disseminate: malware, viruses, trojans, bots, spambots, worms, logic bombs or for cybercrime of any kind.
- Use the Library's address for deliveries.

Violations may result in loss of access. Unlawful activities will be dealt with in an appropriate manner.

Children and Parents/Carers

Parents and carers are ultimately responsible for children's use of the Internet. Hounslow Library Network uses a filtering system to restrict access to unsuitable material, but the Internet is constantly changing. Hounslow Library Network cannot guarantee that material which you might consider unsuitable will be suppressed. If you are concerned, please supervise your child when they use the Internet.

If you find an unsuitable site please inform a member of staff who will investigate the matter.



The Internet – Information resource

The Internet is vast and unregulated. Hounslow Library Network cannot guarantee the quality of information you may find.

Not all the information available via the Internet is accurate, current or complete.

The Internet is a series of communication links leading to a diverse array of information content. In choosing sources to link to its home pages, the library follows its materials selection guidelines.

Beyond this, it is not possible for Hounslow Library Network to monitor or control information accessible through the Internet, nor are we responsible for its content.

The Internet offers access to information that can be personally, professionally and culturally enriching. But, because the Internet is uncontrolled, it also enables access to ideas, information, images and commentary beyond the confines of selection guidelines applied by Hounslow Library Network to its printed and recorded materials.

Controversial material

Ideas, points of view, and images can be found on the Internet which may be controversial and inflammatory. The provision of access does not mean or imply that Hounslow Library Network endorses or sanctions the content or point of view of any of the information or commentary which may be found on the Internet. We cannot always protect individuals from information and images which they might find offensive or disturbing.

Public Internet access terminals must be shared by library users of all ages, backgrounds and sensibilities. Since staff cannot continuously monitor the public's use of the Internet, individuals are asked to be sensitive of others' values and beliefs when displaying potentially controversial information or images on public computer screens.

Library staff will intervene if members of the public are found to be abusing the facility by, for example, displaying material liable to cause offence to other library users.

Staff Assistance

Staff will assist library users in getting started on the Internet. Staff will try to answer specific questions about the Internet and offer suggestions for effective searching. Staff can also provide information about Internet training opportunities and Internet books and manuals. However, they are not able to give computer training nor to carry out extensive research.

E-mail

The Library can offer web-based e-mail accounts to library users. Users are expected to observe this Internet Use Agreement in all use of e-mail facilities on library premises.

Security

Users should be aware that the Internet is not a secure medium and that third parties may be able to obtain information regarding users' activities.

However, we will not release information on the use of specific Internet resources by members of the public except as required by law or necessary for the proper operation of the Library.

Because security in an electronic environment such as the Internet cannot be guaranteed, all transactions, files and communications are vulnerable to unauthorised access. Users undertake such transactions at their own risk.



E-commerce and Trading

Many Internet services now include the opportunity to buy goods or services. Please do NOT use the library address for the delivery of any goods you purchase.

Fraud on the Internet is widespread and you are advised against the use of library computers for Internet purchasing other than through established accounts which do not require you to enter a credit card number.

You are warned not to enter into any legally binding agreement with any provider of services on the Internet unless you have full confidence that they intend to be bound by its terms.

We have no responsibility (to the extent permitted by law) to compensate you (whether or not we are negligent) for any direct financial loss, loss of profit, revenue, time, anticipated savings or profit or revenue, opportunity, data, use, business, wasted expenditure, business interruption, loss arising from disclosure of confidential information, loss arising from or in connection with use of the service or inability to use or access the service or a failure, suspension or withdrawal of all or part of the service at any time or damage to physical property or for any other similar direct loss that may arise in relation to this agreement whether or not we were advised in advance of the possibility of such loss or damage.

Compliance with the Library Policy and Guidelines

The Library reserves the right to take appropriate action to ensure compliance with the policy, including withdrawing the right to access the Internet.

We will contact the police in cases which involve illegal activity.

Disclaimers

The London Borough of Hounslow accepts no responsibility or liability for any matter, claim, action, proceeding, demand, damage, loss, cost, charge or expense which any person may suffer or incur, either directly or indirectly, through the use of this service.

Questions, comments and concerns

Hounslow Library Network wants to know what you think of its Internet service. Please feel free to ask questions or raise concerns at any time. If your concern cannot be resolved immediately by a staff member, please complete a comments form so that the matter can be raised with a senior manager.

As part of this document see also: [Wi-Fi Service Disclaimer and Terms & Conditions](#)



Wi-Fi Service Disclaimer and Terms & Conditions

You will soon need to have a library membership card to access our WiFi.
See a member of staff to join now – it's free!

By using this service, you agree to the following terms and conditions:

- You will not hold London Borough of Hounslow liable for any damages or actions which may result from your use of this service. We do not guarantee that this service will work on every computer or with every wireless network adapter. This service is provided as is, with no warranty expressed or implied.
- You are responsible for making sure any equipment you use to access the service is: suitable for use with the service; adequately protected against external threats including but not limited to viruses, worms, trojans; adware; spyware; malware; and meets any instructions for its use.
- The service does not prevent you from having extra security e.g. firewalls on your equipment.
- We cannot guarantee access to any Wi-Fi access point for you to use the service, or guarantee that service will continue to be available from any Wi-Fi access point.
- Occasionally, for operational reasons we may have to: interrupt the service and if we do so, we will restore it as quickly as we can; change the code or access numbers; or make minor changes to certain technical specifications, including any data-transfer limits which may be associated with the service.
- The service may be impaired by geographic, atmospheric or other conditions or circumstances beyond our control.
- Unfortunately, we cannot guarantee that the service will never be faulty.
- Due to the nature of the service, you accept that we cannot guarantee the security of the service against unlawful access or use. You should make sure that you have adequate security to prevent unlawful access to your computing equipment or disclosure of confidential information.
- You accept that we have no control over the information transmitted via the service and that we do not examine the use to which you put the service or the nature of the information you send or receive. We have no obligation to compensate you for such information and such use.
- You accept that we do not guarantee the integrity, authentication and confidentiality of the information, files and data (including credit card numbers and PINs) you may wish to exchange over the internet.
- You will not use this service to access networks that do not belong to you, or that you would otherwise not be entitled to access.
- You must not use the service or allow the service to be used: in any way which breaks any law or the conditions of any licence or rights of others, or our Public Internet Use Policy (which we may amend from time to time); to make offensive, indecent, menacing, nuisance or hoax calls or to cause annoyance, inconvenience or needless anxiety; to send, knowingly receive, upload, download, or use any material which is offensive, abusive, indecent, defamatory, obscene or menacing; or in any way that we reasonably think is, or is likely to, adversely affect how we provide the service to you or any other Library users.
- If you use the service to access content or software owned or licensed by others who ask you to accept their terms of use, you must keep to these terms.
- We have no responsibility (to the extent permitted by law) to compensate you (whether or not we are negligent) for any direct financial loss, loss of profit, revenue, time, anticipated



savings or profit or revenue, opportunity, data, use, business, wasted expenditure, business interruption, loss arising from disclosure of confidential information, loss arising from or in connection with use of the service or inability to use or access the service or a failure, suspension or withdrawal of all or part of the service at any time or damage to physical property or for any other similar direct loss that may arise in relation to this agreement whether or not we were advised in advance of the possibility of such loss or damage.

- We do not guarantee that the service will be compatible with your equipment or any software that you may use. We cannot guarantee performance of the internet or that you will be able to use the internet. Using the internet is at your own risk.
- No download of illegal, protected or copyright material.
- You may not use or visit pirate websites or other services designed to infringe copyright.
- You may not use or visit proxy websites or other services designed to avoid filtering.
- You may not post violent, nude, partially nude, discriminatory, unlawful, infringing, hateful, pornographic or sexually suggestive photos or other content via the Service.
- You may not use the service to create or disseminate: malware, viruses, trojans, bots, spambots, worms, logic bombs or for cybercrime of any kind.
- **If you do not agree to these conditions, you must not use this service.**