

FINAL

**Lebanon Public Internet Task Force
Kilton Public Library
Library Director's Office
Monday, February 4, 2019
6:00 PM**

MEMBERS PRESENT: Amy Lappin (Library Deputy Director), Amber Coughlin (Children's Librarian, Chuck McAndrew (IT Librarian) Ann Sharfstein, Stephen Taylor

MEMBERS ABSENT: None

1. **CALL TO ORDER – Deputy Director Lappin called the meeting to order at 6:05 PM.**
2. **Approval of Minutes: January 7, 2019**

Mr. Chuck McAndrew MOVED to approve the January 7, 2019 Library Internet Task Force Minutes as written.

Seconded by Ms. Ann Sharfstein.

The vote on the MOTION was unanimous (5-0).

3. **Discussion about library public internet findings pertaining to the task force's charge:**

Ms. Ann Sharfstein:

- She asked the schools to share what filtering, either programming or software, they use, if they received complaints or positive feedback, and how often they were asked to lift/change a filter. They got back to her and said they would be happy to share all that information, but never did, despite several requests. She did talk to the IT person who works in the high school building and he said that almost everyday someone asks him to change/modify a filter and it has been that way since he has worked at the School District.

Mr. Chuck McAndrew:

He was tasked with investigating filtering software and gave a report on his findings, which included three (3) of the most popular public sector filters:

- Untangled: Cost is \$125 a month. There are 140 different filtering categories. There are some problematic issues such as:
 - The web site does not exist on the hardware device its self, it actually, in real time, sends the web sites that are being asked for out to a third party, and then brings the information back for categorization. This means that all patron traffic would be sent to a third party, which presents privacy issues.
 - Web sites can be white listed, but if you decide something is miscategorized a request must be submitted to the third party and it can take up to 48 hours for them to respond, with no guaranteed that the third party will recategorize the information requested.
 - It would block WiFi, but the big problem is that the vast majority of web sites now use https, which means that a device may not actually be able to see the content of the web site without breaking https protocols. Breaking https protocols can be done, but then the third party would be able to see people's usernames, passwords and all kinds of private information.
 - In order to white list a web site an administrator would have to add a specific site to the list.

- Barracuda Web Filtering: Cost between \$2,500 to \$4,000 annually. There are 85 filtering categories. The top 2 million sites live locally on the hardware device, but if something is not on that list, it is sent out to Barracuda for classification. Capable of doing a lot of custom categories. One positive feature to get a white listed web site, you do not have to actually say what site you are trying to go to, you can just ask for a temporary code. It works at the network level so it would block WiFi, including on patron's own devices. Their policy talks about restricting YouTube and Google to search and Barracuda's policy was read to the Task Force. It was noted that Barracuda does not control the results returned to the user, but rather YouTube/Google controls those functions so there is no guarantee that a patron would not find something inappropriate during their search.
- Open DNS: Cost is \$38.00 per user per year. There are 60 filtering categories Not sure how this program would apply to the Lebanon's libraries. This program is DNS filtering only and is extremely easy to get around by patrons just using their own DNS provider. It does allow custom blocking. No further research was done on this program.

Mr. McAndrew said that all filtering programs have issues. In looking at the ways these programs work, they sit inline and any internet traffic going out is basically mashed against existing lists (categories) that says this web site belongs to these categories and if you choose to block those categories, then that web site is blocked. For the purpose of these minutes, pros/cons of each web filtering program are listed above. Basically, all programs were problematic in a number of ways. While there are a lot web filtering programs, most are focused on parenting. He noted that unless you are willing to get really intrusive and break the encryption, their efficacy is really limited. If you (libraries) did decide to break encryption, we would have to create a segregated network where public devices owned by the libraries would reside on one network and public devices owned by patrons would go on another network. The network for the library would be filtered and the one for patrons would not be filtered. If the libraries were going to do filtering, Barracuda would be the best to deal with.

Ms. Amber Coughlin:

She handed out copies of her research to Task Force members, which she previously shared with them digitally. Her handout looked at books, online courses, curricula and games. For books, she found some that she felt would be informative for parents and that the libraries may want to add to their collection, noting that the idea is for parents to educate themselves about how the internet works and how kids are using the internet. If parents do not understand the types of apps and technology that their kids are using, then they are not going to have any idea about what is going on. She described the books, different curricula and self-paced online guides that people can do at home or have someone lead them through. The resources presented in her handout included:

- Self-paced, online MOOC from Google on digital safety and citizenship.
- Be Internet Awesome from Google.
- Common Sense Media: Digital Citizenship curricula for K-12th grade.
- Netsmartz resources from the National Center for Missing and Exploited children.

A discussion took place regarding kids who have multiple profiles on multiple sites for different reasons and different audiences; opening up lines of communication between parents/kids/trusted adults; media resources from Google/Common Sense Media; becoming good digital citizens; and kids sharing their passwords with other kids.

There are a lot of things the Lebanon Libraries can offer parents, but the emphasis should be on parents educating themselves so that lines of communication with their children can be opened.

Deputy Director Amy Lappin:

She researched seven (7) other libraries to see what other Upper Valley libraries were doing with internet filtering, as well as a couple of larger libraries in New Hampshire. For the purpose of reporting these results to the Library Board of Trustees, her report is listed below:

internet filtering survey

Do you use filtering software at your library?	If yes, for all computers or only computers in certain areas of the library?	If yes, what software do you use? What is it designed to filter? Do you think it is effective? Why or why not? What are its pluses? What are its limitations?	If you do not use filtering software, do you restrict computer usage to certain age groups in any way?	Have you ever faced a formal challenge regarding internet access from a member of the public? What was the challenge? Could we follow up with you for greater detail if needed?	Name/Library
No			Children under the age of 12 can only use the public Internet computers with a parent present. We feel this puts the burden of filtering on the parents for children of that age, and our forms that they have to fill out make very clear that we have no filtering software, and that what their children look at is their responsibility. Children between 12 and 18 still need the parent permission form filled out and signed to use our public computers, but the parent does not have to be present for them to use the computers once we have the forms on file.	No	Baker Free Library
No			The only thing we restrict is the amount of time someone can spend on the computer. Generally, everyone (all ages) get a 1/2 hour and if no one else is waiting, they can stay on. However, during after school hours (because we are inundated with elementary school kids) we limit everyone to one 1/2 hour slot.	To date we've had one complaint about what another patron was viewing. Our 4 computers are in the circulation desk area, and while we make it a point not to look at what people are doing/watching, I think the public placement keeps people from viewing certain sites. Some parents have complained that their kids don't have enough access to the internet during after school hours.	Lucinda Walker/Norwich Public Library (VT)
No			Yes, Adults & Teens Downstairs (2 stations in Teen Room are for Teens only) and Only Children (8th gr. younger) upstairs in Children's Services.	Not that I am aware of but we have banned several patrons for inappropriate computer use.	Mat Bose / Concord Public Library
			We request a parent be present with any children under the age of 8 using the computers. This aligns with our child safety policy which requires parents be present in the library if they are under 8		Heather Rainier, Hooksett
No			No.	No	Steve Butzel/Portsmouth Public Library
No			No	No	Plainfield Public Libraries
no	n/a	n/a	yes, by location i.e. youth area, teen area, adult	no, we've just had some issues accessing some websites due to our firewalls. IT department always adjusts and allows access.	Howe Library

Recommendations/suggestions/options from the Library Internet Task Force are:

- Bring findings to the Library Board of Trustees and let them decide what to do with the information that has been gathered.
- Discuss the potential use of resources as presented by Ms. Coughlin.
- Have a more stringent policy regarding internet filtering, for example:
 - Annually: Send something out to parents reminding them that their kids have access to the internet at the library, and suggesting they become active in discussing internet activities with their child(ren) so their child(ren) have the knowledge to make good choices.
 - Make educational resources available to parents.
 - Look at areas in the libraries where computers can be used safely, especially during after school hours.
 - Revisit the Libraries Internet Policy and examine if there are ways it could be improved, making sure the Lebanon Libraries are very transparent on what *we are/are not* providing as far as supervision or filtering.

- Posting the Internet Policy:
 - In Lebanon's Weekly newsletter.
 - The Libraries Homepage.
 - The City of Lebanon's web site under Resources for Parents.
- Establishing in-person internet educational programs for parents/kids/public.
- Consider how filtering would affect patrons, both adults/kids, who are socially or economically disadvantaged, and how filtering might be discriminatory for other marginalized residents of the Lebanon Community.

4. Public comment(s): No members of the public attended this meeting.

5. **Next Meeting Date: Not needed.** The Task Force will present their findings at the February 26, 2019 Library Board of Trustees meeting if the agenda allows. Otherwise, findings will be presented at the March 26, 2019 meeting.

6. ADJOURNMENT:

A MOTION was made by Ms. Ann Sharfstein to adjourn the meeting at 6:56 pm.

The MOTION was seconded by Mr. Stephen Taylor.

** The vote on the MOTION passed (5-0).*

The meeting was adjourned at 6:56 pm.

Respectfully submitted,
Dona E. Gibson
Recording Secretary