

## Standards of Acceptable Technology Use

The Royal Borough of Kensington and Chelsea Libraries & Archives Service provides public access to technology, including access via computers to the internet, to help meet the educational, recreational and information needs of the community. The following policy details the conditions governing the use of technology by members of the public. By using technology provided by the [council] service you are agreeing to comply with these conditions and access may be revoked if individuals do not comply.

This policy covers technology based in our public spaces as well as other services delivered online. In particular, this includes:

- Access to the internet via public computers or similar devices in libraries
- Use of self-service kiosks and similar devices in libraries
- Use of online platforms accessible via the library service, such as the library catalogue and any online resources accessible from the library webpages

When using technology via our library and archive service, you must not:

1. Use a library membership card other than your own to book or log on to the computers or similar devices. Cards issued to family and friends may not be used.
2. Stay beyond the end of your allocated time at a public PC which has been booked by another customer. Please be patient when interacting with other library users and library staff. This is a public space, and these are shared resources.
3. Tamper, delete, add to, modify or in any other way interfere with the installation, equipment and software provided. Where access to any Internet web site is restricted by the need for additional software such as plug-ins this should be reported to staff. They will notify the Libraries ICT Systems Team who will investigate whether or not it is possible for the software to be installed.
4. Disregard fair usage of online resources. For example, do not download 'on mass' contents from a resource and adhere to any specific policies stated by suppliers on their webpages
5. View and/or distribute pornographic, offensive or illegal material, or transmit obscene, racist or illegal material.

6. Infringe copyright by making unauthorised copies of protected information or software or make unlawful use of printed information obtained using the library's equipment.
7. Engage in advertising, canvassing or similar activities of a commercial or political nature involving mass-mailings.
8. Hack and gain unauthorised access to any other computers or the network.
9. Create computer viruses, or knowingly disseminate viruses or phishing email messages.
10. Record images of any other library users or library staff without their permission.

The above are examples only. A member of staff may deem other forms of behaviour to be unacceptable.

Please be aware that all internet use is monitored for any activity which contravenes these standards.

This policy was issued on 13 June 2023.