

All information is confidential and will only be used under the strict controls of the Data Protection Act 1998. The Authority is under a duty to protect the public funds it administers and to this end may use the information you have provided on this form within this Authority for the prevention and detection of fraud. It may also share this information with other bodies administering public funds, solely for this purpose.

Do you consider yourself to have a disability? Yes No

If your disability affects the use of the library service, please indicate in what way:

visual hearing mobility learning

other (please specify)

Which language (s) do you read

Age:

ETHNICITY

Choose ONE option from the categories below, then tick the appropriate box to indicate your cultural background

White

British Irish Any other White background, please write in

Mixed

White and Black Caribbean White and Black African
White and Asian Any other Mixed background, please write in

Asian or Asian British

Indian Pakistani Bangladeshi Vietnamese
Any other Asian background, please write in

Black or Black British

Caribbean African Any other Black background, please write in

Chinese or Chinese British

Chinese Any other Chinese background, please write in

Any other ethnic group

Turkish/Turkish Cypriot Greek / Greek Cypriot Jewish
Kurdish Any other ethnic background, please write in

GENDER

Male Female (please tick box)

Staff use only

Enter Y/N in disabled field

Enter in disability type

Enter in languages field

Age Range:

18-20	21-30	31-40
41-50	51-60	61+

Use Notes field to record other background

.....

[WB]
[IR]
[WO]

.....

[MWBC]
[MWBA]
[MWA]
[MOB]

.....

[AI]
[AP]
[AB]
[AV]
[AS]

.....

[BC]
[BA]
[BO]

.....

[CH]
[CO]

.....

[TC]
[GC]
[JE]
[KU]
[OEG]

.....

[M] [F]

Use NR for Age, Ethnicity or Gender if not stated.

User's Guide to Public Computer Facilities

Basic Information

- PC use is free to all library users
- You must be a current library member to use the PCs
- Your valid library card must be used to book the PCs
- By joining Hackney Libraries you have also agreed to abide by the rules as set down in the 'User's Guide to Public Computer Facilities'.
- You will be issued with a Personal Identification Number (PIN) upon request to enable you to use the PCs (not currently available at Hackney Central).
- Where a PC booking Kiosk is available, you will need your PIN to book a PC.
- Where a kiosk is unavailable a member of staff will book a PC for you.
- Bookings are allowed up to the end of the following day, with the exception of Hackney Central.
- Use only the PC allocated to you and for the time period for which it was originally booked.
- If you have any outstanding fines/charges then these must be cleared before using the PC facilities.

Time

- Adults are allowed bookings of up to 1 hour a day, Children are allowed bookings up to 30 minutes a day – an hour for homework study purposes upon request.
- You must end your session at time specified, the PC will automatically end your session – where PC booking is in operation.
- The last booking of the day ends 15 minutes before the Library closes. (30 minutes before at Hackney Central Library).
- Making a booking which is then unavoidably cancelled due to system/equipment failure does not entitle you to take priority over the next booking or have additional time. Staff will try to offer alternatives where possible.

Saving work

- Users wishing to save any files they create, should save to a floppy disc. These can be bought at the library.
- NO user files are to be saved on the PCs and Hackney Libraries accepts no responsibility for users' files lost if this instruction is ignored.
- Loading of personal software or permanent storage of data on the PC is not permitted. However, accessing your own documents from CD-RW discs is permitted.
- Anti-virus software on the PC will DELETE any infected file accessed. Make sure you have copies.

Printing

- Printing costs are as advertised at the Library.
- Printing at Hackney Central, users must buy a print card (£1.00). These are non-refundable. Cards can then be credited from the EMOS machine at the Reference counter.
- The PC booking system controls printing at most Hackney Libraries, users will be advised of the number of pages they are attempting to print and the cost of printing them. Saying YES to print means you agree to pay for the entire print job. You will be asked to pay for the printing before it is 'released' to the printer.



Computer Problems

- Please report any problems/faults to a member of staff as soon as possible
- We cannot guarantee the following;
 - the availability or response times of internet services
 - the availability of PCs/printing facilities
- The PCs are supplied on an 'as is' basis
- Staff may be able to give assistance within time constraints but cannot offer formal training
- A booking which is missed due to unavoidable system and/or equipment failure does not entitle you to access other PC equipment or have additional time. Staff will however look to offer alternatives where possible.

Internet Sites

- Hackney Council uses filtering software to block access to unsuitable internet sites.
- Users should be aware that all Internet access is monitored and any attempts to access pornographic, sexist, racist or other offensive material will be investigated.
- Anyone found accessing such materials, on a Library PC, will be excluded from further use of the computers throughout Hackney libraries and their details may be passed onto the relevant authorities.

Warning

- The **London Borough of Hackney** and **Hackney Libraries** advise all Public PC Users against making any on-line financial transactions which require your credit/debit card details, whilst using the Internet Services at any Hackney Library.
- The Public PCs are a resource, open to all, and as such any information you enter may become accessible by others. The London Borough of Hackney has no control over this and as such cannot be held responsible for any subsequent use/misuse of this information.

Behaviour in Libraries

- A maximum of 2 people are allowed at a PC at one time.
- Mobile phones should not be used in the Library at any time.
- PC sound should not be used without headphones, so as not to cause a nuisance to nearby library users. Where possible, headphone extensions leads are installed to enable users to use headphones to listen to audio on the PCs. Headphones are normally available for temporary loan on your library card, from the Library counter.
- You must not attempt to access, tamper or damage the computer equipment or software provided. This includes changing standard settings on the PCs e.g. Screensavers, colours schemes and backgrounds. You may be liable to being excluded from PC use and /or a charge to restore the PC to a working state.

IMPORTANT NOTICE

ANTI-SOCIAL BEHAVIOUR WILL NOT BE TOLERATED. HACKNEY LIBRARIES STAFF AND CUSTOMERS HAVE A RIGHT TO GO ABOUT THE LIBRARY WITHOUT FEAR OF ABUSE OR ASSAULT. THE COUNCIL WILL TAKE ACTION TO ENSURE THAT ITS STAFF AND CUSTOMERS ENJOY A SAFE ENVIRONMENT WHILST IN ALL HACKNEY LIBRARIES