

Somerset County Council Library Services

Public Access Wi-Fi Policy

Computer services are provided for public use by Somerset County Council Library Services.

The following libraries currently offer Wi-Fi services where you can connect to the internet with laptops and other mobile devices such as smartphones and tablet computers:

- Bridgwater Library
- Frome Library
- Minehead Library
- Taunton Library
- Yeovil Library

Who can use Wi-Fi?

Access to Wi-Fi in Somerset Libraries is available to LibrariesWest members. (Somerset is part of LibrariesWest. Members of 5 Library Services: Somerset, Bath & North East Somerset, Bristol, North Somerset and South Gloucestershire can use the Wi-Fi in Somerset Libraries).

Visitors to the area can also register with the library service for short-term Wi-Fi access. They will be required to provide some contact details.

Are there any fees?

Access is free.

How long can I use Wi-Fi for?

Wi-Fi is available during library opening hours. There are no restrictions on length of use but sessions are set to time out after 60 minutes, requiring users to re-enter their details to continue use.

Is printing available?

Printing is not currently available using Wi-Fi. If members wish to print they will need to switch to a public access computer, to which charges apply.

How much Staff Help is available?

All public computer services, including Wi-Fi are provided on a self-help basis. Staff cannot configure your laptop or mobile device.

Conditions of use

1. Somerset Libraries cannot guarantee that the Wi-Fi service will be compatible with any equipment or hardware.
2. Somerset Libraries cannot guarantee the availability of Wi-Fi services.
3. Somerset Libraries cannot guarantee network speeds or Internet availability.
4. Public WiFi is a self-help service and library staff cannot provide technical assistance to customers using the wireless network.
5. All internet content is passed through a central web filtering system, to safeguard against offensive or illegal material being viewed in the library. Log files of browsing activity are retained so that, as providers of an internet service, Somerset Libraries can respond to official requests for information and comply with legislation such as the Data protection Act.
6. Somerset Libraries cannot be held responsible for the privacy or security of your activities. It is strongly recommended that you take due care when transmitting confidential information such as credit card details over the Internet. For further information about online security, visit www.getsafeonline.org
7. Somerset Libraries cannot be held responsible for any losses resulting from sending confidential information via the Internet nor from the non-availability of web sites for any reason.
8. Somerset Libraries assumes no responsibility for the safety of equipment or for laptop configurations, security, or data files resulting from connection to the Wi-Fi facility. Use of the Wi-Fi facility is entirely at your own risk, and Somerset Libraries will not accept any liability for any loss of any kind that may arise from use of such equipment on the Wi-Fi facility.
9. It is your responsibility to provide antivirus protection for your equipment or hardware. Library staff cannot configure your laptop, wireless adapter or mobile device. Somerset Libraries cannot accept responsibility for damage incurred to your equipment or hardware through your failure to protect it through appropriate software or by incomplete security settings.
10. In order to access Wi-Fi you will be asked to accept Somerset Libraries computer use terms and conditions on log-in. A full copy is available at <http://www.somerset.gov.uk/computersinlibraries>