

Public Access PCs

Some Information about using the People's Network

- To use the PCs you must have a valid Southend, Essex or Thurrock Library ticket or a South Essex College or University of Essex card.
- The log in ID is your library ticket number, without spaces, your password is your date of birth in the form DDMMYY.
- If you wish to change your password you can do this by logging into the library catalogue, the icon is on the desktop of all People's Network PCs or via the library OPACs.
- Any PC showing 'Available' can be used immediately; the amount of time you can use it will also be on screen.
- Anything less than 60 minutes means someone else has booked it unless it is one of the Quick Use PCs which are set for either 15 or 30 minutes.
- At Southend there is a self printing system.
- At branch libraries there is a queued booking system, which only operates when every PC is in use.
- Southend Library has 2 scanners located on PCs Centre 17 & 18; these can be specifically booked.
- There are 6 Quick Use PCs on the ground floor for the Forum which are available for 15 minutes only; these cannot be booked nor can their time be extended.
- 10 minutes before your session ends you will be sent a warning message; there is another at 5 minutes and the final one at 3 minutes.
- Print charges are 30p for A4, 60p for A3.
- Any PC left unattended for 5 minutes will lock and then reboot after another 10 minutes.
- Users must abide by the Internet and Computer Acceptable Usage Policy – anyone infringing this will be banned from using the PCs for a specified period.

Public Access PCs Factsheet 1

The Library, The Forum: Southend on Sea, Elmer Square, Southend on Sea,
SS1 1NS

Tel: 01702 215011

E-mail: library@southend.gov.uk

16/01/2014

Public Access PCs

Some Information about using the People's Network

- Because of the high level of demand users are restricted to one hour per day.
- Additional time is available for the charge of £1.50 per hour or part of an hour provided there are PCs available.
- Users are only allowed to use their own ticket – anyone found to be using another person's ticket will have the session terminated and may be barred from using the PCs.
- For your security at the end of your session you should follow the instructions for logging off.
- Watching live TV broadcasts in any Southend Library is not permitted.
- For the comfort and privacy of other users only two people may use a PC together, at smaller desks this is reduced to one person.
- Headphones or earphones must be used for anything requiring sound and must be set at a level that does not disturb other customers.
- If you use your mobile phone please use it with consideration for those around you.
- If you require help from staff please go to the Welcome Desk.
- Staff can only give up to 10 minutes basic help with logging on, e-mail, Microsoft Office products or printing.
- You can only save data to USB memory sticks all data is wiped from the C: drive at the end of the session.
- You can buy earphones and USBs from the Welcome Desk.
- Any USB, CD or DVD found in a PC will be kept at the Welcome Desk for 6 weeks and then destroyed.
- There is a Wifi connection in the Forum library; access codes can be obtained from the Reception Desk.
- We do not have a WiFi connection at branch libraries and no laptop can be plugged into our network points to access the Internet or e-mail.

Public Access PCs Factsheet 1

The Library, The Forum: Southend on Sea, Elmer Square, Southend on Sea,
SS1 1NS

Tel: 01702 215011

E-mail: library@southend.gov.uk

16/01/2014