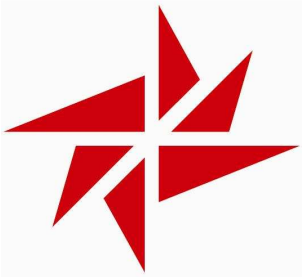


Australian
Library and
Information
Association

Internet Filtering in Public Libraries 2007 Survey Report

Survey Conducted April-May 2007
Report May 2007

Contents

For further information:

Executive Director
Australian Library and Information Association
PO Box 6335 Kingston ACT 2604

http://alia.org.au/advocacy/Internet.access/

ph: 02 6215 8222 • fax: 02 6282 2249 • website: http://alia.org.au • enquiry@alia.org.au

Executive Summary

Australia's public libraries provide public access to, and participation in, the electronic environment. For many Australians, this is their major point of access, or their only point of access.

This public access to a largely unregulated flow of information and communication has led to concerns about the safety and security of users, especially children.

Public libraries have also taken steps to provide safe and secure environments for children. Through the Australian Library and Information Association (ALIA), they have collaborated closely with NetAlert, the national Internet safety agency. NetAlert's primary objective is to promote a safer Internet experience, particularly for young people and their families, and this objective is shared by public libraries.

Filtering software selectively controls what content Internet users can view and what activities they can participate in, using a variety of automatic technologies and set parameters.

This survey of Australian public libraries is the third such survey[1] conducted by ALIA. It addresses the use of filtering in public Internet access terminals. The survey instrument was developed to provide feedback to the Department of Communication, IT and the Arts (DCITA) and the general public in relation to the Australian Government's Protecting Australian Families Online (PAFO) initiative announced in June 2006.

Respondents answered questions relating to their libraries' provision of public Internet services, their experiences of filtering software, and their attitudes towards the use of filtering in public libraries. A more extensive survey will be conducted in late 2007.

Key findings

- There were 104 respondents, out of a potential total of 548 public library services in Australia.
- 39% of respondent libraries currently use filtering software on some or all of their libraries' public Internet access terminals (compared to 31% in 2005 and 18% in 2002).
- Respondents had largely negative views of Internet filtering. They frequently characterised it as a form of censorship, a limit on intellectual freedom, and contrary to the ethics of librarianship.
- Respondents frequently reported experiences of, and concerns about, unreliability and inaccuracy of filtering software.
- Respondents favoured educating the public for safe Internet access, informing users of the conditions of use, requiring their consent to these conditions, and less formal methods of monitoring behaviour in libraries. These practices were preferred to implementing the perceived 'surveillance' technology of filtering.

[1] Australian Library and Information Association summary report on *Survey of Internet access in public libraries, 2002* , http://alia.org.au/advocacy/Internet.access/summary.report.2002.html and *Internet access in public libraries survey 2005 summary report* http://alia.org.au/advocacy/Internet.access/survey.results.2005.pdf

- 40% of libraries surveyed received Internet access through a wider council network, with 85% providing networked PCs. This has implications for the design requirements of filtering software for public libraries.
- 70% of those operating filtering software deployed it a server level.
- If filtering software had been or was to be installed, librarians' primary requirement was for easy, localised control. Respondents wanted the following software features (a) the ability to choose content types to block content, (b) the ability to prevent or allow access to email, games or chat, and (c) the ability to easily block or unblock incorrectly filtered sites.

Selected responses to Internet filtering software in public libraries

'In the last three years we have had only five instances of unacceptable content being accessed on our network – the introduction of filtering software is obtrusive and unwarranted and will have a negative impact on legitimate research.'

'An overwhelming majority of our users are responsible users of the Internet, who abide by the library's own Internet policies which have been developed with the principles of freedom of access to information in mind. The education of parents in their responsibility to monitor their own children's use of the Internet would be a more constructive and beneficial use of resources.'

Conclusions

While the survey provided some information about the technical aspects of implementing Internet filtering software in public libraries, respondents amply expressed their opposition to filtering *per se*, based on their experience, professional ethics and sense of the purpose of libraries.

Although public Internet filtering is in use in a significant number of public libraries, most librarians have concerns about the implications of any restriction on the free flow of information, and see filtering as problematic. Current filtering technology does not meet the requirements of public libraries in terms of accuracy and reliability. The experience of most library professionals is that existing norms, sanctions and informal monitoring, combined with the continued education of users about safe and appropriate Internet use, are sufficient to combat the actual level of threat posed by inappropriate Internet use in public libraries.

ALIA recommends that to provide a professionally acceptable and useful service, Internet filtering software would need to be developed in close cooperation with public librarians, with features maximising local control and adaptability to networks. ALIA will continue to work with NetAlert to further the education of parents/carers, children and the community regarding Internet safety.

Report

Introduction

Public libraries are crucial providers of public Internet access through 548 services in more than 1754 locations[2]. The daily lives of Australian citizens are increasingly located in an interwoven environment of electronically mediated and traditional interactions. The public enjoy, and often rely on, free Internet access in their libraries.

In the last two years librarians have witnessed the emergence and explosive growth of participatory Internet technologies referred to as 'Web 2.0' and, in libraries, 'Library 2.0'[3]. The Internet is now increasingly a space for bottom-up content creation, complex personal interactions, and the potential enhancement of a democratic 'public sphere'. Public libraries' provision of Internet access in this emerging environment is a vital service, by which they can facilitate patrons' connection with e-government, expanded contributions to community life, and the economy.

However, the Internet is also seen as a vehicle for potential threats to library users, children in particular. Public concerns about unrestricted access to the Internet include the following uses:

- to access violent/terrorist/hate material;
- to target vulnerable people for potential manipulation, exploitation and violence via instant messaging (IM) or 'chat';
- to commit financial fraud, identity theft and other crimes; and
- to access legal and illegal pornography.

Because libraries provide Internet access in a public space, funded by public monies, these concerns raise the question of the role of government in ensuring public safety.

A NetAlert survey of children's use of the Internet in April 2005 demonstrated that the majority of Australian's aged eight to thirteen accessed the Internet either at home or at school.[4]

Since 1999, the Australian Government has implemented several policies to promote and facilitate safer and more secure use of the Internet, including NetAlert and StaySmartOnline[5].

Filtering software selectively controls what content Internet users can view and what activities they can participate in, using a variety of automatic technologies and set parameters.

---

[2] Australian Bureau of Statistics 8561.0, *Public Libraries, Australia, 2003-04.*
[3] See http://en.wikipedia.org/wiki/Web_2.0 and http://en.wikipedia.org/wiki/Library_2.0 for more information.
[4] Kids online@home http://www.netalert.net.au/02010-kidsonline@home---Internet-use-in-Australia-homes---April-2005.pdf
[5] http://www.netalert.net.au, http://www.staysmartonline.gov.au/.

ALIA has a clear policy position on Internet Filtering[6]. It supports the basic right of all library and information services' users to unhindered access to information regardless of format. This position is based on the principle that freedom can be protected in a democratic society only if its citizens have unrestricted access to information and ideas. Thus ALIA urges that access to electronic information resources in libraries should not be restricted, except as required by law, and this basic right should not be eroded in the development of regulatory measures for online information.

While ALIA supports the 'Protecting Australian Families Online' (PAFO) initiative for home use, it does not recommend the use of Internet filtering technology in public libraries. ALIA has worked with organisations such as NetAlert in developing well-publicised educational and information materials for libraries and Internet users (for example, NetAlert is a sponsor of ALIA's Library and Information Week 2007).

Australian public libraries have a range of strategies to ensure that public library environments are safe, especially for children. These include, as well as use of commercial filters in some cases, clear Internet use policies (95% of libraries surveyed), user behaviour policies, supervision by staff, parental involvement and parent consent to approve Internet access rights (71% of libraries surveyed), and the availability of information and training (85% of libraries surveyed)[7].

As information professionals, public librarians are well positioned to observe information seeking and knowledge creating behaviours, and the norms and culture of their community of users.

About the survey

This survey was carried out via an online questionnaire (Appendix) that was designed by staff from ALIA with the intention of providing feedback to the general public and DCITA. It was promoted to *Australian* public librarians through the ALIA website, ALIA e-lists, the ALIA Online Content Regulation Group and the ALIA Public Libraries Reference Group. Responses were gathered between 12 April 2007 and 11 May 2007.

The survey forms part of an ongoing body of research into public libraries and Internet use, following on from ALIA's *Internet Access in Public Libraries* 2002 and 2005 surveys[8]. This survey specifically addresses the topical question of Internet filtering and the technical aspects of its implementation, so statistical comparisons with previous surveys are limited. The IAPL 2005 survey contained 60 questions and this survey only included 20 questions. However some comparisons may be made, since the *IAPL* 2005 survey did gather relevant responses about:

- complaints received by librarians about Internet content;
- extent of filtering software use in public libraries; and
- complaints by patrons about the use of filters.

[6] http://alia.org.au/policies/content.regulation.html
[7] The report of the *Internet Access in Public Libraries* 2005 survey is available at http://alia.org.au/advocacy/Internet.access/survey.results.2005.pdf .
[8] The report of the *Internet Access in Public Libraries* 2005 survey is available at http://alia.org.au/advocacy/Internet.access/survey.results.2005.pdf ; a summary of the 2002 survey is available at http://alia.org.au/advocacy/Internet.access/summary.report.2002.html .

The survey design elicited qualitative and quantitative information, providing respondents with opportunities to express fully developed opinions. The researchers obtained data about respondents' experiences of and thoughts about Internet filtering in public libraries. 108 questionnaires were entered, yielding a solid sample (104 usable responses, without duplicates and spam). This sample is broadly representative of the range of public library services throughout Australia, including state and local libraries and large metropolitan and small regional libraries. Some respondents wrote about their individual branch workplaces, while others provided data about multi-branch library services.

Survey Respondents by State/Territory

States/territories	Number of respondents	%
ACT	1	0.9
NSW	22	21.1
NT	2	1.9
Qld	20	19.2
SA	24	23.1
Tas	1	0.9
Vic	20	19.2
WA	14	13.4
Total	**104**	**100**

Library service location/type

Location/type	Number	%
Metropolitan	55	52.9
Greater metropolitan	24	23.1
Regional/rural	20	19.2
No data	5	4.8
Total	**104**	**100**

Internet access points by State/Territory

State/territory	Number of terminals
ACT	77
NSW	540
NT	9
Qld	968
SA	344
Tas	158
Vic	760
WA	212
Total	**3068**

Survey Results

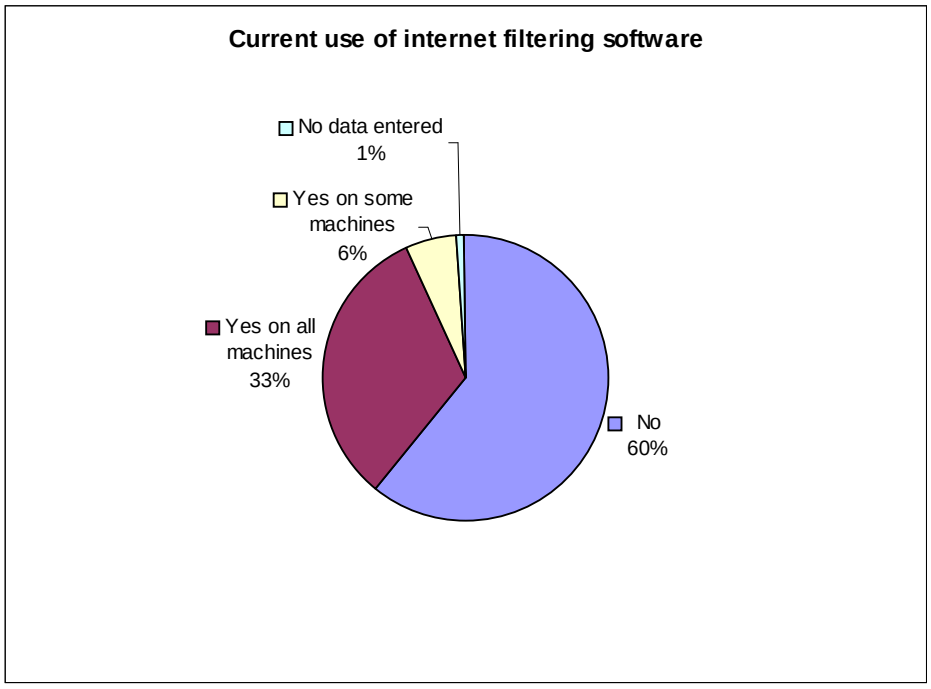
Three dominant themes can be identified in the responses gathered.

1. A spectrum of largely negative views on Internet filtering, from professional concern to outright rejection, seeing it as a form of censorship and a limit on intellectual freedom
2. A wide range of experiences of, and concerns about, the unreliability and inaccuracy of filtering software
3. A trend to increase in filtering in public libraries accompanied by scepticism about this approach. Of those surveyed, 72% of respondents had received complaints or expressed concerns about the use of filtering software, 11% with few or no complaints and 17% provided no response.

On the technical aspects of deploying Internet filtering, the survey respondents provided inconsistent information. This suggests that the questions and/or terminology may not have been understood in some cases, or the respondents did not have the most accurate information on some topics, or were not the people who dealt with these issues.

Current use of filtering software

Approximately 39% of respondents indicated that their library currently used Internet filtering software on some or all of its public Internet access terminals. Previous surveys indicated levels of 31% (2005) and 18% (2002).



Responses to the Issue of Filtering

Reasons for not installing content filtering software

Many librarians gave extensive comments and had strong opinions against installing filtering software on their public Internet access terminals.

Two key themes stood out:

- The imperative for an unrestricted flow of information and of intellectual freedom in public libraries, and librarians' opposition to censorship (mentioned 25 times).

- The inadequacy and unreliability of filtering, in that filters often prevent access to legitimate content and allow undesirable content through (mentioned 27 times).

This second theme emerged in the 2005 survey, which reported that, with the increase in use of filters between 2002 (18%) and 2005 (31%), there had been a corresponding increase in complaints about the use of filters.[9]

Several other themes were evident in public librarians' responses:

- The library already has adequate supervision and sanctions in place, and has few problems without filtering. This is in accordance with the findings of the *Internet Access in Public Libraries* 2005 survey, which found that 71% of respondents had received five or fewer complaints about Internet content in the 12 months preceding the survey, and 50% had received no complaints at all. The 2005 survey also found that 80% of respondents reported that they monitor Internet use, mostly visually.[10]
- Users' access to appropriate content is/should be a matter of individual and parental responsibility
- The importance of educating for safe and responsible Internet use, rather than implementing the perceived 'surveillance' technology of filtering
- Trusting the effectiveness of filtering software leads to a 'false sense of security' about the absence of inappropriate content
- Users are already required to accept terms and conditions to use public Internet terminals
- Parents are already required to provide consent in order for children to use public Internet terminals
- There is concern about the staff time and funds needed to install, maintain and monitor filtering software.

[9] http://alia.org.au/advocacy/Internet.access/survey.results.2005.pdf, page. 7
[10] http://alia.org.au/advocacy/Internet.access/survey.results.2005.pdf, page 6-7

Selected responses to key themes – reasons for not installing filtering

'Users are entitled to have freedom to access information and they must agree to abide by the library Internet use policy. We believe that Internet filtering software is not effective and restricts some sites which may be of legitimate use to some people.'

'Materials should not be excluded because of the origin, background, or views of those contributing to their creation. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisans or doctrinal disapproval. Libraries should challenge censorship in the fulfilment of their responsibility to provide information and enlightenment.'

'Filtering is censorship. Library X is opposed to censorship and supports unhindered access to resources with restrictions imposed only as required by legislation … Legitimate & useful information is blocked by filters. ALA [American Library Association] studies indicate filters block as much as 1 in 5 sites containing legal, useful information.'
http://www.ala.org/ala/oif/ifissues/filtersfiltering.htm

'[I am] philosophically opposed to censorship of information - as all librarians should be.'

'[I believe] that patrons should have free access to information and that they are generally intelligent enough to make their own decisions about what they need to access. [I] also believe that parents are responsible for monitoring what their children access via the Internet.'

'Filtering is very subjective - what may be inappropriate to some is not offensive to others. How can boundaries that are acceptable to all be set?'

'All software we have investigated in the past has been too restrictive, depriving adults of useful information.'

'Filtering limits access to "legitimate" information. Other means of control/supervision in the Library can prevent inappropriate Internet use.'

'Filtering systems can never be perfect. [The] main reason for not using them is because they can inhibit legitimate research. [Filtering] is a form of censorship.'

Selected responses to other themes – reasons for not installing filtering

'Parents are responsible for their children. We should be educating children about the dangers of the Internet and the possibility of encountering inappropriate material.'

'Our PCs are located in an area that is fully visible to staff which gives adequate security.'

'We have taken steps to reduce the risks of inappropriate activity and communicated the acceptable use of the Internet-enabled PCs.'

'We clearly advise that we do not use filtering software and underage users need parental consent to use the Internet. We believe that filtering does restrict access to legitimate information. However, we monitor sites accessed.'

'Adults can choose themselves and use the Internet according to an agreement they must acknowledge before using the Internet. Children under 18 are not allowed on the Internet unless this agreement is signed by their parents/legal guardian.'

'Filtering software will limit legitimate uses of the Internet and provide a false sense of security to staff and parents as they can not absolutely guarantee effective filtering of offensive or inappropriate material.'

'Most of the issues that the government are reacting to have been from a noisy minority and from the media looking for beat up stories … Perhaps if the government had talked to Public Libraries Australia (www.pla.org.au) and ALIA prior to making the PAFO announcement it could have made a more informed and less knee jerk reaction decision that would have benefited the whole Australian community.'

Concerns/issues about Internet content filtering

72% of respondents had concerns or issues about Internet content filtering, while 11% expressed none (a further 17% gave no response).

Respondents articulated very similar concerns to the key themes detailed above. Many librarians raised concerns about filters acting to censor and restrict the free flow of information. Several regarded the filtering of public library information resources as contrary to their professional ethos. They regularly reiterated their unease about filtering software's accuracy and reliability, and the consequent limiting of patrons' access to legitimate information.

Selected responses – concerns/issues about filtering

'I have grave concerns about filtering and the way it limits access to information. This Library does not support censorship which is what filtering amounts to.'

'Teaching users to navigate the Internet intelligently and educating them on what to be aware of is of more value than taking a patriarchal approach and making value judgements on their behalf on what is offensive … As web 2.0 pervades further and social networking applications increase, more everyday people are creating everyday content which reflects our language, which whether we like it or not contains words that some people may find offensive. Does that imply that all the accompanying information should be censored?'

'[I do] not [have any concerns or issues about Internet content filtering] if the software is reliable and effective, and adjustable to local needs'
'[Filtering software is unable] to incorporate or allow for the complexity of ever-changing language and cultural contexts … [filtering software] blocks legitimate sites that contain useful information (typical examples being information on breast cancer or AIDS) … [filtering software has a] negative impact on social networking technologies.'

'In the last three years we have had only five instances of unacceptable content being access on our network – the introduction of filtering software is obtrusive and unwarranted and will have a negative impact on legitimate research.'

'We have adopted a minimal approach to filtering, preferring instead to approach customers and suggest that the site they are accessing is inappropriate for a public environment.'

'[My] only [concern/issue is] that the control over what is filtered stays at our level so that we can tailor it to our needs. Blanket approaches rarely work, nor do government mandated blacklists.'

'[I am] very much [concerned]**.** Council has applied filtering on the staff network and it has caused major problems for customer service in the libraries. We are constantly having access blocked to legitimate sites and having to have it addressed.'

'Filtering is not the answer to the problems we encounter at the Library; education and parents taking the responsibility for ensuring their children are aware of the dangers of the Internet must remain a priority. Library X actively draws the attention to parents of the "dangers" of the Internet by providing them with information, including the NetAlert brochure before allowing children access to the Internet.'

'[T]here is no need to treat people as if they are infantile and need to be protected from the "dangers" of the Internet. Put the money that would have been wasted on this project into educating people on how to appropriately use the wonderful resources that is the Internet. Librarians have a key role in this education and, as a trusted profession, anything we have to say would be accepted by the populace… Educate not regulate!'

'Experience indicates that content filtering is not foolproof and can provide a false sense of security.'

Problems with previous use of filtering

Six respondents had used filtering software in the past and then disabled it. The four who gave reasons each referred to problems of filters' inaccuracy and unreliability.

Selected responses – problems with filters

'[The] filter was based on blocking keywords. This created problems for some legitimate research but was also ineffective in blocking offensive sites. We experienced a lot of frustration by our users when they were locked out for no apparent reason including government, employment agencies, banking sites …. Customers lost confidence in our service.'

'[The filter software was] too restrictive. Health information comes in strange places at times. Legitimate searches [were] blocked.'

Issues encountered in current operation of a filtered Internet service

This question elicited similar information, from librarians who had not disabled content filters. Of respondents *currently operating filtering* on their public Internet terminals, 80% reported that their filtering software prevented patrons from accessing legitimate content, and/or allowed through undesirable content. 14% reported few or no issues.

Selected responses – issues with current operation of filtering

'Sometimes the software has incorrectly classified a URL, also sites are increasingly more complex & we may only want to block the email function but not the rest of the site.'

'No complaints. We filter to a very minimal level for content.'

'Customers unable to access sites they feel should be generally available.----Downtime due to failure of filtering service or database.'

'The occasional false positives and on the very rare occasion inappropriate content not being picked up'

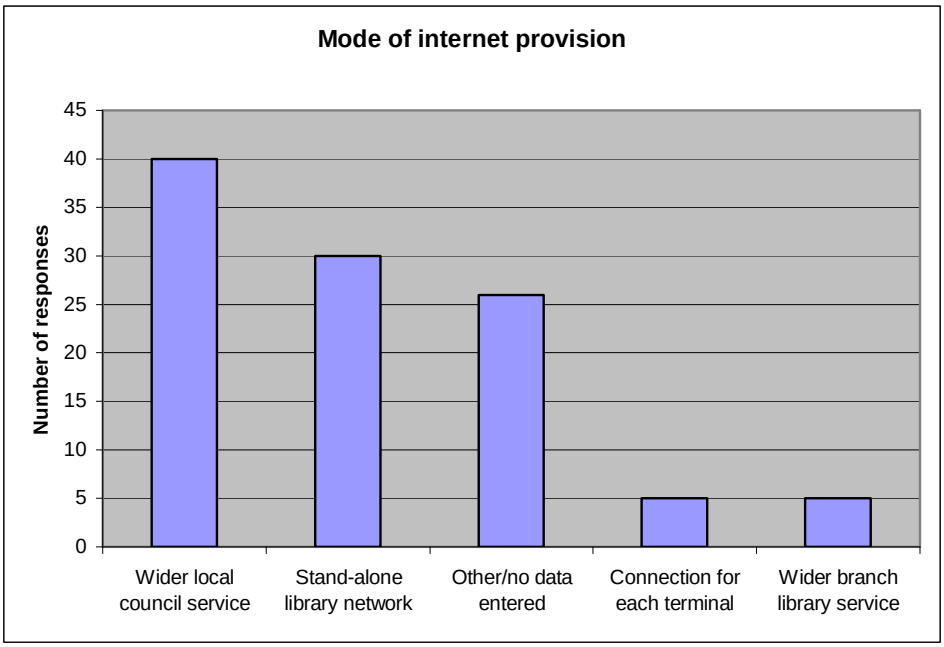
'Some very commonly used sites are unavailable to library users. Many customers have complained at the difficulty in accessing certain sites.'

'Blocks a number of legitimate sites and is also not foolproof in blocking pornography'

Technical Aspects of Filtering

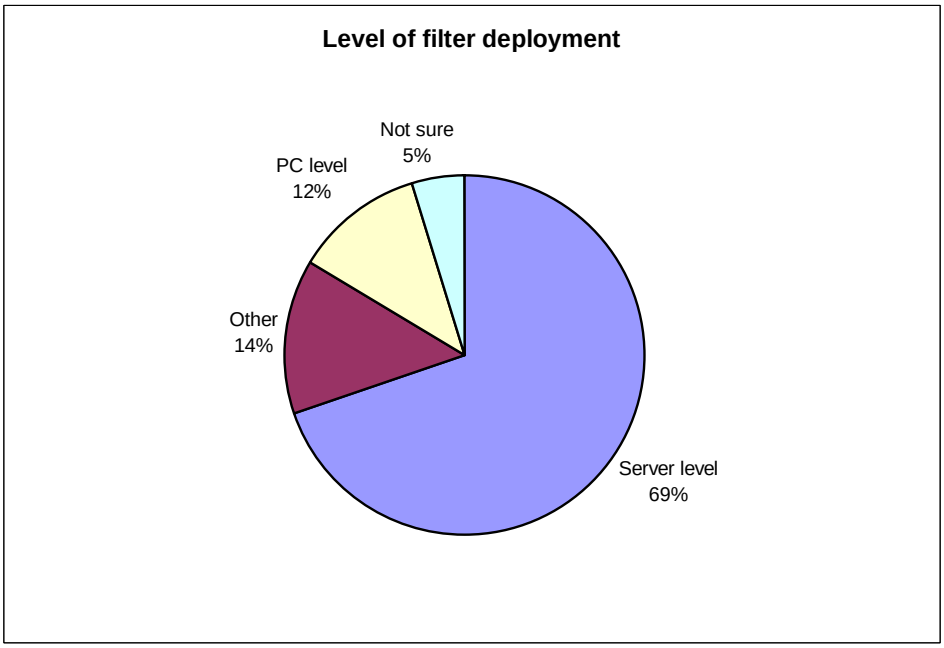
Mode of Internet provision

The most common mode of Internet provision was through a wider local council service (38%), followed by the use of a stand-alone library network (29%).



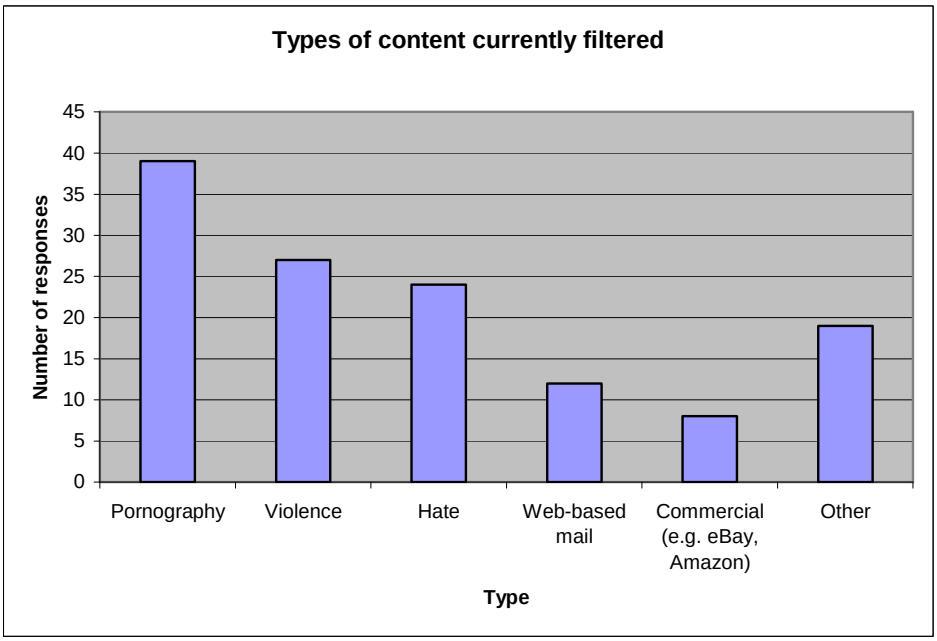
Level of filter deployment

Most libraries (70%) using filters deploy the software at a server level.



Types of content currently filtered

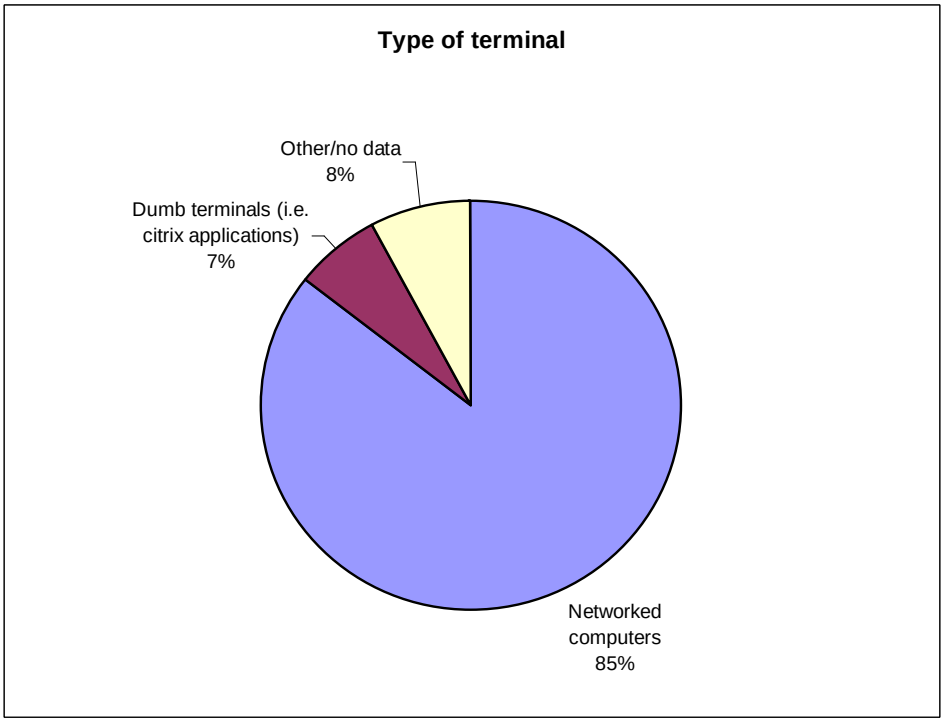
The main types of content currently filtered are pornography (39 mentions), violence (27 mentions), hate (24 mentions), web-based mail (12 mentions) and commercial content (8 mentions).



Other content currently filtered included gambling, 'illegal' or 'criminal' content, games, instant messaging (IM) chat, large downloads such as Mp3 music files, and unauthorised/foreign programs.

Types of terminals used

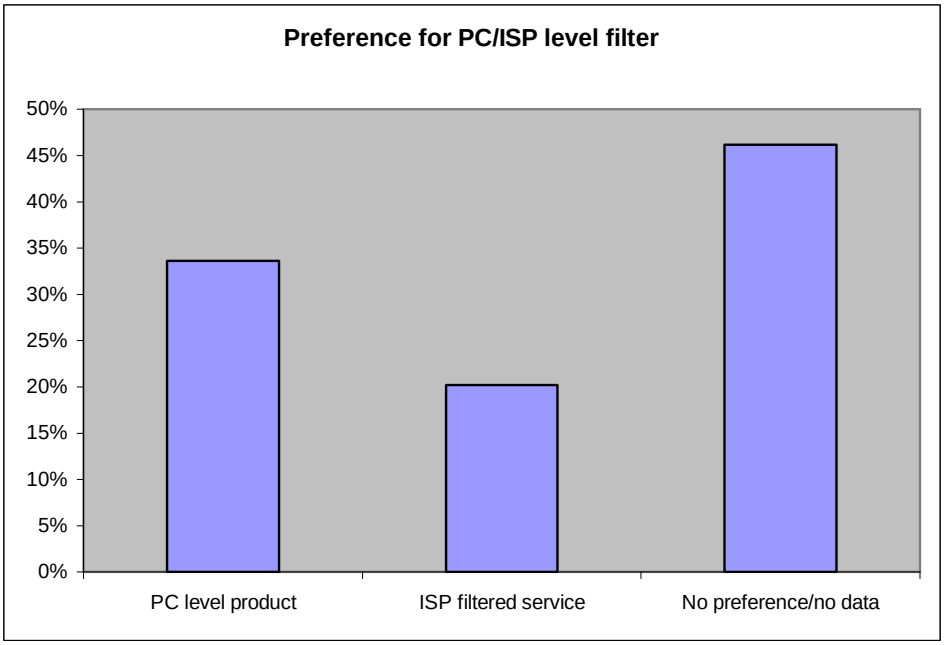
85% of respondents indicated that their library used networked public Internet terminals, as opposed to 'dumb' terminals (lacking an independent CPU).



Five of the ten respondents operating 'dumb' terminals indicated that a PC level filter could be installed on the central 'server' computer to filter public access terminals. 83% of the (majority of) respondents operating network terminals indicated that they could install a PC level filter (i.e. Internet or CD-ROM downloaded) on their terminals.

Preference for PC or ISP level filter

Nearly half of respondents expressed no preference or gave no data. 34% preferred a PC level product, while 20% preferred an ISP filtered service.



By way of reasons, the respondents favouring a PC level product mainly cited the need to retain control, and better flexibility. Those preferring an ISP filtered service mainly believed that this option would entail lower costs and less time in administration technical support. However they expressed concerns about flexibility, lack of library control and slow adjustments and upgrades.

Updating of Internet filtering software

Asked whether their filtering software had been updated in the last six months, of 38 responses, 74% indicated yes, 26% no.

Need for a tailored server filter level product

The survey asked whether there are circumstances where a library may require a tailored server level filter product, and if so why. Of the 26% of libraries that answered yes, the most common reason given was that they would require the ability to control and adjust the filter, both between different terminals (e.g. staff, adults', children's) and for the needs of different library branches (e.g. joint-use libraries). Other reasons included the requirement to integrate the filter with existing

library systems, knowledge of blocked content, quicker installation, independence from an external provider, centralised control and ease of updating.

Respondents mentioned the following features that they would particularly want of a content filter:

Feature	Mentions
Ability to choose content types to block	11
Ability to block/allow access to email, games or chat	10
Ability to (easily) block/unblock specific (incorrectly filtered) sites	10
Activity reporting	5
Customisable to different terminals	5
Ability to limit download speed/size/bandwidth	4
Time limiting	4
Contextual and intelligent blocking, as opposed to keyword	2
Other	5

Conclusions

Public libraries continue to provide a core service of Internet access both to adults and children in Australia and is based on the principle of the right of all users to unhindered access to information of their choice. Libraries use a wide range of methods to limit inappropriate use of the Internet. The use of filtering software has increased to 39% in Australian public libraries and is delivered mostly through server level, council-wide networked Internet terminals. Public librarians continue to express their professional concerns and technical frustrations with filtering software and it's use in public libraries. ALIA will continue to work with NetAlert to further the education of parents/carers, children and the community regarding Internet safety.

Acknowledgements

The Online Content and Regulation Reference Group thanks the Public Library Associations and the state and territory libraries for their assistance in publicising the survey. The Reference Group also thanks all those public library services who participated in the survey.

Australian Library and Information Association
1 June 2007

Appendix - 2007 Survey Questions

Survey of Internet access in public libraries 2007

1. About Your Library	
1.1 What is the name of your Library/Council?	
1.2 Your location	☐ Metropolitan ☐ Greater metropolitan ☐ Regional rural (located in a town of less than 200 people)
1.3 State/Territory	
2. Internet	
2.1 Does your library provide a publicly accessible Internet service, and if so, how many terminals are provided?	
2.2 Please indicate how your library receives its Internet service:	☐ Each library terminal has its own Internet connection ☐ A stand alone network library service ☐ Part of a wider branch library service ☐ Part of a wider service provided by local council ☐ Other**:**
3. Content Filtering	
3.1 Does your library currently use Internet filtering software on some or all of its public access terminals?	☐ Yes On all machines ☐ Yes On some machines ☐ No We do not use Internet filtering software
(a) If you answered NO to Question 3.1 (i) Has your library used filtering software in the past and then disabled it? (ii) If yes, please outline your reasons for disabling the filter software (iii) Can you outline the reasons for not installing content filtering software?	 ☐ Yes ☐ No
(b) If you answered YES to Question 3.1 (i) Is the library's Internet filter deployed at the server level or the PC level? (ii) What, if any, issues has the library encountered in operating a filtered Internet service?	 ☐ Server level ☐ PC level ☐ Not Sure ☐ Other:

(iii) Can you outline the reasons for not installing content filtering software?	
(iv) Libraries employ content filtering to address concerns about a range of material. Please select the type of content that you currently filter	☐ Pornography ☐ Hate ☐ Violence ☐ Commercial (e.g. eBay, Amazon) ☐ Web-based mail (e.g. Hotmail) ☐ Other:

4. Filter Products

To respond to the following questions you may wish to seek input from the relevant IT officer in your library/council. If you cannot access this person, please answer the following questions to the best of your ability.

The configuration of a library's Internet service may affect the types of filter products that are suitable. The following questions are designed to elicit information concerning this.

The Department understands that public libraries may provide public Internet access through two broad means with terminals functioning as either a *dumb terminal* or a *networked computer*.

A *dumb terminal* is a computer terminal which has no ability to perform independent processes. It relies on the feeding of information from a central computer acting as a server.

A *networked computer* has a Central Processing Unit (CPU) which is able to process information on an independent basis, whilst also accessing data streamed through a network, such as accessing a shared drive.

4.1. Are the public access Internet terminals in your library	☐ Dumb terminals ☐ Networked computers ☐ Other:
(a) If you have *dumb terminals* (i) Could a PC level filter be installed on the central 'server' computer to filter public access terminals?	
(b) If you have *networked* computers (i) Are you able to install a PC level filter (either as an Internet download or from a CD-ROM) on to your public access Internet terminals?	☐ Yes ☐ No

IPS Level filtering

It is intended that the Scheme may also offer libraries the option of a subsidised filtered service if their ISP (Internet Service Provider) has this capability.

An ISP filter blocks content at the level of the ISP. In choosing this option, there is no need to download software directly onto the library's computers, as content is regulated at the level of the Internet service.

4.2 Does your library have a preference for a PC or ISP level filter	☐ PC level product ☐ ISP Filtered service ☐ No preference
4.3 What are your reasons for this preference?	
The Government understands that there may be circumstances where neither a PC level filter nor an ISP filtered service is suitable. In these circumstances the Government may make arrangements to provide an alternative which may include the offer of tailored network level filtering products.	
4.4 Are there circumstances where a library may require a tailored server level filter product, and if so why?	
4.5. Content filters are able to perform a range of functions, including blocking/filtering offensive content, activity reporting, time limits and the ability to block non-web based content such as chat. Are there any particular features that you would want of a content filter?	
4.6 Do you have any concerns / issues about Internet content filtering?	

For further information:

Executive Director
Australian Library and Information Association
PO Box 6335 Kingston ACT 2604

http://alia.org.au/advocacy/Internet.access/

ph: 02 6215 8222 • fax: 02 6282 2249 • website: http://alia.org.au • enquiry@alia.org.au