






Program 1 B: From the Front Lines: Enforcing Internet Use Policies  
2006 SEAALL Meeting

RESULTS FROM 2005 INTERNET USE POLICIES SURVEY

Gary Yessin, Florida A&M Law Library  
[gary.yessin@famu.edu](mailto:gary.yessin@famu.edu)  
407-254-3262








Overall Questions: 1. What type of library?

	What type of library is it?	Response Percent	Response Total
Academic – Public School		26.9%	43
Academic – Private School		21.2%	34
<b>State, Court, or County</b>		<b>48.8%</b>	<b>78</b>
Corporate		0%	0
Law Firm		1.9%	3
Other (please explain) <input type="button" value="View"/>		1.2%	2
<b>Total Respondents</b>			<b>160</b>

2. Is there a policy? - by type of patron

Does your library have a written OR unwritten policy that addresses acceptable or unacceptable use of the Internet for the following user types?			
	Yes	No	Response Total
Public	<b>77%</b> (88)	23% (27)	115
Staff	<b>64%</b> (68)	36% (39)	107
Students	<b>51%</b> (42)	49% (40)	82
Faculty	37% (30)	<b>63%</b> (51)	81
Other	36% (15)	<b>64%</b> (27)	42
<b>Total Respondents</b>			<b>119</b>

### 3. What are the terms of the policy?

If there is a written Internet use policy, please check all of the following statements that accurately describe it.			
		Response Percent	Response Total
There are no restrictions on patron Internet usage.		10.1%	8
Patrons are only permitted to use the Internet for Legal Research.		49.4%	39
Patrons may not view material on the Internet that is offensive to others.		41.8%	33
Patrons may not view material on the Internet that is illegal.		59.5%	47
Patrons may not view pornography on the Internet.		49.4%	39
Patrons may not view obscenity (illegal pornography) on the Internet.		55.7%	44
Other <input type="button" value="View"/> (Please describe)		32.9%	26
<b>Total Respondents</b>			<b>79</b>

## ENFORCEMENT

### #1 Who enforces the policy -

If there are any restrictions on patron Internet usage, who enforces the policy?

#### *Public Academic*

- 11 Circulation and Reference
- 3 Reference but not Circulation
- 4 Security and Circulation and Reference

Also 2 have filters

#### *Private Academic*

- 4 Circulation and Reference
- 3 Reference but not Circulation
- 2 Security and Circulation and Reference

#### *State, Court, or County*

- 16 Circulation and Reference
- 15 Reference but not Circulation
- 6 Security and Circulation and Reference
  
- 3 Security and Reference but not Circulation

What the 20 "Other" State/Court/County responses tell us:

- 7 All staff
- 9 Involve Reference
- 6 Involve library management (but only 10% of all responses)
- 4 Involve IT (but less than 10% of all responses)
- 2 Involve software:

#### *All Types* – Summary - Who enforces, all types of libraries:

Reference is almost always in on it, Security a constant 15%,  
Circulation involvement is highest with public academic, then private academic, then state/court/county

## #2 How does staff become aware of a violation? Routine monitoring vs. Relying on patron complaints

### All Types Law Libraries

	How does staff normally become aware of a violation of the policy? Please check all that apply.	Response Percent	Response Total
	Library staff <b>routinely monitors</b> the computer terminal screens.	51.6%	47
	Library staff <b>relies on other patrons</b> to complain.	53.8%	49
	Library staff relies on a filter or other <b>mechanical device</b> .	15.4%	14
<a href="#">View</a>	Other (please describe)	24.2%	22
<b>Total Respondents</b>			<b>91</b>





### Public academic

How does staff normally become aware of a violation of the policy?  
Please check all that apply.





	Library staff routinely monitors the computer terminal screens.	29.2%	7
	<b>Library staff relies on other patrons to complain.</b>	<b>62.5 %</b>	<b>15</b>
	Library staff relies on a filter or other mechanical device.	12.5%	3
<a href="#">View</a>	Other (please describe)	20.8%	5

**Total Respondents 24**

*Private academic*

	How does staff normally become aware of a violation of the policy? Please check all that apply.	Response Percent	Response Total
	Library staff routinely monitors the computer terminal screens. 	30.8 %	4
	<b>Library staff relies on other patrons to complain.</b> 	<b>76.9 %</b>	<b>10</b>
	Library staff relies on a filter or other mechanical device. 	15.4 %	2
<input type="button" value="View"/>	Other (please describe) 	23.1 %	3
<b>Total Respondents</b>			<b>13</b>

*State/court/county*

<b>Library staff routinely monitors the computer terminal screens.</b>		<b>66.7%</b>	<b>36</b>
Library staff relies on other patrons to complain.		44.4%	24
Library staff relies on a filter or other mechanical device.		16.7%	9
Other		25.9%	14

**Total Respondents = 54**

### #3 Strict vs. discretionary enforcement

#### All Types Law Libraries .

If there are any restrictions on patron Internet usage, and a staff member becomes aware of a violation of that policy what has been the history of enforcement of that policy? Please select from the following.

		Response Percent	Response Total
The policy is not enforced.		1.1%	1
Library staff is strict in enforcing the policy.		24.4%	2
<b>Library staff uses discretion in enforcing the policy.</b>		<b>47.8%</b>	<b>4</b>
Library staff calls upon security to enforce the policy.		3.3%	3
<a href="#">View</a> Other (please describe)		23.3%	2
<b>(90 Total Respondents)</b>		<b>100%</b>	<b>90</b>

#### Public Academic

If there are any restrictions on patron Internet usage, and a staff member becomes aware of a violation of that policy what has been the history of enforcement of that policy? Please select from the following.

		Response Percent	Response Total
The policy is not enforced.		4.5%	1
Library staff is strict in enforcing the policy.		9.1%	2
<b>Library staff uses discretion in enforcing the policy.</b>		<b>50%</b>	<b>11</b>
Library staff calls upon security to enforce the policy.		4.5%	1
<a href="#">View</a> Other (please describe)		31.8%	7
<b>Total Respondents</b>			<b>22</b>

### Private Academic

If there are any restrictions on patron Internet usage, and a staff member becomes aware of a violation of that policy what has been the history of enforcement of that policy? Please select from the following.

The policy is not enforced.		0%	0
Library staff is strict in enforcing the policy.		30.8%	4
<b>Library staff uses discretion in enforcing the policy</b>		<b>46.2%</b>	<b>6</b>
Library staff calls upon security to enforce the policy.		0%	0
Other		23.1%	3
<b>Total Respondents</b>			<b>13</b>

### State/court/county:

		Response Per cent	Response Total
The policy is not enforced.		0%	0
Library staff is strict in enforcing the policy.		29.1%	16
<b>Library staff uses discretion in enforcing the policy.</b>		<b>47.3%</b>	<b>26</b>
Library staff calls upon security to enforce the policy.		3.6%	2
Other		20%	11
<b>Total Respondents = 55</b>			