

## Using computer workspaces and the wireless network (WiFi)

The directive is established on the basis of §6, subsection 2, point 5 of Tallinn City Council's 18.10.2007 ordinance No 31 „Tallinn Central Library's Base Ordinance“ and §1, subsection 4 of Tallinn City Council's 02.06.2016 ordinance No 19 „Usage Regulations of Tallinn Central Library“.

### 1. General provisions

- 1.1. This directive will regulate the use of Tallinn Central Library's computer workspaces and the wireless network (WiFi).
- 1.2. Terms will be used in the following meanings throughout this directive:
  - 1.2.1. library – Tallinn Central Library;
  - 1.2.2. directive – director's directive „Using computer workspaces and the wireless network (WiFi)“;
  - 1.2.3. service unit – a department or branch library of the library;
  - 1.2.4. patron – a person that has registered as a patron of the library;
  - 1.2.5. user – a patron or a library visitor that has not registered as a patron;
  - 1.2.6. minor – a person under the age of 18;
  - 1.2.7. parent – the legal guardian of a minor (custodial parent or guardian);
  - 1.2.8. computer workspace – an **internet workspace** (incl. the library's **laptop**), **search computer**, a **tablet**; **monitor for working with a personal laptop**;
  - 1.2.9. internet workspace – a computer with internet access, a web browser, office software and ID-card software;
  - 1.2.10. session – a 60 minute time allowance during which the patron is able to use the internet workspace;
  - 1.2.11. An additional session is a 60 minute time allowance during which the patron is able to use the internet workspace if other patrons do not need to use the workspace.
  - 1.2.12. WiFi – wireless data communication network.
- 1.3. The use of a computer workspace and WiFi is free of charge.
- 1.4. Before using a computer workspace and/or WiFi, a patron must read this regulation. While using a computer workspace and/or WiFi, a patron must follow the guidelines in this regulation and all relevant legislation.
- 1.5. The prerequisite to using a computer workspace is previous knowledge of computers and all relevant programs as well as previous experience in using computers. If a patron requires help with using a computer, they must inform a library employee, incl. for booking a time for a training session.
- 1.6. The library will not release the patrons' data or computer workspace and/or WiFi logs to third parties, exc. in cases provided by law.

### 2. Library's computer workspace

## 2.1 Internet workspace

- 2.1.1 The internet workspace can be used by patrons in order to communicate with the state, local government or family; to look for employment; to pay bills etc.
- 2.1.2 One session is up to 60 minutes long. If other patrons do not need to use the internet workspace, a librarian may allow the current user to have up to three additional 60 minute sessions.
- 2.1.3 A time can be pre-booked for using an internet workspace for studying and looking for employment for 60-240 minutes (up to 4 h) per day. The contact information of the service units that offer this service have been published on the library's webpage [www.keskraamatukogu.ee](http://www.keskraamatukogu.ee). If necessary, a librarian will assist with online patron registration beforehand.
- 2.1.4 In some service units, patrons with a mobility impairment may pre-book a laptop.
- 2.1.5 In every service unit there is at least one computer that cannot be pre-booked.
- 2.1.6 In order to use an internet workspace, a library card or an ID-card (if you use your ID-card as a library card) must be presented.
- 2.1.7 The patron is able to temporarily save documents into the folder Documents or on the computer's Desktop. Before leaving the internet workspace, the patron is required to delete all of their saved files (documents) from the computer. The library has the right to irreversibly delete all of the files the patron has saved.
- 2.1.8 It is possible to use a charged document printing service at the internet workspace. To start printing, ask a librarian. In order to print from a laptop, the file must first be sent to the e-mail address of the service unit where you are using the internet workspace. Payment is possible via bank transfer, with cash or card.

## 2.2 Search computer

- 2.2.1 A search computer is meant for the use of the e-catalogue ESTER. Search computers also allow you to search in e-libraries, e-databases and to register online as a patron.
- 2.2.2 It is not possible to save documents in a search computer or to make printouts.

## 2.3 Tablet

- 2.3.1 Tablets may be used by library patrons.
- 2.3.2 In order to use a tablet, a library card or an ID-card (if you use your ID-card as a library card) must be presented. For the duration of the tablet's use, it will be marked on the patron's account in the patrons' database.
- 2.3.3 Patrons are allowed to temporarily use a tablet's data space for saving their documents, however, these documents must be deleted after use.
- 2.3.4 Tablets are connected to the WiFi network. In order to print a document, the file must be sent to the e-mail address of the service unit where you are using the internet workspace. Printing is a charged service.
- 2.3.5 All service units do not have tablets.

## 2.4 Monitor for working with a personal laptop.

- 2.4.1 Monitor and the additional devices needed to use the monitor - video cable, computer mouse, keyboard, adapter - are for use only in the library by library patrons.
- 2.4.2 The monitor is for connecting to a personal laptop.
- 2.4.3 Access to the monitor and the additional devices needed for using the monitor, is granted by a librarian. To use the monitor on site one's library

card or an ID-card (if one uses their ID-card as a library card) must be presented.

- 2.4.4 The monitor and the additional devices will be marked on the readers account in the readers database for the duration of the monitor's use.
- 2.4.5 Depending on the service unit, the monitor may be mobile or stationary (in order to use it, the user should sit in a certain place).
- 2.4.6 A computer mouse can be borrowed for on site use without the monitor.

### **3. WiFi use**

- 3.1. WiFi may be used in all service units during opening hours.
- 3.2. The WiFi user is responsible for all of their actions in the network.
- 3.3. The WiFi network is public. Therefore it is not possible for the library to ensure safety of use.

### **4. Rights of the library**

- 4.1. A librarian has the right to:
  - 4.1.1. refuse providing the patron with an additional session if the internet workspace is needed by other patrons;
  - 4.1.2. end the session if the patron is not following the rules that are set in this regulation or in the library's internal rules or is not following the librarian's orders;
  - 4.1.3. cancel a booking if the patron is more than 5 minutes late to their booking;
  - 4.1.4. refuse booking the internet workspace for the patron for longer than 60 minutes if the patron does not require to use it for studying or looking for employment;
  - 4.1.5. upon the patron's request, enter the internet workspace computer via remote management in order to assist and instruct the patron without direct contact;
  - 4.1.6. irreversibly delete all documents that were previously saved and subsequently not deleted by the patron who used an internet workspace;
  - 4.1.7. allow internet workspace use to a patron who has unfulfilled commitments to the library but needs access to a computer in order to visit the state's or the local government's webpage(s), to look for employment or to communicate with a bailiff;
  - 4.1.8. limit computer workspace usage time of a minor who's parent has submitted a relevant application (appendix 1);
  - 4.1.9. block a WiFi user and remove them from the network if their actions disturb other users or the operation of the network;
  - 4.1.10. set an internet workspace, monitor and tablet ban for a period of two weeks and up to six months, for a first-time refusal by a patron to follow the rules set in this regulation or in the library's internal rules;
  - 4.1.11. set a termless internet workspace ban for a repeated violation of this regulation and the library's internal rules.
- 4.2. The library is not responsible for:
  - 4.2.1. loss of data or other damages that can occur during technical failures (disruptions in internal lines etc.) at the internet workspace;
  - 4.2.2. damages caused to the patron due to an unauthorized data leak or augmentation while using the internet workspace;
  - 4.2.3. illegal acts committed by the patron in the library's computer network.

## **5. Forbidden activities**

- 5.1. At the library, it is forbidden to:
  - 5.1.1. violate the internal rules;
  - 5.1.2. switch the monitor on and off, except when using a monitor-only workspace;
  - 5.1.3. change the computer's configurations and/or install programs and applications;
  - 5.1.4. damage the hard- or software at the internet workspace. According to „Usage Regulations of Tallinn Central Library“, damages must be reimbursed to the library. Damages that are caused by a minor must be reimbursed by a parent;
  - 5.1.5. eat or drink in the vicinity of the computer workspace;
  - 5.1.6. visit webpages that incite violence or are pornographic;
  - 5.1.7. burden the library's computer network by up- or downloading large files.

## **6. Kehtetuks tunnistamine**

- 6.1. I hereby annul director's 03.02.2022 directive No 1-2/9 „Regulations for the use of public computers and the wireless network (WiFi) of Tallinn Central Library“.

Kaie Holm

Director

Appendix 1: Application for limiting computer workspace usage time

„Application to limit computer workspace usage time“ form

Application to limit computer workspace usage time

The applicant, parent or guardian of the minor			
	First name	Surname	Personal ID code

Please allow the minor

First name	Surname	Personal ID code

to use the computer workspace (incl. playing computer or video games) at Tallinn Central Library's service units (service departments/branch libraries) in a day for

	minutes/hours
--	---------------

Limitation is valid from		until	
Limitation is valid until the minor turns 18 years of age			

(signature)

(date)

(name)