

Who's Driving the Bus?

Using Technology to Enforce
Board Policies 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://www.pacomputing.org>
- [Deep Freeze Faronics](#)
 - <http://www.deepfreezeusa.com/index.htm>
- Fortres Grand
 - <http://www.fortres.com/>
- [CybraryN](#)
 - <http://www.cybraryn.com/default.asp>
- [Altiris](#)
 - <http://www.altiris.com/company/>
- [Norton/Symantec](#)
 - <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

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
- [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"