

Computers and the Internet



Access

Computers are available for public use free of charge in all libraries in Flintshire, except mobile libraries. You can log on to a computer using your Flintshire library card and PIN. Sessions last for one hour and may be extended if demand is not high. If you are not a member of a Flintshire library, or do not have your library card with you, you will be asked to provide proof of your identity and address before logging on as a visitor. Visitor sessions last 30 minutes and are not normally renewable.

Children over 11 may use computers unaccompanied providing a parent or guardian has completed a consent form. Younger children must be accompanied at all times by a responsible adult when using a computer.

WiFi is available in Buckley, Connah's Quay, Flint, Holywell and Mold libraries. You will need to show your library card or provide proof of your identity and address. WiFi sessions normally last until 15 minutes before the library closes. A unique username and password will be provided to you by library staff for each new WiFi session. It is not possible to print documents when using the library WiFi. [WiFi terms and conditions of use.](#)

Services

In addition to word processing and other office applications, computers may be used to access the internet and web-based email services such as Gmail. All computers in Flintshire libraries offer access to the Flintshire Library and Information Service [online catalogue](#) and a wide range of [online reference resources](#) to help with research, study and leisure.

Printouts from library computers are 20p a sheet for black and white, 35p a sheet for colour. Larger libraries also have scanners available for public use. There is no charge for saving a scanned image to a storage device or sending it via your email.

Support

Library staff are able to provide basic assistance in using computers and other IT equipment provided by the library. They may not be able to assist with equipment which library users bring in to the library themselves.

From time to time the library service offers various taster sessions on basic computer use, the internet and email. These are advertised in the libraries where they are run. Libraries can also provide information on other computer courses and contacts for local training providers.

If you have special needs for accessing the computers, please let us know and we will do our best to help you.