

Internet and computer services in Derby City Libraries:

Statement of good practice

1. Introduction

This document is a statement of good practice on how we manage the Internet and computer services in Derby City Libraries. Our Central, neighbourhood and Local Studies libraries provide free computer access to our customers.

2. Disclaimer

The Internet is a world wide network of computers and we have no control over the information available on it. It may be inaccurate, biased or of poor quality. We can accept no responsibility for the validity or quality of information available.

3. Internet access

The Internet can be used by all full members of Derby City Libraries. Customers must show their own library card to use a computer.

Anyone, of any age, can join the library as long as they live, work or study in Derby.

All customers must possess a library card with full membership to log onto a computer, unless they are visitors to the Derby area. Visitors must show identification.

A library card to use the Internet is a full membership card from Derby City Libraries and Derbyshire Libraries, a b-line card or a gold card.

A customer with outstanding library charges will not be able to use the Internet and computer service, except with the consent of library staff.

4. Offer to customers

Each customer can have up to 120 minutes computer time a day, if available. At all libraries a customer is first logged on for 60 minutes. The computers at the Local Studies Library can only be used for family and local history research. A customer can have further time if computers are available.

During the last 5 minutes of their session, a customer can extend their session themselves for up to 30 minutes from the computer they are using. This is if their computer is not booked for another customer. Customers can

do this at all neighbourhood libraries, except, Pear Tree, Derwent Community, and the Local Studies Libraries.

At, Pear Tree, Derwent Community Library and the Local Studies Library, customers must ask staff to extend their session.

The Internet and computer service is available from when each library opens to 15 minutes before closing time.

5. Booking

Customers can book up to one session in advance a day and up to 10 library opening days in advance. A customer can have further bookings if computers are available. We accept bookings in person, online and by telephone. Customers should show their own library card if the bookings are made in person and provide their own borrower number when booking online or by telephone. All customers should show their own library card when arriving for their booking. We keep bookings for ten minutes after the appointment time.

Accessible PC - see section 12

Designated children's PCs

These are bookable only by customers whose library card is for children aged 0 to 11 years and for customers with a B line 11 card.

Designated PCs for teenagers

These are bookable only by customers whose library card is for young people aged 12 to 14 year and 15 to 17 years or who have a B line 12 to 14, 15 to 18 or 18 card.

6. Support for customers

We give support to customers using the Internet and computer service in:

- finding specific websites
- using a search engine
- recommending quality sites
- creating a web based email account
- identifying courses to learn about ICT
- basic navigation
- basic ICT troubleshooting.

7. Filtering

To safeguard the well being of customers and staff we have three levels of filtering when our customers use the Internet.

7.1 Access by adults

We apply the lowest level of filtering when computers are used by adults aged 19 and over.

7.2 Access by young people aged 12 to 18

We filter more strictly websites available to young people aged from 12 to 18 years.

7.3 Access by children under the age of 12 years

We have the strictest and tightest filtering when children under 12 are using the computers.

7.4 Filtering software

Filtering software has its limitations. We do not guarantee that customers will not be able to look at illegal or harmful sites.

7.5 Blocked websites

If a customer wishes to view a website blocked by our filtering software, we will always consider their request.

Customers cannot access chat rooms or sites that use chat technology. However, we will consider unblocking sites which give support, information and help learners.

7.6 Social networking sites

We allow access to social networking sites, such as facebook, bebo and myspace, to adults and to young people aged 12 to 18 years. Children aged under 12 cannot log on to these sites.

7.7 Television

We have blocked these sites:

- BBC iplayer
- ITV Catchup
- 4od (Channel 4)
- Demand Five (Channel 5)

7.8 Music

We do not allow customers to access, download or play music on library computers over the Internet or from any other source.

7.9 Use of laptops

We allow customers to use their laptop in libraries and plug it into a convenient electric socket, provided that common sense health and safety

requirements are met. For example, cables are not a trip hazard or a plug or cable is damaged or faulty.

We also allow customers to connect their laptop to a public computer and use it as a storage device. This is similar to a USB stick or a CD.

8 Monitoring of use

We monitor customers' use of the Internet. If a customer misuses the Internet we give a verbal warning. We follow this up with a letter confirming the warning and telling the customer that further misuse of the Internet will result in a six month ban from using all library services.

We also give information to the Police concerning active and ongoing investigations, when they request it.

We ask visitors who use our computer and Internet service to sign a hard copy form agreeing to the terms and conditions of usage. We ask for name address, telephone number, the date and a signature. We give this information to the Police concerning active and ongoing investigations, when they request it. We keep these forms for six months. We then securely destroy them.

9 Inappropriate use

We are concerned when customers misuse the computers by:

- viewing, downloading or printing material including
 - pornographic images
 - images of extreme aggression or violence
 - illegal material
- using offensive language, including emails
- engage in offensive or illegal activities

10 The safeguarding of children, young people, adults and library staff

We take these preventative measures to ensure the safety of children, young people, adult customers and library staff:

- We can and do monitor how our customers use our public computers.
- We proactively show the Internet use disclaimer to customers when logging them on to computers.
- We restrict the use of chat rooms and explain on the Internet use disclaimer what type of websites are dangerous
- We have different levels of filtering for adults, young people aged 12 to 18 and for children under 12.

- In all out libraries we have a range of leaflets and notices aimed at children, young people and adults advising them how to use the Internet safely.

11 Copyright

We display notices which summarise the law about copyright and the copying of works in electronic form.

12 Disabled customers

Windows offers several programs and settings that can make computers easier and more comfortable to use. These settings help customers who have difficulty seeing things on the screen, hearing things from the computer or have difficulty using the keyboard or mouse.

Each library also has two computers with zoom text and a high visibility key board. There is one for adults and one for children and young people.

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