

Devon Libraries

Using library computers

Factsheet 11

Who can use library computers?

Any member of the library - you will need your ticket number and PIN. If you are just visiting Devon for a short period, you can have temporary access to a computer if you tell us your name.

What the computers offer

They offer Internet access, including web-based email, and office applications such as word processing, and you can view CDROMs and DVDs.

There is Supernova software to magnify the screen and read information aloud, and most libraries have a scanner, with Cicero software which can read text from the scanner. Each computer also has Wigit software which turns text into symbols.

Some libraries also have a special computer with a large screen, an adapted keyboard and a large trackerball mouse which can be used with hands or feet, on adjustable tables which allow room for wheelchairs, and with special chairs and a lap tray.

What you need to know before you start

Library staff can help you sign on and give you some help and support, but if you have never used a computer before or if you need advanced help, you may need to attend a training course. Some libraries run sessions for beginners, and all can give you information about appropriate training available locally.

Do I need to book?

No, but you may have to wait. You can book a session in advance, but if you arrive more than 5 minutes late, the computer may be made available to someone else. The shortest period you can book in advance is ½ hour and the longest (if a computer is available) is 2 hours. You can only book one session for the same day.

Charges

Library members can use a computer free of charge for ½ hour a day, but there is a charge for non-members. You can also hire a computer for longer if there is one available. You will have to pay for printouts. Current charges are on posters in the library and on the library website.

If you have a disability that affects your use of computers you can have a full hour's free use per day.

If you are under 18, you can use a computer for an hour for study purposes.

Filtering

All access to the Internet in libraries is filtered but we cannot guarantee that all offensive sites will be blocked. Equally, some acceptable sites may be incorrectly blocked. If you find a site

which you think should be blocked or unblocked, please tell a member of library staff.

Live television broadcasts

You may not use library computers to view live television broadcasts (which require a television licence), but you may view non-live (archived) television programmes.

Young people

You are welcome to use the facilities whatever your age, but Internet access is different if you are under 16. We offer 3 levels of access to the Internet for young people:

1. **Restricted.** A limited number of sites which are monitored for content and suitability by library staff.
2. **Filtered.** No email or chatrooms, though some websites do allow messages to be sent from within the sites. There is a wide range of blocked categories – please ask for details.
3. **Full.** The same as adult access. Includes emails and chatrooms.

Age 12 or under can have:

- Restricted access automatically
- Filtered access if their parent / guardian / legal carer has given consent
- Full access if they are accompanied by a responsible adult while they are using the computer

Age 13 – 15 can have:

- Filtered access automatically
- Full access if their parent / guardian / legal carer has given consent or if they are accompanied by a responsible adult while they are using the computer

Age 16 – 17 will have full adult access.

Library staff cannot supervise young people's use of library computers, and parents are responsible for what their children access. Please ask if you would like a "Safe surfing" advice sheet.

Acceptable Use Policy

Before you start using library computers, you will be required to accept the terms of our Acceptable Use Policy, which will come up on the screen. This provides guidance on staying within the law, explains about monitoring, confidentiality, and liability, and tells you what is and is not acceptable when you use library computers. It also offers Health and Safety guidance.

Saving your work

If you wish to retain your work, please save it to a USB drive or other external device. USB drives can be purchased from the library, or you can use your own. Do not try to save work on the computer hard drive: it may be temporarily available to other users, and it will be erased.

Consideration for others

Please:

- Show consideration for others by being quiet when using library computers, and do not use your mobile phone. Disruptive use, such as group game playing, is not permitted.

- Respect other people's privacy and do not look at computer screens that are being used by others.
- Use headphones if you want to listen to audio material. Headphones can be purchased from the library, or you can use your own. You may use the library's "for hire" DVDs and audio CDs only if you have paid the hire charge first.

Confidentiality / privacy of personal information

Because library computers are available to all members of the public, we cannot guarantee the privacy / accessibility of any personal data, including email messages. We advise you not to send confidential or sensitive personal information by email or via the Internet, and we recommend that you leave secure sites as directed and exit the Internet browser at the end of your session. If you choose to use credit or debit cards to purchase goods or services via the Internet, you do so at your own risk.

Contact details

Address: Devon Libraries Headquarters
Great Moor House
Bittern Road
Sowton
Exeter
EX2 7NL

Phone: 01392 384315

Fax: 01392 384316

Email: devlibs@devon.gov.uk

Different formats

If you would like a summary of this in a different format such as large print, Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk

Last updated April 2010