Bromley Libraries – Internet Acceptable Use Policy

At the start of each session, users will be required to confirm that they will comply with these conditions.

Users will be held responsible for the use of the PC until the session is logged off.

Failure to comply with the policy may result in IT facilities being temporarily or permanently withdrawn from the user.

Bromley Library Service provides access to a wide range of resources, including those available on the Internet, in its role as a provider of informational, educational, recreational and cultural enrichment.

Access
The Library Service provides free access to the Internet for valid members of Bromley Library Service who do not owe £5 or more in outstanding fees and charges. However, Bromley Library Service reserves the right to require users to provide proof of identity.

Bromley Council has a filtering policy which helps to provide safe access to the Internet, especially for children and young people. Access to some sites will be prohibited. Please inform the staff if you believe that you have been prevented from viewing inoffensive sites that provide useful information. The Council cannot guarantee to unblock restricted sites. Although filtering mechanisms are in place, no filtering service can guarantee the total exclusion of all unacceptable material. Bromley Council reserves the right to filter any Internet site deemed to contain inappropriate material.

The Library Service encourages parents/guardians to supervise their children's use of the Internet. Library staff are unable to supervise the use of the Internet by children and young people.

Sites on the Internet frequently change and the Council cannot guarantee that users will be protected from information or images they may find offensive or disturbing. It is Council policy to monitor Internet use when circumstances warrant it. Accessing illegal, offensive or abusive material may be the subject of further action, which, in certain circumstances, has resulted in referral to the police. Bromley Library Service reserves the right to refuse further computer access to any individuals accessing or distributing materials which are deemed to be inappropriate or illegal or whose use of the service is otherwise unacceptable.

Users may open or access their own web based email accounts. Staff can advise users on how to open such accounts.

The sending of Spam e-mail messages is strictly forbidden.
Disclaimer
Customers using the People's Network service do so at their own risk. Bromley Libraries cannot accept responsibility for any loss of files, data, e-mails, or information relating to online transactions caused as a result of service outage or equipment failure, including loss of information on USB Flash Drives and other portable storage devices. The Internet is a global electronic network and Bromley Council is not responsible for the accuracy, validity, legality or usefulness of information available. The Internet is unregulated and the Council is not responsible for any images, ideas or information users may access.

Copyright and Confidentiality
All users are expected to use the Internet and e-mail in a responsible manner. The transmission of any material in violation of any laws is prohibited. This includes, but is not limited to: copyrighted material, threatening, violent or pornographic material or material protected by patent.

Due to the insecure nature of the Internet, users are advised to exercise caution when sending personal or other confidential information over the Internet, particularly when using People’s Network terminals for online banking or shopping. Users are responsible for any goods or services ordered on People's Network terminals, whether assisted by staff or not.

Printing
You may print material through printers that are supervised by staff. Customers are advised to collect and pay for all printouts not later than fifteen minutes before published closing times. Print Preview should be used to prevent the printing of unwanted pages. All printed pages must be paid for. Print jobs are held on the system for a maximum of two hours before automatic deletion.

WiFi Service
A free WiFi service accessed via a secure User name and PIN log on is available at Bromley Central Library, Anerley Library, Biggin Hill Library, Orpington Library, Penge Library, Mottingham Library and St Paul's Cray Library.

Laptop users access the service at their own risk and should ensure that they have adequate and up-to-date anti-virus software installed together with appropriate operating software to enable wi-fi access. Staff will provide information on how to log on to the WiFi service, including a Help Sheet if required, but will not be able to assist in configuring the laptop or any other troubleshooting.

No printing facilities are available for users of the WiFi service.

Availability
Although every effort is made to make the service accessible to all, we cannot guarantee to provide a People’s Network terminal or WiFi session on demand. Staff will make every effort to warn customers of disruption or withdrawal of the service when this is known in advance.