Public Libraries and the Internet: Findings of the 2000 Nebraska Survey

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Introduction

On March 14 1994, the first public library web site in the United States was launched by St. Joseph Public Library in South Bend, Indiana. That same year, Charles McClure and John Bertot conducted a survey of about 1,500 public libraries, and found that 20.9 percent of libraries had access to the Internet.* The ratio of libraries having Internet access doubled (44.6 percent) by 1996, and the numbers kept increasing to 72.3 percent in 1997, 83.6 percent in 1998, and 95.7 percent in the last national survey in 2000.[1]

Consequently, the number of Internet terminals available for public access has also increased: 12.7 percent in 1994, 27.8 percent in 1996, 60.4 percent in 1997, and 73.3 percent in 1998. In the 2000 survey the figure jumped to 94.5 percent. In other words, 95 of 100 libraries provide access to the Internet. What was only five years ago regarded as an innovation has now become an expected service in public libraries.

In the case of Japanese public libraries however, there has been no national research focusing on the Internet and public libraries. The only investigation that could be considered national research was conducted by the Committee on Information Management of Japan Library Association in 1999. The findings of the survey were published in 2000 in a report entitled "Report on Computerization of Public Libraries in Japan 1999." Although the research was not limited to the Internet and libraries, Chapter 8, "Internet Issues," revealed the current extent of Internet terminals in public libraries in Japan.

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* A sample was drawn of 1,495 public libraries. A total of 1,148 surveys were returned, for a response rate of 76.8 percent.

1 Charles R. McClure, John Carlo Bertot, Douglas L. Zweizig, *Public Libraries and the Internet: Study Results, Policy Issues, and Recommendations, Final Report, June 1994* (Washington D. C., National Commission on Libraries and Information Science, 1994).

John Carlo Bertot, Charles R. McClure, Douglas L. Zweizig, *The 1996 National survey of U.S. Public Libraries and the Internet: Progress and Issues: Final Report* (Washington D.C., National Commission on Libraries and Information Science, 1996).

John Carlo Bertot, Charles R. McClure, Patricia Diamond Fletcher, *The 1997 National Survey of U.S. Public Libraries and the Internet: Final Report* (Washington D.C., National Commission on Libraries and Information Science, 1997).

John Carlo Bertot, Charles R. McClure, *The 1998 National Survey of U.S. Public Library Outlet Internet Connectivity: Final Report* (Washington D.C., National Commission on Libraries and Information Science, 1998).

John Carlo Bertot, Charles R. McClure, *Public Libraries and the Internet 2000: Summary Findings and Data Tables* (Washington D.C., NCLIS Web Release Version, September, 2000).

According to the report, of 1,581 libraries responding, 491 libraries (31.0 percent) have connected to the Internet. The report also indicated that only 8 percent (128 libraries) provided the public access to the Internet. Of those 128 libraries, most (90 or 70.3 percent) provided only one terminal for public use. The largest number of terminals in one library is 14 and the average number is 1.6. Of 128 libraries, 100 (78.1 percent) limit access time, 21 (16.4 percent) charge access fees, and 41 (32.0 percent) use filtering software. [2]

In the 21st century it is understood that the Internet is a permanent fixture in America's public libraries. Given this condition, further research on Internet access in public libraries will shift focus to the actual content and quality of the service.

Japan, in contrast, has just begun introducing public access terminals, and providing access to the Internet is her urgent task. The NLA/Kyoto University joint survey examines Nebraska libraries as a sample case, specifically focusing on current arrangement of Internet terminals. The research pays considerable attention to intellectual freedom issues in public libraries, and aims to bring the actual conditions to light.

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September 30, 2001
Yoshitaka Kawasaki

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[2] Committee on Information Management, Japan Library Association, *Report on Computerization of Public Libraries in Japan 1999* (Tokyo, Japan, Japan Library Association, 2002).

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Chapter 1 Survey Procedures:
Distributions and Response Rate

With the support of Deborah Nerud, the Chair of NLA Intellectual Freedom Committee, and Mary Nash, the President of NLA (1999-2000), the survey was approved by the Board of the Nebraska Library Association in April 2000. Having begun preparation for the survey instrument in June, the final draft of the survey was compiled in August, after going through close examination by Deborah Nerud and Andrew Wertheimer, a member of NLA Intellectual Freedom Committee. At the NLA Annual Conference held in late October, the president of NLA Public Library Division requested the participants to complete the "NLA/Kyoto University joint survey," in order to gain a high return ratio. The mail survey was forwarded to libraries soon after the closing of the conference.

A mail survey questionnaire was forwarded to 274 public libraries, selected from *Nebraska Public Library Statistics: Fiscal Year 1998/99* (NPLS) and *American Library Directory: 1999-2000* (ALD). NPLS yielded 229 public library systems and provided precise statistics for each library. ALD yielded a list of 258 public libraries in Nebraska. From a comparison of the two lists of libraries, we found that 213 libraries appeared on both lists, 16 public libraries appeared only in NPLS, and 45 libraries appeared only in ALD. These 45 libraries included 9 of Omaha City Library branch libraries and 5 Lincoln City Library branch libraries. After the number of libraries (including branches) was confirmed at 274, the survey was forwarded to all the libraries on October 27th. It was sent again on December 27th to those who had not yet responded. Deborah Nerud signed on the cover letter attached to the first survey, and Cathy Tooker* signed on the second one.

By the end of January 2001, 193 completed questionnaires had been returned, for a response rate of 70.4 percent. Of those, 15.5 percent (30 libraries) attached some referential materials such as their library's use policies. Further questions about several responses were asked through E-mail with the help of Andrew Wertheimer. The survey questionnaire and the summary of survey responses are presented respectively in Appendix A and B.

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* NLA President, 2000–2001.

Chapter 2   Survey Findings from All Responses (193 libraries)

Of the 274 surveys sent out, 193 (70.4 percent) were returned. This Chapter reports the findings from the common questions to all libraries. Chapter 3 presents the findings regarding the libraries that have not installed filtering software on their computer terminals. Chapter 4 and 5 deals with the survey findings of the libraries which have installed Internet filters on all or some of their computer terminals.

2.1 Current and Future Public Access to the Internet in Nebraska Public Libraries

The survey sought to estimate distribution of public access to the Internet; by asking "Does your library offer public access internet terminals?" (Question no.1) and "Does your library have a plan to offer public access internet terminals?" (Question no.2). The result is shown in Table 2-1:

TABLE 2-1
Public Access to the Internet in Nebraska Public Libraries in 2000

Public Access	No. of Respondents (Percent)	No. of Libraries without Public Access(Percent)
Yes	154 (79.7%)	
No	39 (20.2%)	39
Public access within one year	·	6 (15.3%)
Public access within two years	·	3 (7.6%)
No plan to provide public access	·	30 (76.9%)
Total	193 (100.0%)	39 (100.0%)

BASE=193 (100%)

Nearly 80 percent of responding libraries (79.7%) said they provide public access. Of those that do not provide Internet access, 6 libraries answered that they are planning to provide access within a year, and 3 libraries are planning to do so within two years. Thus, the estimated number of libraries providing public access can be expected to increase from 80 percent to 85 percent in two years. One of the libraries that do not provide public access is

a branch, "located in a room at a recreation center. The library proper does not have a room for a terminal; however, an Internet terminal is available in the center."

Several libraries described reasons for not providing Internet access to their patrons. Two libraries quoted the financial reasons; "no financing available," or "can't afford." One of them described their situation and the possibility of public access as "hopefully in a new combined school and public library facility that will take some time."

The results also indicated 1.) Access provision rate corresponds to the size of the service area population, and 2.) Libraries that did not provide public access are very small libraries. Of 39 libraries that do not provide public access, one of them was a branch providing Internet access at a recreation center. After excluding that branch, the population statistics of 32 libraries are referred from NPLS, and 6 of them are from ALD. NPLS provides the population of legal service area, whereas ALD provides the population of each town or city. Total service population of the 38 libraries that do not have public access is 20,914. The average service population is about 550.3 people, ranging from 140 to 1,470. According to NPLS, the average library hours of the 32 libraries is 13.1 hour per week, ranging from 2 to 40. Only two libraries have more than 1.0 FTE (Full Time Equivalency). As for library materials, the largest collection is 13,000 items, and 11 libraries hold more than 10,000. The largest circulation per capita is 76.5, whereas 10 libraries' figures appeared between 10 and 20.

The survey reflected the fact that larger libraries are more likely to provide Internet access to patrons. Table 2-2 shows public access to the Internet by population of service area of 184 responding libraries.* All 46 libraries serving over 3,000 persons provide public access to the Internet. Fifty nine libraries out of 65 that are serving 1,000 to 3,000 provide public access to the Internet (90.7 percent). Conversely, 41 out of 73 of libraries serving fewer than 1,000 provide the access to the Internet (56.1 percent). The access rate drops significantly from the libraries serving 1,000 or less.

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* The number of libraries here (184) differs from the original number (193) because the two largest libraries and their seven branches have been excluded.

TABLE 2-2
Public Access to the Internet in Nebraska Public Libraries in 2000
by Population of Service Area
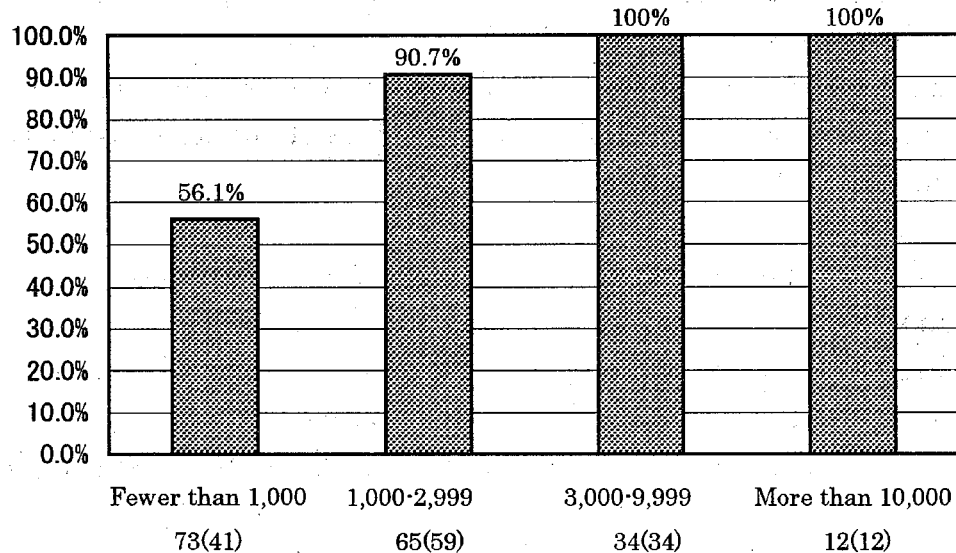
Note: Population of service Area and No. of Libraries (Libraries with Internet access
Base=184

2.2 Introduction of Public Access

Table 2-3 shows the introduction of public access to Internet terminals by year. Of 154 libraries that provide Internet terminals for public use, 151 responded to the question: "When did you start offering public access to the internet?" (Question no.3). The results are as follows:

TABLE 2-3
Terminals in Nebraska Public Libraries by Year

Introduction Year	No. of Respondents
Earlier than 1995	11 (7.2%)
1995	18 (11.9%)
1996	26 (17.2%)
1997	40 (26.4%)
1998	36 (23.8%)
1999	16 (10.5%)
2000	4 (2.6%)
Total	151 (100.0%)

BASE=151 (3 libraries no response)

Responses indicated half of the libraries (50.2 percent) started providing

Internet service either in 1997 (26.4 percent) or 1998 (23.8 percent). Conversely, only 4 libraries (2.6 percent) introduced the service in 2000. This sharp drop indicates that most libraries able to introduce public access have already begun the service by the year 2000.

Of 3 libraries that did not respond to Question 3, one said, "It was here when I came September 1999," another wrote, "I can't pinpoint exact time", and the last one gave a blank.

2.3 Numbers of Terminals and Use of Filtering Software for Public Access to the Internet

For those libraries that provide terminals for public access (154), the survey asked whether they used filtering software for the terminals, and the number of terminals they provided (Question no.4). The result of responses is shown in Table 2-4.

Most libraries (88.9 percent) reported that they had not installed Internet filtering software. Only 7 libraries out of 154 (4.5 percent) reported that they use filtering software on all terminals. The total number of terminals in use by the former group is 384, and the average number of terminals of the group is 2.80 per library. The total number of terminals of the latter group is 32, and the average is 4.57. Ten libraries (6.4 percent) reported that they have installed filters on some of the terminals. In these 10 libraries, the number of filtered terminals is very large, because one of the largest libraries reported the total number of the terminals (210) in their entire system.

TABLE 2-4
Use of Filtering Software in Nebraska Public Libraries in 2000

	No. of Respondents	No. of Terminals	Average No. of Terminals
No filters on any terminals	137 (88.9%)	384	2.80
Filters on all terminals	7 (4.5%)	32	4.57
Filters on some terminals	10 (6.4%)		
No filters		51	5.10
Use filters		283	28.30
Total	154 (100.0%)	750	4.87

BASE=154 (100% response)

Table 2-5 shows the number of terminals per library. The numbers reveal 64 libraries (41.5 percent) have only one terminal. A further 15.5 percent (24

libraries) have two terminals. This means that over half of responding libraries have only one or two terminals, and a considerable majority (68.6 percent) have only one to three.

TABLE 2-5
Terminals in Nebraska Public Libraries in 2000
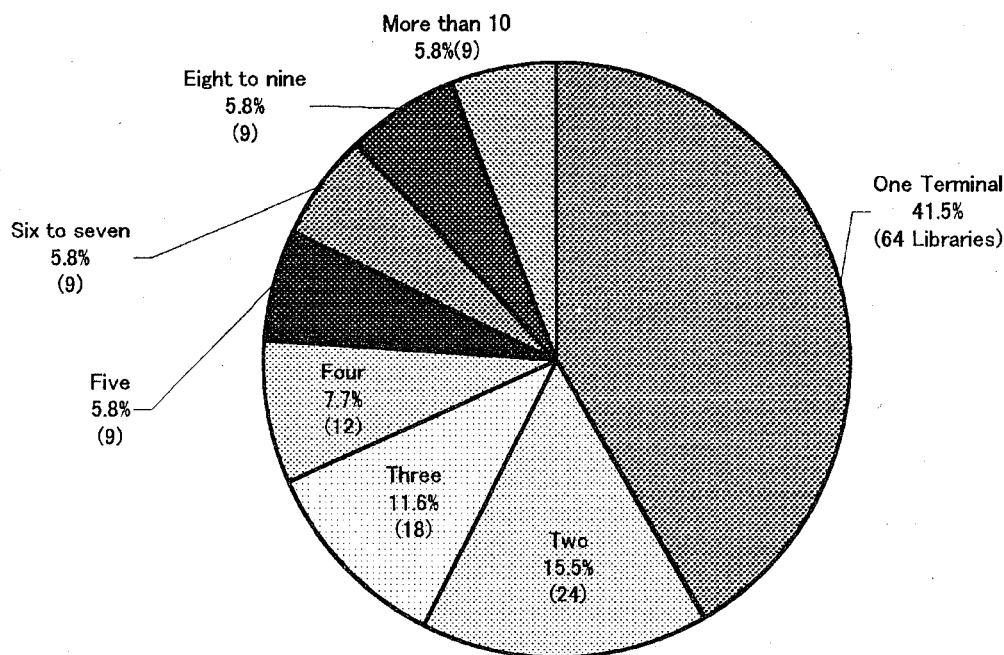
Base: 154

Tables 2-6-a through 2-6-d shows the number of terminals available for public access to the Internet by population of service area. From 154 libraries that provide public access to the Internet, total of 146 libraries represented TABLE 2-6 a-d.* The table reveals that those libraries serving fewer than 3,000 persons mostly own one terminal. Numbers vary among libraries with a service area greater than 3,000. The libraries serving over 10,000 persons have at least five terminals.

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* Eight libraries (the two largest and six of their branches) were subtracted.

TABLE 2·6
Access to the Internet in Nebraska Public Libraries in 2000

TABLE 2·6·a: Population Under 1,000 (41 libraries)

No. of Libraries

No. of Terminals
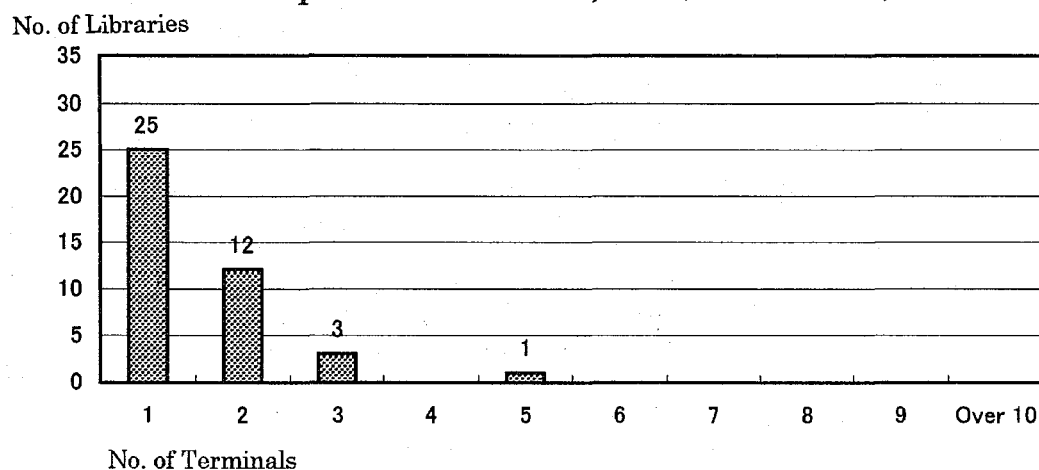
TABLE 2·6·b: Population 1,000 to 3,000 (59 libraries)

No. of Libraries

No. of Terminals
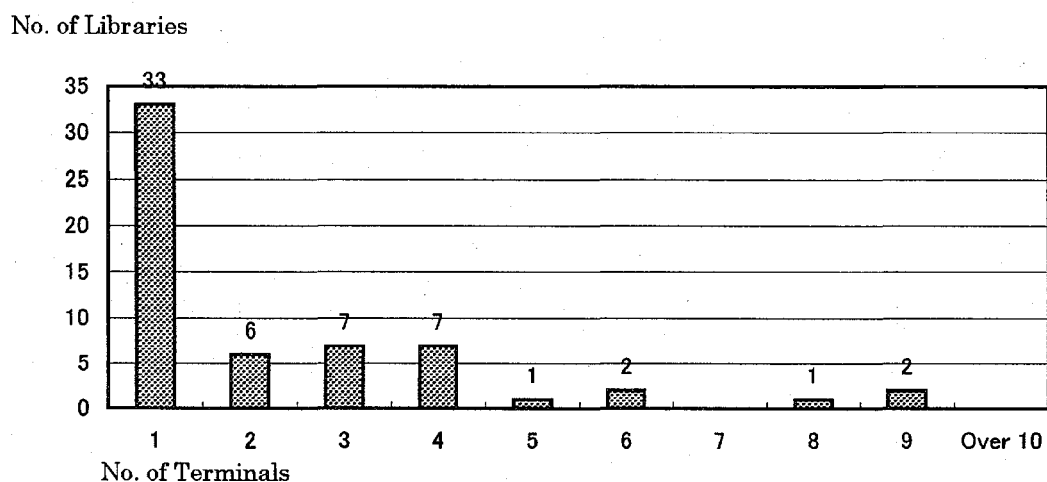
2.4 Control of Public Internet Use in Libraries

Questions 1 through 4 were asked of all libraries. Other questions were asked only of some libraries, as dictated by previous responses. Three different forms of questionnaires were distributed according to the installation of Internet filters. Libraries using no filters answer Form 2, libraries using filters on all terminals answer Form 3, and libraries using filters on some terminals use Form 4. However, questions about control of public Internet use are common in all Forms: Question 10 (Form 2), Question 15 (Form 3) and Question 21 (Form 4). In this section, the results of the responses to these questions will be discussed.

The purpose of these questions was to determine how issues such as environment and library policy affect user access. The results of the responses

TABLE 2-6-c: Population 3,000 to 10,000 (34 libraries)

No. of Libraries

No. of Terminals
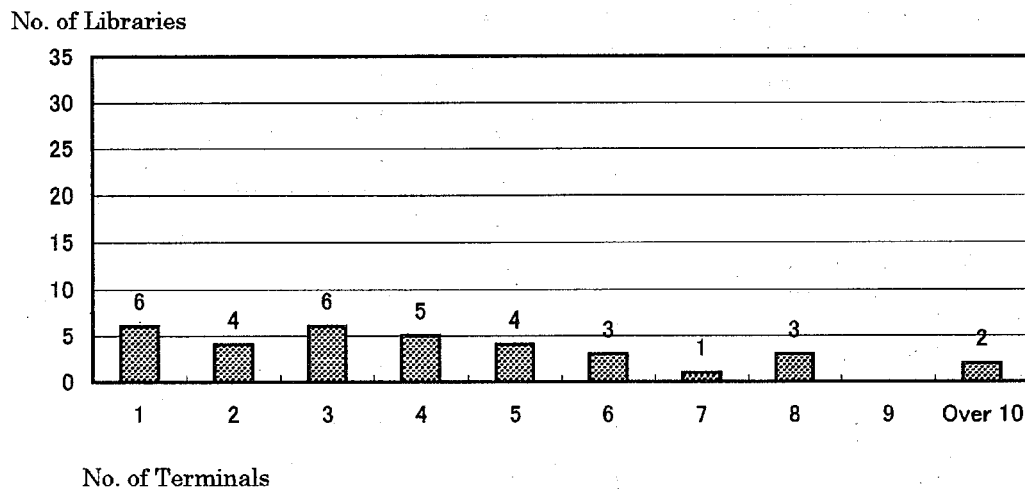
TABLE 2-6-d: Population Over 10,000 (12 libraries)

No. of Libraries

No. of Terminals
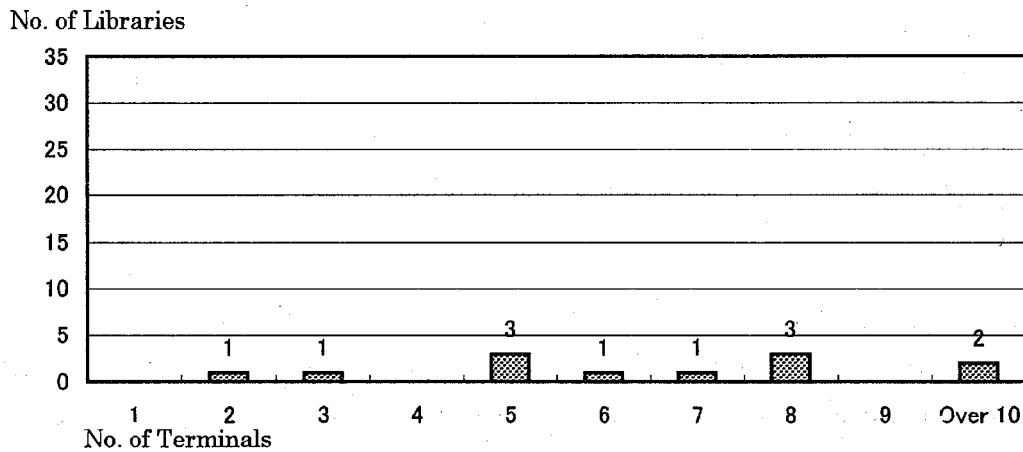
are shown in Table 2-7.

2.4.1 Use of Privacy Screen

152 Libraries (2 no response) responded to the question about the use of privacy screen on their workstations. Of those, most of them (132 or 86.8 percent) reported having no privacy screens. Only 20 libraries (13.1 percent) reported that they are using privacy screens on all or some of their computer terminals. Of 7 libraries that implemented filtering software on all of the terminals, none of them use privacy screen. Among 10 libraries using filters on some terminals, 8 libraries do not use privacy screen, 1 library uses screens on some terminals, and 1 uses screens on all terminals.

One library, having two terminals without filters, noted in a margin that

TABLE 2-7
Control Over Public Internet Use in Nebraska Public Libraries in 2000

	Question	No. of Respondents	Not on Any Terminals	Yes on Some Terminals	Yes on All Terminals
1	Use privacy screen	152	132 (86.8%)	11 (7.2%)	9 (5.9%)

	Question	No. of Respondents	No	Yes
2	Place terminals in locations where people can easily view them	151	16 (10.5%)	135 (89.4%)
3	Monitor public access internet terminals frequently	145	55 (37.9%)	90 (62.0%)
4	Charge for public access internet services including printing, disks, etc.	153	58 (37.9%)	95 (62.0%)
5	Differentiate between children's and adult's use of computers	150	128 (85.3%)	22 (14.6%)

currently they are placing terminals in an open space but will set up privacy screens by January 1, 2001. It was 1997 when this library* introduced Internet terminals for public use. As a possible background of establishment of privacy screens, the library received a complaint from a patron about a child**viewing a sexually explicit site using the library's computer terminal. The library and librarians did not take any measures in response to the complaint, and the patron then took the matter to a city councilman. Library staff subsequently spoke with the councilman several times.

2.4.2 Location of Computer Terminal

The survey asked, "Do you place terminals in locations where you and/or the public can easily view them?" Almost 90 percent (89.4 percent or 135) said yes, compared to only 10.5 percent (16 libraries) that said no. For reference, of 7 libraries that use filters on all terminals, 6 libraries reported they locate terminals in open space and 1 responded they don't. All 10 libraries that use filters on some of their terminals said that they place terminals in a visible

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* Serving about 2, 500 people, opening 40 hours per week, and employing 4 library staff (FTE1. 8)

location. Especially for this question, several libraries wrote additional explanatory notes in a blank space provided on the survey. Following are samples:

- They are [located in a visible place], but only because we don't have wiring to do otherwise. (One terminal, no filters)
- People can view computer, not screen. (One terminal, no filters)
- A small library — we have little choice about where to place terminals unless we were to do extensive remodeling. (One terminal, no filters: serving 1,200 people, opening 44 hours/week, 4 staff (FTE1.5), 15,000 materials, 16.9 circulation per capita)
- One terminal is relatively private; the other is in a high traffic area. This is due to space limitations. (Two terminals, no filters)
- Currently placing terminals in an open area but will set up privacy screens by January 1, 2001. (Two terminals, no filters: Planning to set up privacy screen to all terminals. See also section 2-4-1 "Use of Privacy Screen")
- Because of library floor plan and space limitations, they are in view of public, not library staff. (Four terminals, no filters)
- Received terminals as a joint project with school system. Their engineer chose location. (Five terminals, no filters: serving 20,000 people, opening 68 hours/week, 24 staffs including 2 MLS staff (FTE 9.0), 86,000 materials, 8.9 circulation per capita. Terminals are placed in local history room)
- [Locating terminals in a visible space] for some reasons — crowded building. (Six terminals, no filters: serving 8,000 people, opening 60 hours/week, 7 staff (FTE 5.4), 27,000 materials, 8.4 circulation per capita)

2.4.3 Monitoring Terminals

The survey asked whether libraries monitor public use regularly. Of 145 libraries responding, 90 (62.0 percent) responded "yes" and 55 (37.9 percent) responded "no." Of 7 libraries using filters on all terminals, excluding one that did not respond, one reported they are monitoring public use, and five said "no." Of 10 libraries using filters on some terminals, the response was divided evenly (5 and 5). From these results, it can be inferred that a library may not have to pay close attention to terminals once filtering software has been introduced. Of 9 libraries that did not respond to this question, one

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** Not the patron's child

wrote, "If a group of children congregates around a computer and appears to be fooling around, a librarian will approach them and give them a warning." Several other comments on this question, "Do you monitor public use regularly?" are below:

- Only on time limits. (Two terminals, Three terminals, both no filters)
- To determine how much the computer is used. (One terminal, Two terminals, Three terminals, all no filters)
- "Yes," if 18 years old or younger. (One terminal, no filters)
- It is a random situation based on staff going in and out of local history room where Internet terminals are located. (Five terminals, no filters: See also section 2-4-2 "Location of Computer Terminal")

2.4.4 Charging Fees for Public Access

Question no. 4 asked "Do you charge fees for public access internet terminal use? If you charge fees, what are they for (i.e., printouts, etc.)?" Of 153 responses, 58 (37.9 percent) libraries said "no," while majority of libraries (95 or 62.0 percent) said "yes." Further, more than half libraries (89 or 58.1 percent) charge fees on print out. Among the libraries that do not charge fees, some libraries mentioned limits on the number of pages they allow patrons to print: "Try to limit to 10 pages printing, but this is not enforced strictly." The result of the question is shown in Table 2-8:

TABLE 2-8
Terminal Use and Fees

	No. of Respondents	Service for Fee	No. of Respondents
Free of charge	58 (37.9%)		
Charge	95 (62.0%)	Floppy Disk Computer Usage Print out	13 14 89
Total	153 (100.0%)		116

BASE=153 (One library no response)

Services for which a fee is charged are largely divided into three types: distribution of floppy disks, using the computer terminal itself, and printing materials. The price of a diskette varies from 50 cents to one dollar. There are two methods for handling diskettes for library use; one method allows a patron to bring their own or to buy one from the library, while the other method does not allow a patron to use their own diskette. In the latter case, patrons must purchase diskettes from the library. Patrons wishing to use a

diskette on consecutive visits must leave their diskette at the library.*

As for the 14 libraries that charge fees for the use of terminals, 4 reported they charge fees for people who are not in their service area. So, of 153 libraries that replied to this question, the actual number of libraries that charge for computer use is 10. These 10 responses are as follows:

- 50 ¢ per month. (One terminal)
- $1 an hour Internet. (One Terminal: 10 ¢ b&w copies, 50 ¢ colored copies)
- $1 first hour, 25 ¢ for every 15 minutes if no one is waiting. (One terminal)
- 50 ¢ for 15 minutes. (Eight terminals: have coin-op. boxes at each terminal. Cash box accepts quarters and times electricity flowing to the monitor. 50 ¢ gives the patron 15 minutes use, and then electricity turns off and monitor goes blank if the patron don't put quarters in the box)
- $1 per hour for non-homework use of Internet. 10 ¢ per page for non-homework use of printer. (Two terminals: Printing of homework is free up to five pages. Homework may be done by students of any age (above third grade) up to and including adult students)
- $1 per hour unless it is for school. (One terminal)
- $2 per hour. (Two terminals: school use is free. 10 ¢ per copy)
- $2 per hour. (Three terminals: 10 ¢ per print out)
- $3 per hour, $2 per 30 minutes, $1 per 15 minutes. (Eleven terminals)
- $5 an hour Internet fee. (Three terminals: 10 ¢ per copy)

The last and largest type of fee is charging for printing. This service also can be divided into two categories: one charges a fee for every page printed, while the other allows a variable number of pages free before charging a fee for remaining pages. Although only two libraries reported using this latter style of service, the idea is important to the library profession's adherence to the principle of free service. One library wrote; "5 pages free and each additional page is 10 ¢," and the other library wrote; "The first ten pages are free, each additional page is 5 ¢." Although most charges about 10 ¢, printout fee ranges from 5 ¢ to 20 ¢ per page. The system of charges also varies:

- Charge separately for black & white and color copy (6 libraries):
  - b&w 10 ¢, color 50 ¢
  - b&w 10 ¢, color 20 ¢

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* These policies reflect fear of the risk posed by viruses.

- b&w 10 ¢ , color 25 ¢
- b&w 25 ¢ , color 30 ¢
- b&w text 10 ¢ , color text 10 ¢ , color picture 25 ¢
- b&w for free, charge for color printouts
- Charge separately according to new (10 ¢) or recycled (5 ¢) paper. (One library)
- Charge 10 ¢ per printed page expect for medical, school or class related information. (One library)
- Donation to print. (One library)

2.4.5 Minors' Terminal Use Policies

How are public libraries to deal with minors and their Internet use? Libraries were asked; "regarding time, place and manner restrictions, are there any differences between adults' and minors' use policies?" Of 150 responses (4 no response) returned, most libraries (128 or 85.3 percent) reported "no." Conversely, 22 libraries (14.6 percent) answered "yes." The results will be examined in Chapter 3-2 "Minors' Internet Use Policy."

Chapter 3　Survey Findings of Libraries Having Only Unfiltered Terminals (137 Libraries)

As stated in the last Chapter, 137 of 154 libraries (88.9 percent) do not use Internet filtering software on terminals for public use. Question 5 was designed for those libraries, asking their terminal arrangements when they first began offering public access. (Table 2-9)

One library reported that it had initially installed filters on all their terminals, but had removed them because they were "too difficult to keep up." Another library that mentioned using filters did not provide any explanation for their change.

TABLE 2-9
Terminal Arrangement of Libraries
Having Only Unfiltered Terminals

Terminal arrangement at the time of introduction	No. of Respondents
No filters on any terminals	132
Filters on all terminals	1
Filters on some terminals	1
Total	134

BASE=134 (3 libraries no response)

3.1 Complaints to Libraries Having Terminals Only Unfiltered Terminals

The survey asked the 137 libraries that do not use filters to indicate if they had received any complaints from patrons. Libraries were asked to give a brief comment on "who", "why", and "result." One seventh (19 libraries or 13.8 percent) reported they received complaints. The results are shown in Table 2-10.

As for the media coverage, Question 8 asked, "Has unrestricted (restricted) use been a media issue in your community?" Five libraries responded positively, in contrast to 129 libraries that responded negatively.* Their situations and comments are as follows:

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* Three libraries did not respond

TABLE 2-10
Complaints to Libraries Having Only Unfiltered Terminals

Complainant	Reason for complaint	Result	No. of occurrences
Adult	Just on time limits, etc.		1
Adult	Philosophical discussion on filtering, etc.		1
Father	Children using computers to e-mail divorced mother	No change	1
Adult	Printed pictures of nude women left in library	No change	1
Library Staff	Sexually explicit materials, pornography	No change	2
Parent and/or Patron	Sexually explicit materials, pornography	No change	14
Public School Official	Sexually explicit materials, pornography	No change	1
City Councilman	Sexually explicit materials, pornography	Talked to him	1
Parents	Sexually explicit materials, pornography	Reviewed with Board	1
Clergy	Sexually explicit materials, pornography	Reviewed with Board	1
Library Board	Juvenile access to sex and violence	Change in policy	1
Adult	Sexually explicit e-mails	Changed email server	1
School Authorities	Inappropriate sites	Student restricted from computer usage	1
Parents	Use of chat rooms	Put sign stating under 16 could not use chat rooms	1
Total			28

First case: A parent complained about the availability of sexually explicit material, and local media covered it. However, the library did not make any changes in terminal arrangement. The library is relatively small, and

requires parental permission form for children to use a computer terminal. (Two terminals, serving 1,000 populations, opening 20 hours per week, one staff (FTE0.5), 7,000 materials, 7.2 circulation per capita)

Second case: A student wrote to a local newspaper, reporting that the library had denied her access to the Internet. The library did not take any action in response to the student's protest, "because she didn't have a completed parental permission form." This library uses privacy screens on all terminals. (Five terminals, serving 8,000 populations, opening 60 hours per week, seven staffs (FTE5.4), 27,000 materials, 8.4 circulation per capita)

Third case: The library began Internet service in mid 2000. However, media coverage began even before they started the new service; "Issue was raised before Internet access was inaugurated." No parental permission is required for child use. (Five terminals)

Fourth case: The library did not provide details, but mentioned the media coverage was "not too bad" for the library. (Five terminals)

Fifth case: The library cited the link to the news page on the web. According to the article, the main argument was to prompt the Internet filtering software on all terminals in public libraries in the States, not only in this library. (Three terminals)

3.2 Minors' Internet Use Policy

The survey asked 137 libraries having no filtered terminals how they deal with children and their use of Internet (Question 9). The result is shown in Table 2·11.

More than half the libraries (73 or 54.8 percent) require parental permission for minors' Internet use, compared to 45 (33.8 percent) having no restrictions. Two thirds of libraries employ different policies for minors and adults.

When questionnaires were returned, the survey team observed that several respondents found this question somewhat ambiguous. For Question 9 "Do you have restrictions on minors' use of public access Internet terminals?" four multiple answers were given. Option #3, "minors can not use public access Internet terminals," originally sought to estimate how many libraries provide Internet access only to adults; however, the intention of the meaning was not interpreted as was expected. Among 5 libraries that marked Option #3, four libraries also marked Option #2 "parental or guardians' permission is required." Only one library (One terminal) marked just Option #3.

Below is the list of sample replies to the questions related to children, including

TABLE 2·11
Minors' Internet Use Policy

Options		No. of Respondents
# 1	No restriction (Same as adult use)	45
# 2	Requires parental permission	73
# 3	Children are not allowed to access the Internet	5
# 4	Other (Explain)	25
Total		148

Note: Of 137 libraries, 133 responded. 15 provided multiple answers.

the differences between adults' and minors' use policies (Chapter 2·4·5 "Minors' Terminal Use Policies").

Among replies from libraries that do not distinguish minors' use of terminals from that of adults', some reported as follows:

- Our terminals are close to the checkout desk. The librarian can see the monitors most of the time. (Three terminals)
- If anyone accesses a site that is objectionable to others, then they may be asked to leave the site. This has not happened. (Four terminals)

Libraries that require parental permission, or replied with "other" rules are as follows:

- Persons under 16 must have parent OK. (One terminal, Three terminals)
- [Parental permission required] if under 18 years of age. (One terminal)
- [Parental] permission required for those under 18. Parents must accompany children under 12. (Three terminals, Seven terminals)
- Parental permission is required for minors. Children under age 12 must be accompanied by parent or adult. (Five terminals)
- Parental permission is required for minors. No e·mail under 18. (Four terminals)
- Must be 16 or accompanied by adult. (One terminal)
- Written permission for 16 and older. Under 16 must be accompanied by a parent. School children can use the Internet for reference and schoolwork only. (Four terminals)
- Under 16, with parents present. (Two terminals, One terminal)
- 14 and under parent supervision required. (Two terminals)
- Age limit of 12 years. (Eight terminals)

- Parental or guardian's permission necessary if minor (under 18) wants to go into "chat" rooms or use any site that requires them to give personal information. (Three terminals)
- Minors must have an Internet card. To get one, a parent must come to the library and sign for the youth. Also read our guidelines for use, and our "Basic Rules for Online Safety for Children's and Teens" together with their child. (Three terminals)
- Ages under 8 must have parent with them. (One terminal)
- Parental permission and adult supervision for those children under 7th grade level. (Seven terminals)
- If under 10 we like to have parental or guardian's permission. No chat rooms or games. School use free, $2 per hour charge otherwise. (Two terminals)
- Minors are monitored and must not use sites with pornography etc. We ask that adults also refrain from sexually explicit or pornographic material. (Eight terminals)
- No chat rooms. (Two terminals)
- Time limit on chat times. (One terminal)
- Parents can designate child's use of Internet under parental supervision. To date, only one parent in a community of 5,000 has done this. (Two terminals)
- 30-minute time limit and librarians watching terminals of minors. (Four terminals)
- Must be at least third grade, or with an adult. (Four terminals)
- Still working on policy with Board, but will probably not allow under 9th grade access without parent or guardian's present. (One terminal)
- Parent/guardian may choose to restrict access by minor, must come to library and request this to be done. (One terminal, Four terminals)
- Minors' use monitored more frequently. (One terminal)
- We feel that parents should supervise and monitor their own children in public places. If behavior is disruptive, patrons are asked to leave (3 strikes=out). (Seven terminals)
- All academic use comes before surfing and e-mail. (One terminal)
- We just went online first of December 1999. I just received a card today saying we must begin filtering. (One terminal)
- Business/Homework has priority over leisure use. (One terminal, Two terminals)

Chapter 4 Survey Findings of Libraries Having Only Filtered Terminals (7 libraries)

In this Chapter, all libraries that use filters on all of their terminals are examined. Table 2-12 provides information on the year terminals were introduced, number of terminals, original arrangement, and reasons for the changes.

According to *Nebraska Public Library Statistics: Fiscal Year 1998/99* (NPLS), Library A1 is a relatively small library that serves about 1,500 people, is open 20 hours per week, employs three non-MLS staff (FTE0.5), has 8,000 items and 6.5 circulation per capita. At the time of NPLS research, the library had one terminal without filters. Although it still has one terminal, the library implemented filtering software due to the decision of Library Board. It reported that they did not have any complaints or pressures for the change. Also the library reported that it placed the terminal in an open space and does not monitor the patron use. The Internet service is free of charge, and there is no difference between the use of adults and that of minors.

TABLE 2-12
Libraries Having Only Filtered Terminals

	The year terminals were introduced	No. of terminals	Original arrangement of terminals	Originator for Change
A1	1998	1	No filters	Library Board
A2	1997	9	No filters	Library
A3	1996	1	No filters	Library Board
A4	1997	8	No filters	City Council
A5	1996	1	No filters	Library
A6	1997	6	No filters	Parent/Librarian
A7	1998	6	(With filters)	

According to NPLS, A2 is also a small library that serves about 2,000 people, is open 25 hours per week, with 2 non-MLS staff (FTE0.7), 9,000 items, and 4.8 circulation per capita. The library reported that it currently has 9 terminals, all equipped with filtering software, compared to 7 terminals with no filters at the time of NPLS survey. According to the comment provided, the change was made not because of complaints or pressures reported to the library, but "we did it our own" because minors were "getting into sites they shouldn't have." However, the library says that they are considering having 2 terminals "unrestricted" since "public want to access to e-mail such as hotmail, chat-lines etc." The library does not use privacy screen, but places them where librarians can monitor easily. Adults and minors have the same degree of access. Fees are charged for printing: 5 ¢ for recycled paper and 10 ¢ for new paper.

According to NPLS, A3 is another small library. It serves about 1,000 people, is open 20 hours per week, employs two non-MLS staff (FTE.6), owns 14,000 items, and has a circulation of 6.7 per capita. A3 had just one terminal without filtering software at the time the NPLS survey was conducted. However, the library reported that they had implemented the use of filters on that one computer. The decision was made by the Library Board, in order to "protect minors." It said that there were no formal complaints. Adults and minors have the same degree of access, and privacy screens are not used. The access is free of charge, and the terminal is placed where librarians can monitor it easily.

A4, according to NPLS, serves 1,500 people and is open 20 hour per week, with 5 non-MLS staff (FTE1.6), about 10,000 items, and 20.8 circulation per capita. Compared to only one unfiltered terminal at the time of NPLS research, the library now has 8 terminals, but all of them are filtered. The library says that the Library Board was requested by the City Council to implement filtering software to "protect children in the community." The library reported that the terminals are located in an open space, and librarians monitor public use regularly. It charges fees for printing, and adults and minors have the same degree of access.

Library A5 serves about 1,700 people and is open 36 hours per week, with 3 non-MLS staff (FTE1.1), 15,000 items, and 10.4 circulations per capita. According to NPLS, it had one unfiltered terminal for public access. The library reported that it has implemented the use of filtering software on the terminal. The reason for the change of the arrangement was not because there were complaints, but because the library wanted to avoid the situation

where "children using Internet were able to access pornography." The library does not use a privacy screen. The terminal is placed in a location where librarians can easily view it. The librarians monitor public use. The use of the computer is free of charge. Adults and minors have the same degree of access.

According to NPLS, Library A6 serves about 26,000 people, is open 61 hours per week, employs 20 library staff including 2 MLS staff (FTE15.9), has 84,000 items, and 9.8 circulation per capita. Also according to NPLS, the library had two terminals and did not use filters. On the survey, the library reported that it currently uses filtering software on all six of its terminals. The reason for the change, the library says, is because there were complaints from parents as well as from library staff; "our terminals are located in one area" and "too many young people (children) were exposed to graphic pornography." As a result of "mutual agreement of the Library Board, Library Director, and City Council," filters were installed on all terminals. Since installation of filters, the library says, no complaints have been reported. The library does not use privacy screens but places terminals where they can be easily viewed, and librarians monitor public use regularly. Adults and minors have the same degree of access, and the service is free of charge.

The last library, A7, serves about 4,000 people, is open 52 hours per week, with 7 staff (FTE4.9), 30,000 items, and 17.9 circulation per capita. There are conflicting reports regarding the library's use of filters. According to NPLS, the library had 6 terminals without filters. However, the library reported to the survey that it had been using filtering software since the beginning of the service. The library does not use privacy screens. Although the library has not deliberately placed the terminals in a high traffic area, librarians monitor public use. The library charges 10 ¢ for a printout and 50 ¢ for a diskette. Adults and minors have the same degree of access.

Chapter 5 Survey Findings of Libraries Having Both Unfiltered and Filtered Terminals (10 libraries)

Table 2·13 shows the results of the survey for libraries that have both unfiltered and filtered terminals.

According to *Nebraska Public Library Statistics: Fiscal Year 1998/99* (NPLS), Library P1 serves about 30,000 people and is open 70 hours per week. It employs 23 staff, including 5 MLS staff (FTE 16.6), holds 150,000 items, and has a 9.1 circulation per capita. According to NPLS, the library had eight terminals, some of which were filtered. The library reported to the survey that of eight terminals, currently half had filters installed. The library originally provided all of their terminals unfiltered, but set up privacy screens due to complaints from community members. Eventually, pressure led the library to implement the use of filtering software. The library also noted that the story about these changes was covered by local newspaper. All terminals are located in an open space with privacy screens, and librarians monitor them regularly. A fee is charged for printing. Adults and minors have the same degree of access to filtered machines, and with parental permission a child can use an unfiltered terminal.

P2, according to NPLS, serves about 7,000 people and is open 60 hours per week, with 11 staff including 1 MLS staff (FTE6.3), 30,000 items, and 8.6 circulation per capita. Compared to 6 terminals without filters in NPLS, and 1 terminal when the service began in 1995, the library currently has 5 filtered terminals and 1 unfiltered terminal. Due to the decision by the Library Director and Library Board, all terminals purchased after 1995 are filtered. This is a new library building with a dedicated computer lab. Children are not allowed to use the computer lab. A privacy screen is set up on the unfiltered terminal. All terminals are placed in locations where the public can easily view them, but librarians do not monitor regularly. Fees are charged for printing.

According to NPLS, P3 is a library serving about 30,000 people and is open 70 hours per week, with 26 library staff including 3 MLS staff (FTE16.5), 80,000 items, and 10.2 circulation per capita. Compared to 16 terminals (some of which were filtered) in NPLS, the library reported that currently

there are 28 terminals, three of which are filtered. Originally there were no filtered terminals. However, the Library Board decided to implement the use of filtering software on some of terminals. The reason for the change is, according to the library, "to let parents exercise the option to have" either filtered or non-filtered access for their children. The library goes on to say, "We believe it is the parents' responsibility to choose what is appropriate for their children." The library does not use privacy screens, but places terminals in an open space, and monitors them regularly. A fee is charged for printing. With parental permission, a child can access an unfiltered terminal, but young users "must have a parent with them to use our computer for any activity in the children's department."

TABLE 2-13

Libraries Having Both Unfiltered and Filtered Terminals

	The Year Terminals were Introduced	No. of Terminals	Original Arrangement of Terminals	Originator for Change
P1	1997	4 + 4 (F)	No filters	Parents, etc.
P2	1995	1 + 5 (F)	No filters	Library Board
P3	Before 1995	25+ 3 (F)	No filters	Library Board
P4	1996	4 + 1 (F)	With filters	Library Director, Library Board
P5	1995	3 + 3 (F)	No filters	Library Board
P6	1997		(With filters)	

According to NPLS, P4 serves about 25,000 people and is open 60 hours per week, with 19 library staff including 2 MLS staff (FTE14.3), 90,000 items, and 8.0 circulation per capita. According to NPLS, the library has 6 terminals with filtering software. The library reported to the survey that the number of terminals decreased from 6 to 5, and one of them is filtered. The library originally installed filtering software on all the terminals. However, due to a decision by the Library Director and Library Board, unfiltered terminals were introduced. Adults and minors have the same degree of access, if a child has parental permission. The library places terminals in an open space without privacy screens. There is no regular monitoring of the terminals. Printing costs 25 ¢ per page. The library also reported that the mayor and the city attorney were concerned about sexually explicit materials and stated that the community should be responsible for minors viewing obscene materials. No

change has been made, though; the library says that there is a conceptual gap between the two sides.

P5 is a small library that serves about 2,000 people and is open 25 hours per week, with 2 library staff (FTE0.6), 10,000 items, and 9.2 circulation per capita. According to NPLS, the library has 1 terminal without filtering software. According to the response to this survey, the library reported that it had increased the number of terminals to 6, half of which are filtered. The arrangement of the terminals was the result of a decision by the Library Board, which was concerned about the users' "convenience." These terminals are placed where the public can view them easily. They are also monitored by the librarians regularly. No privacy screens are used, and the service is free of charge. Adults and minors have the same degree of access.

The last library, P6, is a large library that serves about 400,000 people, is open 70 hours per week, with 176 staff including 50 MLS staff (FTE 142.4), 1,800,000 items, and 5.1 circulation per capita. According to NPLS, the library had 172 terminals, some of which had filtering software.

According to the report from the main library, the system began to provide the service by LYNX in 1996, and graphical WWW browsing in 1998. The library has not changed the policy originally established by the Library Board, having both filtered and unfiltered terminals. Various complaints were reported, mainly claiming, "explicit sites were not caught by filter." As a response, the library has "added (these sites) as identified to filter database." Privacy screens are not set up. Terminals are placed in an open space, and librarians do not monitor them regularly. Children can use unfiltered terminals with parental permission. Printing costs 10 ¢ per page. These conditions are standardized through main and all branch libraries.

The number of terminals varies among branches: a library with one unfiltered and 12 filtered terminals, a library with one unfiltered and 19 filtered terminals, a library with one unfiltered and 6 filtered terminals, a library with one unfiltered and 30 filtered terminals, and so on. However, the number of unfiltered terminal is always just one throughout the library system. Other responses from branch libraries are: patrons pointed out a sexually explicit site on the web and we "filtered the site," some patrons requested the use of chat room but "no change" has been made, and some patrons "requested site was filtered" and we "moved to unfiltered."

Conclusion

There are several important points from the results of the survey that should be noted, in terms of access and intellectual freedom issues:

1. Currently, only 80 percent of Nebraska public libraries have Internet access. This figure is considerably lower than the national average 95 percent. The NLA/Kyoto University joint survey found that the average service population of libraries, which do not provide Internet access for the public use, is 550. Considering the dangers of creating a "digital divide" among residents in the State or among library users of State's public libraries, it is urgent to introduce public terminals to those libraries that do not currently have them. In order to fill in the gaps, a statewide library project and state aid to support the project are essential. Cooperating with schools to share terminals may be a solution as well.

2. Eleven percent (17 libraries) of Nebraska's public libraries have implemented the use of filters on their computers that provide Internet access. Five percent (7 libraries) use filters on all of their terminals, while 6 percent (10 libraries) use filters on some of their terminals. Examination of a 1998 national survey helps put this information into context. According to the survey, among a total of 15 percent of libraries using filters, the former group was 8 percent, and the latter was 7 percent. The 2000 national survey showed that among a total of 25 percent that used filtering software, the former figure increased to 10 percent, and the latter also increased to 15 percent. Therefore, the use of filtering software in Nebraska, compared to the national trend of increase, remains relatively low.

3. There are 7 libraries that use filtering software on all of their terminals, according to NLA/Kyoto University joint survey. ALA policy clearly states that public libraries are institutions that provide access to the protected expressions under the First Amendment. Also, the Library Bill of Rights defines public libraries as forums for information and ideas, which allows free exchange of speech protected by the U.S. Constitution. As long as the ALA's basic policy rests on this philosophy, the policy on filtering software is clear: libraries' use of software filters that block Constitutionally protected speech is inconsistent with the United States Constitution and the Library Bill of Rights. The only court case covering libraries' use of filters[1] judged the library's having only filtered terminals violated the users' First Amendment right. Therefore, if the policy of those 7 libraries using only filtered terminals

includes providing "all points of view," it means that they are violating users'
First Amendment rights.

4. On the other hand, the survey found that there are 10 libraries having
both filtered and unfiltered terminals. Again, the ALA does not approve any
restrictions on people's access to information. However, there are no court
cases regarding this arrangement (i.e., installing filtering software on all of
the terminals in the children's section of a library, but having no restrictions
on adult's terminals, and permitting children's access to unfiltered terminals
in the general section.) The ALA insists that there should be no filters on any
terminals. But the above-mentioned arrangement will be acceptable from a
Constitutional point of view. Throughout history public libraries have tended
to choose materials suitable for all ages for children's sections, and children
could use materials in the general section in accordance with their interest.
Use of filtering software in children's sections can be considered accordingly.

5. According to the NLA/Kyoto University joint survey, 90 percent of
libraries place their public terminals where people can easily view them, and
60 percent of libraries monitor patrons' terminal use. These measures
actually have a restraining effect on users' access to potentially offensive
materials online. Although many libraries expect users to refrain from
accessing offensive websites, the action of monitoring and placing terminals
in a high traffic area stands against the confidentiality principle. On the
other hand, covering terminals with privacy screens or placing them out of
the public view are two measures that protect patron's confidentiality, but
they often become subject of accusations claiming that libraries are approving
access to "offensive" materials.

6. According to the 2000 national survey, 25 percent of libraries used
filtering software. In contrast, the American Library Association firmly clings
to its attitude toward filters and denies any means of restriction. This can be
called the feud between the library's ideology and reality. The longer this feud
continues, and the more libraries it spreads so, the more it will undermine
the significance of the Library Bill of Rights. If the gap grows out of libraries'
permissive range, eventually the reality could undermine the ideology.

7. Among the complaints, the replies from libraries indicated that the
presence of "sexually explicit materials" is the top complaint against public
Internet access. Historically, complaints regarding sexually explicit materials
in the library were not uncommon and aimed at specific printed materials.
The challenges and instances of censorship were examined, judged, and
brought to a definite conclusion, regardless of whether the material was

retained or removed. Basically these cases were isolated phenomena, even if challenges sometimes occurred simultaneously in many different locales. The debates over filtering software on the other hand will never be a temporary incident. At the time of this study, 25 percent of public libraries in the United Sates have already used filtering software on their public terminals. A likely result of this is that the debate over filtering will continue. As long as some libraries continue to provide terminals with filtering software, libraries are and will be in conflict with their promise to provide free access to ideas and information. This means that the *raison d'être* of the public library will always be in dispute.

8. The history of public library has been the history of efforts to expand the provision of information. In spite of a lack of funds, American public libraries since WWII have made extraordinary effort to provide a wider range of information protected by the Constitution, regardless of its forms. If there were materials considered unsuitable to the public, limited funds could be used as a reason for not purchasing the materials. In case of online materials, in contrast, a considerable amount of time, money and energy are required to reduce the width of information. This effort —not expanding but reducing the range of information— has never taken place in public library history. The introduction of filtering software questions the rhetoric of public library philosophy and practice, and it forces us to reexamine that rhetoric

9. It is a fact that some librarians welcome filtering software. In some cases librarians have been the motivating force behind a library's acquisition of filtering software. In the NLA/Kyoto University joint survey, a library indicated that there was a complaint about lack of filtering that originated with a librarian. This is also a new phenomenon regarding past censorship activity. Usually, challenges/attempts at censorship are made against library materials on the shelves, which are selected by librarians based on their professional expertise in accordance with a material selection policy. Therefore, it is unlikely that a librarian as a profession will be sympathetic to attempts at removing materials. However, it is possible that librarians sometimes view library materials from a personal standpoint and not in their capacity as a professional librarian. This is a conflict between professional ethics and personal morality as an individual or a community member. For example, when placing "Sex" by Madonna on the library shelf became a problem, there were librarians who showed discomfort saying, "I personally believe it is a pornography," "I don't want to place it on the shelf," or "I don't want my children to see it even though I put it on the shelf." The frequency of

this kind of conflict among librarians will increase with the number of unrestricted Internet terminals.

10. Consequently, discussion over the change of the nature of the library as a public space and the issue of sexual harassment have raised among librarians. In February 2000, the Minneapolis *Star Tribune* printed an article along with the signatures of 47 of the public library's 140 librarians. In short, the article insisted that library staff, standing in the forefront, would not stand the obstinate attitude of the ALA and the Minneapolis Library Board, both of which claimed that any restriction on Internet access is censorship. It also suggested that libraries are no longer a suitable public space and had become a sexually hostile environment for patrons and library employees. In response to this motion, the Library Board insisted that the library's mission is to provide all information protected by the First Amendment and said that the responsibility of minors rests on their parents. The Board also pointed out that the libraries had created many quality web pages for children. These claims are in accordance with that of the ALA's policy. Yet 7 librarians filed a suit under the Federal Equal Employment Opportunity Commission, contending that they were sexually harassed and the library administration allowed to continue a sexually hostile environment. The following May the Library Board adopted a policy that allowed further restriction of public access to the Internet terminals. In general, libraries have been considered "safe" places. The incident above however shows the possibility that some will consider them to be an offensive and hostile environment.[2]

11. Finally, mention should be made of an episode that took place in Holland, Michigan in early 2000. The residents of the town voted in the nation's first ballot measure on whether to require Internet filters in public libraries, and filtering was denied by a majority of 4,379 (55 percent) to 3,626 (45 percent). *American Libraries* reported the result of the ballot in the April edition, writing that "voters...soundly defeated" the ballot measure.[3] In an editorial in the same issue, G. Flagg wrote, "the outcome represents a clear endorsement of ALA's advocacy of local control."[4] Likewise, the mayor of Holland said that the outcome represented "a vote of confidence for those we trust to run our library and for the Bill of Rights that governs this country." The result of the Holland vote was also reported in the "Success Story" section of *Newsletter on Intellectual Freedom.*[5]

The Holland case is important for two reasons. First, it demonstrates that the ALA and its defenders are not above using hyperbole and exaggeration when it suits their needs. The 55 percent to 45 percent Holland vote was

neither a "sound defeat" for filtering advocates, nor a "clear endorsement" of ALA policy. Second, it raises the question of whether it is appropriate for such measures to be subjected to the vagaries of local referenda.

In Holland," it seems that by exercising the "local" decision, an attempt to introduce filtering software was "successfully" defeated. However, does a "local decision" mean such a case in Holland? Can the propriety of filtering be judged by the majority or the larger voice? The ballot seems a "democratic" way, but regardless of the result of the ballot, is such a measure really in accordance with our mission? Is it beneficial to the service of public libraries?

The issue of filtering software directly relates to the freedom of expression, which is promised by the First Amendment. Filtering restricts speech and expressions on subject or content bases. Further, it takes decision making out of the hands of librarians, and puts it into the hands of others such as a private enterprises. Filtering involves all these factors. Libraries should urge citizens to discuss the wisdom of leaving judgment to referenda, which can be easily controlled by mass media and political forces. In other words, the human right called freedom of speech should not be controlled by a temporary emotional decision of the community; therefore, it shall not be the subject of a local referendum.

NOTES

1 *Mainstream Loudoun v. Board of Trustees of the Loudoun County Library*, 24F. Supp. 2d 552 (E.D. Va. 1998)

2 Kelly M. O'Connell, "Library Shouldn't Allow Public Display of Computer Porn," *Star Tribune*, February 5, 2000; Mark Hammerstrom and 43 others, "Internet Porn at the Library," *ibid.*, February 12, 2000; Mary Doty "Cyberporn Poses Tough Questions for Libraries....," *ibid.*, February 22, 2000;Paul Levy, "Library Board Realizes Internet Access Is Complex Issue," *ibid.*, February 26, 2000; Paul Levy, "Complaints Filed Over Web Porn at Minneapolis Public Library ....," *ibid.*, May 4, 2000; Paul Levy, "Library Board Wants to Throw the Book at Internet Porn ....," *ibid.*, May 11, 2000; Paul Levy, "Minneapolis Public Library Revises Internet Policy ....," *ibid.*, May 18, 2000.

3 "Holland, Michigan, Trounces Filter Mandate,"*American Libraries*, April 2000, p. 18-19.

4 Gordon Flagg, "Editorial," *American Libraries*, April 2000, p. 35.

5 "Success Story: Holland, Michigan," *Newsletter on Intellectual Freedom*, May 2000, p. 91.