Swindon Libraries & Information Service

Rules and Regulations

1. Everyone is welcome to use Swindon Borough Council's core libraries during our staffed opening hours.

2. These **Rules and Regulations** apply to all users of the service.

3. You must comply with all instructions from library staff, emergency services, security staff and any measures put in place for your safety.

Joining the Library

4. Library members must agree to abide by these **Rules and Regulations**, the **Libraries Byelaws** and our **Privacy Notice**. These are all published on the Swindon Borough Council website (www.swindon.gov.uk).

5. To become a member of Swindon Libraries & Information Service you must present identification establishing your name and permanent address. You may only have one library membership with our service.

6. For those without identification establishing their address, a temporary membership can be created upon production of one item of identification. Temporary membership does not allow you full access to our services.

7. Young people under the age of 16 require a guarantor to join. This guarantor will be responsible for any items borrowed or charges incurred.

8. It is your responsibility to inform Swindon Libraries if any of your contact details have changed. This includes changes to your home address, email address, and your name. Swindon Libraries are not responsible for any missed communications.

9. Your library membership entitles you to:
   - Borrow items.
   - Log on to our public computers.

- Access our 24 Hour Library service.

10. All membership cards remain the property of Swindon Libraries & Information Service. You must notify us immediately if your card is lost or stolen. A charge will be made for a replacement.

11. Our Extended Access service is subject to additional eligibility criteria and a separate set of **terms and conditions**. We reserve the right to remove your use of Extended Access and review your library membership following any breach of our terms and conditions.

Borrowing of Books and Other Items

12. You must have your card with you to access library services. Please note that some items are for library use only and cannot be borrowed. This includes the Local Studies collection and "Library Use Only" books.

13. There are fees and charges in place for a number of services, including hire charges which must be paid when the item is borrowed. Strict age criteria apply to the hire of some items (as set by the British Board of Film Classification). Our full list of **Fees and Charges** is published on the Swindon Borough Council website.

14. You are responsible for all items borrowed on your membership card:
    - Items should be returned or renewed by the date due. You can check the return date on the receipt issued at the time of loan, or via your account on our website.
    - Overdue charges will be made for any items returned or renewed after the due date. Failure to pay these charges will result in your access to library services being curtailed.
    - You are responsible for any loss or damage to items on loan to you.

15. The borrowing of items from the library or their use on library premises does not give you any right or licence in respect of copyright or public performance. You are required to comply with current copyright and performing rights legislation.

Use of Information Technology

16. To use our public computers you must agree to abide by our **DIGITAL ACCEPTABLE USE POLICY (Part 1: Public Computers)**. Failure to abide by this policy may result in your session on the computer being ended, and possibly a ban from using our public computers, and where appropriate, a ban from libraries.

17. To use our Wi-Fi service you must agree to abide by our **DIGITAL ACCEPTABLE USE POLICY (Part 2: Wi-Fi)**.

18. To use laptops, smart phones or other devices in the library you must agree to abide by our **DIGITAL ACCEPTABLE USE POLICY (Part 3: Use of Laptops, Smart Phones and Other Devices).**

19. In all cases, users must use headphones or have the volume reduced to zero.

Children in Swindon Libraries

20. Children of all ages using our libraries remain the responsibility of their parent or carer at all times. Parents and carers are responsible for monitoring their children's internet use whilst in the library, both on library computers and on devices using our Wi-Fi.

21. Children under 8 must never be left in a library without a parent or carer.

22. Swindon Libraries & Information Service have a legal duty of care to notify the relevant authorities where there are concerns about a child's welfare.

Your Behaviour

23. Swindon Libraries should be a safe, welcoming and inclusive space for everyone to enjoy. To achieve this we enforce a zero tolerance stance towards the following anti-social behaviour:
    - Refusal to comply with staff instructions in accordance with these **Rules and Regulations** and the **Libraries Byelaws**.
    - Any verbal or physical aggression, inappropriate, or unwanted attention towards our staff, volunteers or any other library users.
    - Canvassing and proselytizing, including the distribution of leaflets and petitions.
    - Viewing inappropriate material on any device.
    - Loud, disruptive or offensive conversations - on the phone or with others.
    - Using drugs or alcohol on the premises, or entering the library under the influence of either.
    - Behaviour that damages our furniture, equipment, stock or buildings.
    - Behaviour that affects the wellbeing or safety of others.
    - Bringing into a library any item (including but not limited to bicycles and scooters), or leaving any items where they may obstruct library use or access.
    - Consuming hot food anywhere in the libraries (except the café at Central Library).
    - Smoking (including E-cigarettes).
    - Bringing animals into the library (other than Assistance Dogs).

24. You are responsible for the security of your own property at all times.

25. Failure to abide by these Rules and Regulations may result in:
- Your membership being revoked
- Being asked to leave the premises
- A verbal warning
- A formal warning letter
- A ban

Head of Libraries & Information Service

November 2018

****

Appendix 1

DIGITAL ACCEPTABLE USE POLICY

Part 1: Public Computers

[Full text as presented during user login]

- *Users may only access the People's Network using the library card number registered in their name.*

- *Access to the resources on this PC is made available to users on the understanding that their use of the system or any consequences arising from it is at their own risk. Safeguarding personal data is the user's own responsibility.*

- *The user undertakes not to create or access any obscene, offensive or illegal material. Swindon Libraries' decision as to which websites fall into these categories is final.*

- *Where laws have clearly been broken external agencies, including the police, may be contacted.*

- *The library service is not responsible for costs or damages that may be incurred by the user whilst using the People's Network computers.*

- *Users who choose to send information via the Internet must do so in their own name.*

- *The library service cannot guarantee the availability of specific web sites or have any control on the performance of the Internet.*

- *The library service cannot be responsible for the content or quality of information found on the Internet.*

- *The library service makes use of software to filter and monitor the content accessed from the Internet.*

- *No more than two people allowed at a computer at any one time.*

- *Parents and carers are responsible for setting and communicating the standards their children should follow when using the computers. Swindon Libraries are not responsible for monitoring unsupervised children's access to the Internet.*

- *The use of this computer for commercial purposes is not permitted.*

- *Downloading is only permitted to USB memory devices. These will be virus checked when used.*

- *Material can be printed on payment of the appropriate charge and must comply with current copyright regulations.*

- *Library staff are permitted to view computer screens at any time during a session to ensure compliance with the Acceptable Use policy.*

- *Library staff are permitted to terminate any session that contravenes this policy.*

- *Wilful or malicious damage to the computer or network equipment is not acceptable and will result in access being withdrawn.*

I agree to abide by this acceptable use policy and understand that misuse of this service will result in access being withdrawn.

DIGITAL ACCEPTABLE USE POLICY

Part 2: Wi-Fi

1. By inputting the password and accessing our Wi Fi network you agree to abide by our **DIGITAL ACCEPTABLE USE POLICY**.
2. Use of our Wi-Fi service is at your own risk and safeguarding personal data is your own responsibility.
3. You may not use our Wi-Fi service for commercial or illegal purposes
4. You must not access or create any obscene, offensive or illegal material. Library staff have the right to ask you to stop and refusal could lead to you being asked to leave. Staff decisions on these matters is final.
5. Wilful or malicious damage to our computer network or equipment will result in access being withdrawn.
6. Library staff are permitted to view any device screens at any time in our libraries to ensure compliance with our **DIGITAL ACCEPTABLE USE POLICY**.
7. Where laws have clearly been broken, external agencies may be contacted, including the Police.
8. If plugging in a device, ensure cables and leads are not a trip hazard or causing an obstruction.
9. Swindon Libraries are not responsible for (1) costs or damages incurred using Wi-Fi; (2) the content or quality of online information; (3) the availability of websites or have any control on the performance of the Internet; (4) monitoring unsupervised children's internet use; (5) IT issues relating to Wi-Fi; (6) setting up laptops or other devices.
10. Swindon Libraries use software to filter and monitor content accessed online.

DIGITAL ACCEPTABLE USE POLICY

Part 3: Use of Laptops, Smart Phones and Other Devices

You may plug in or charge laptops, smart phones or other devices in our libraries subject to the following conditions:

1. You may use only designated power points.
2. You must not unplug or switch off any other electrical equipment.
3. If plugging in a device, ensure cables and leads are not a trip hazard or causing an obstruction.
4. Devices must not be left unattended
5. It is your responsibility to ensure that your device is safe to use. We cannot be held responsible for any issues caused by charging your device. If a device causes our power circuit to trip then that may not use it again until you can prove it has been successfully PAT safety-tested (Portable Appliance Testing).
6. You may only use USB ports on our public computers when you are logged in to that computer.
7. We cannot be held responsible for any issues caused by the use of memory sticks or similar devices on library computers.

END

END