

# Who's Driving the Bus?

Using Technology to Enforce  
Board Polices and Provide  
Better Public Service

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## The Challenge

- Find the right balance between policy, public service and patron needs
- Resource Management
- Patron Access Management

## Where Do You Start

- Clearly defined Board policies
  - Periodically reviewed
  - Accepted by staff
- Policies translated to AUP
- AUP presented to the public
- Sources for AUP
  - State Library

## Elements of an AUP

- Access to library computers
- Time limits
- Pay for print
- Limitations
  - Chat
  - Pornography
  - Games
  - Music
  - Staff permissions/rights
  - Copyright and license compliance

## The Benefits of Technology

- Consistent enforcement
- Saves staff time
- Fairness
- Better Public Service

## Choosing the Right Computer

- Gates computers
- Internet only computers
- Young adult computers (games)
- Word processing
- Linux, Windows and terminals
- OPAC
  - MetaFind

## Setup and Security

- Protect the computer
- Protect the network
- Restrict user
- User privacy

## General Security Issues

- [http://midhudson.org/resources/pc\\_security\\_issues.htm](http://midhudson.org/resources/pc_security_issues.htm)
- <Http://www.pacomputing.org>
- [Deep Freeze Faronics](http://www.deepfreezeusa.com/index.htm)
  - <http://www.deepfreezeusa.com/index.htm>
- Fortres Grand
  - <http://www.fortres.com/>
- [CybraryN](http://www.cybraryn.com/default.asp)
  - <http://www.cybraryn.com/default.asp>
- [Altiris](http://www.altiris.com/company/)
  - <http://www.altiris.com/company/>
- [Norton/Symantec](http://www.symantec.com/product/)
  - <http://www.symantec.com/product/>

## Security Tools

- Gates security tool
- Policies and profiles
- Commercial products
  - Deep Freeze
  - Fortres Grand
  - CybrayN
- Ghost/Image software
  - Altiris
  - Norton Ghost

## Virus Protection

- Network level
- Local computer
- Virus vendors
  - Symantec (Norton)
  - McAfee
  - Trend
  - Sophos
  - AVG Professional

## Antivirus Vendors

- [TrendMicro anti-virus](http://www.trendmicro.com/en/home/us/personal.htm)
  - <http://www.trendmicro.com/en/home/us/personal.htm>
- [McAfee anti-virus](http://us.mcafee.com/default.asp)
  - <http://us.mcafee.com/default.asp>
- [Sophos anti-virus](http://www.sophos.com/)
  - <http://www.sophos.com/>
- [Grisoft AVG Professional](http://www.grisoft.com/us/us_avg_single.php)
  - [http://www.grisoft.com/us/us\\_avg\\_single.php](http://www.grisoft.com/us/us_avg_single.php)

## Patron Management

- Pay for print
  - Collect money for printing
  - Recover costs
  - Save money
- Reservation solutions
  - Saves staff time
  - Fair
  - Consistent

## Pay for Print Vendors

- LPTOne
- Pharos
- SAM
- CybrayN

## Reservation Solution Vendors

- PCReservation
- Pharos
- SAM
- CybrayN

## Patron Management Vendors

- [PCReservation, LPTOne, Launch Command](#)
  - <http://www.envisionware.com/>
- [Pharos](#)
  - <http://www.pharos.com/>
- [SAM](#)
  - <http://www.comprisetechologies.com/libraries.htm>

## Spyware, Adware, Scumware

- Detection and elimination
- Ad-Aware
  - <http://www.lavasoftusa.com/software/adaware/>
- Spyware Sweeper
  - <http://www.webroot.com/>



## Filtering

- OPLIN statistic
  - 73 libraries reported to us that they filter, but those libraries provide 52.6% of the public access workstations in the state
- CIPA
  - All computers
  - Easily turn off filter
  - Adults are 17 and over
- Network solutions
  - Central management
  - Different policies
  - Linked to ILS

## Filtering Vendors

- Websense
- N2H2 (BESS)
- Cyberpatrol
- SurfWatch
- I-Gear
- iPrism
- Net Nanny
- CYBERSitter

## Filtering vendors

- [Websense](http://www.websense.com/)
  - <http://www.websense.com/>
- [N2H2](http://www.n2h2.com/index.php)
  - <http://www.n2h2.com/index.php>
- [CyberPatrol](http://www.cyberpatrol.com/)
  - <http://www.cyberpatrol.com/>
- [I-Gear](http://www.symantec.com/sabu/igear/)
  - <http://www.symantec.com/sabu/igear/>
- [iPrism](http://www.stbernard.com/products/iprism/products_iprism.asp)
  - [http://www.stbernard.com/products/iprism/products\\_iprism.asp](http://www.stbernard.com/products/iprism/products_iprism.asp)
- [Net Nanny](http://www.netnanny.com/index.html)
  - <http://www.netnanny.com/index.html>
- [CYBERsitter](http://www.cybersitter.com/)
  - <http://www.cybersitter.com/>

## Internet Access Management

- **Peer-to-Peer and IM application issues and control options**
- **SPAM and inbound Virus screening**
- **Application Layer Firewalls (especially for SMTP and HTTP mgt)**
  - **Download management (who can download what types of files, etc.)**
  - **Attachment screening**
- **Effective firewall design**

## Emerging Technologies

- Connectivity vs. content
- Wireless
  - Laptops
  - Tablets
  - PDAs
- Patron peripherals
  - Thumb drives
  - Cameras
  - Cams

## Questions

PowerPoint presentation & handouts  
will be available after 11/24/2003



<http://www.therightclick.info>  
under "Handouts"