



Internet access in public libraries survey 2008

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Contents

Executive summary	3
Key findings	3
Report	5
Introduction	5
About the survey	5
Results	6
Public library internet access	6
Internet use policy	7
Community education and training.....	8
Complaints	9
Filters	11
Children.....	12
Monitoring	13
Feedback from library users about internet access services.....	13
General comments.....	14
Conclusion	16
Acknowledgements.....	16
References and further information.....	17
APPENDIX	18
Survey of internet access in public libraries 2008	18

Executive summary

The *Internet access in public libraries survey 2008*, conducted by the Australian Library and Information Association (ALIA), analyses responses from public libraries in all states and territories across Australia. Over 200 public libraries responded to the survey. The library services which participated in the survey represent 6,920,476 registered users and have over 147,000 people accessing internet services in their libraries each week.

This report is a follow-up to similar survey reports in 2002 and 2005 and a more specialised report on internet filtering in 2007. This report provides current information on how public library internet services are managed, delivered and used in responding libraries.

Key findings

Usage

- Increasing and improving access to the internet remains a priority for public libraries.
- The number of public access internet terminals in responding public libraries has more than doubled since the 2005 survey
- An estimated 147,474 users access the internet each week in the responding libraries – an increase of 91% over the 2005 users
- Public demand and expectations for increased number of internet terminals in public libraries continues to grow
- Of the negative feedback received by responding libraries, 77% relates to requests for access to more terminals, faster connection speeds, more downloads and increased bandwidth

Internet content complaints

- The percentage of libraries who have received complaints about internet content continues to reduce from 55% in 2002, 50% in 2005, and 43% in 2008
- Complaints about internet content within public libraries are extremely rare representing 0.2% of users; 99.8% of internet use is complaint free
- Most internet content complaints concern sexually explicit material
- Complaints about adults' access represented 64% of all complaints and 36% concerned children

Filters

- Public libraries are conscious of balancing free access to information and community concerns around inappropriate internet content and usage
- Public libraries filter not only illegal and offensive material but also social networking sites, games and very large files
- The trend is towards an increase in the use of filtering software in public libraries: 36% of respondents in 2008 compared with 30% in 2005
- Using internet filtering does not stop complaints
- Filtering mechanisms vary significantly from library to library, and no single commercial filtering product is used by more than 10% of responding libraries

Children

- One third of responding libraries provide separate terminals for access by children
- More than half of the responding libraries provide specific/targeted internet content or links for children and young adults
- The requirement for compulsory parental consent for internet use has increased
- The age limit for parental consent has dropped in some libraries from 18 to 16 years

Monitoring

- The use of booking systems has increased in responding libraries
- Booking systems facilitate monitoring and enforce sharing of internet resources by rationing access
- This has resulted in both positive and negative feedback for libraries from internet users

Access

- Access disparity between library services is significant and the access varies significantly within states, regions and also within metropolitan areas. Some library services are only able to offer one terminal to every 7000 registered users while the average is one to 1500
- The quality of access to the internet also varies significantly within some states, regions and within metropolitan areas; some libraries are able to offer high speed broadband and wireless access while other libraries offer dial up access with limited upload and download

Internet policy

- Internet use policy in public libraries is developed, implemented and regulated within a timely manner
- Public libraries respond closely to their own communities' expectations with internet management decisions and practices
- Public libraries utilise policy information from ALIA to support their management decisions
- A range of models of internet policy management exists within the public library sector

Community education and training

- The provision of public library community internet education, support and training has increased in quantity, content and format

Australia's public libraries continue to address the need for equitable community access to online information and services thereby providing vital infrastructure for Australia's digital future. Public access internet services in libraries have increased substantially, and demand continues to increase. Libraries are managing increased demand for internet access while also balancing community values around internet content.

The extremely small number of complaints received by libraries about content reflects the ability of the public library to closely match and manage the expectations of their own user community. Public libraries are important places for internet training and access to online services, and are providers of valuable online content.

Australian Library and Information Association

<http://www.alia.org.au>

Report

Introduction

Australian libraries and information services provide extensive internet access services. Australia's public libraries are central to addressing the need for equitable community access to online information and services. The provision of internet access in public libraries has grown strongly over the past few years. Public libraries are important places for internet training and, access to online services and providers of valuable online content, including content available only because of negotiated subscriptions and access to consortia agreements, for example databases and e-books.

The first object of the Australian Library and Information Association (ALIA) is to promote the free flow of information and ideas in the interests of all Australians within a thriving culture, economy and democracy. ALIA has a long-standing and active interest in the public debate on the regulation of internet content in Australia. Libraries and information services proactively promote and facilitate responsible access to quality networked information for all their users, including children and young people. They enable library users to learn to use the internet and electronic information efficiently and effectively.

ALIA has a representative on the Cyber-Safety Consultative Working Group of the Department of Broadband, Communications and the Digital Economy; this further supports our role in Australia's digital future. The Association has a particular interest in policy and legislative issues relating to the provision of public access internet services in public libraries.

This report of internet services in public libraries in Australia is made possible by the voluntary participation of a significant number of public libraries across Australia and provides up-to-date information on how these services are being managed, delivered and used.

About the survey

In June 2008, the Australian Library and Information Association (ALIA) invited public library services in Australia to participate in a survey of internet access in public libraries by completing an online survey form. The survey was publicised through a number of e-lists and the State and Territory libraries assisted by circulating information about the survey to their public library networks.

The survey asked participating library services about internet use policies, community education and training, complaints from users about internet content, use of internet filtering software and children's use of the internet in libraries. The survey follows up earlier surveys by ALIA in 2002, 2005 and 2007. For comparative purposes, the 2008 survey asked similar questions to the earlier 2002 and 2005 surveys. A few new questions were added in the light of developments in internet services in libraries and policy relating to online content regulation since 2005. The 2007 survey focused on internet filtering and the 2008 survey repeats the broader surveys of 2002 and 2005.

The 2008 survey was conducted under the direction of ALIA's Online Content and Regulation Advisory Committee.

<http://www.alia.org.au/advocacy/internet.access/>

Results

This survey analyses 200 responses representing contributions from every State and Territory. The public library respondents to the survey provide over 800 access points including branch libraries, mobile libraries, state libraries, central libraries and combined community and school libraries Australia-wide. The survey respondents are broadly representative of the range of public library services throughout Australia. Respondents included library services located in metropolitan, greater metropolitan, regional and rural areas and one state-wide library service. Respondents range from state libraries to large metropolitan library services with multiple branches and over 100,000 registered users, to remote rural libraries with fewer than 100 registered users.

Public library internet access

The 2008 survey responses represent public libraries serving a total of 6,920,476 registered users: approximately 70% of registered library members nationwide.¹ These library services provide 5,144 public access internet terminals, an increase of 41% from 2005 (Figure 1). An estimated 147,474 users access the internet each week in these library services – an increase of 91% over the 2005 users (Figure 2). This is a significant increase since the 2005 survey and although many libraries only register hours of use rather than individual users, the increase is still significant. Since 2005, not only has there been a significant increase in the number of internet terminals available to users but there has been a twofold increase in their use.

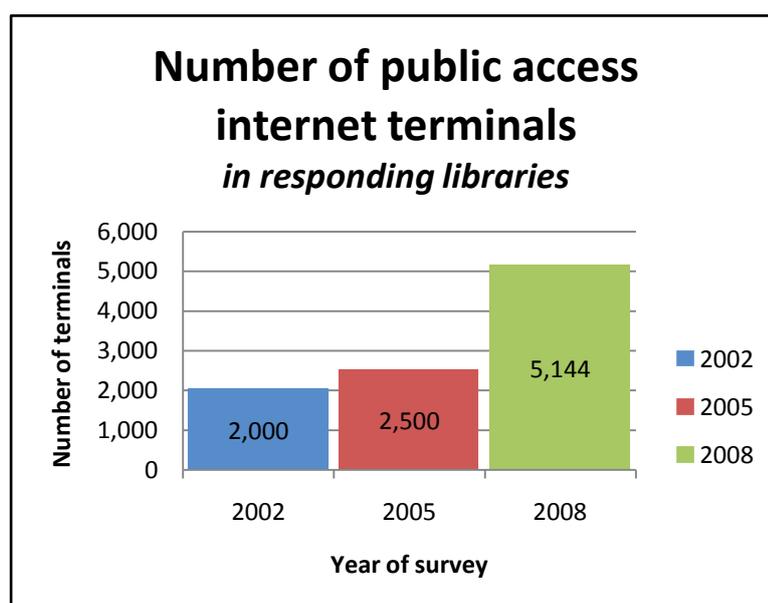


Figure 1

¹ *Australian public libraries statistical report 2005-2006. Final Report.* Compiled by Public Library Services, State Library of Queensland September 2007 for National and State Libraries Australasia (NSLA).

<http://www.nsla.org.au/publications/statistics/2006/pdf/NSLA.Statistics-20061102-Australian.Public.Library.Statistics.Report.2005.2006.pdf>

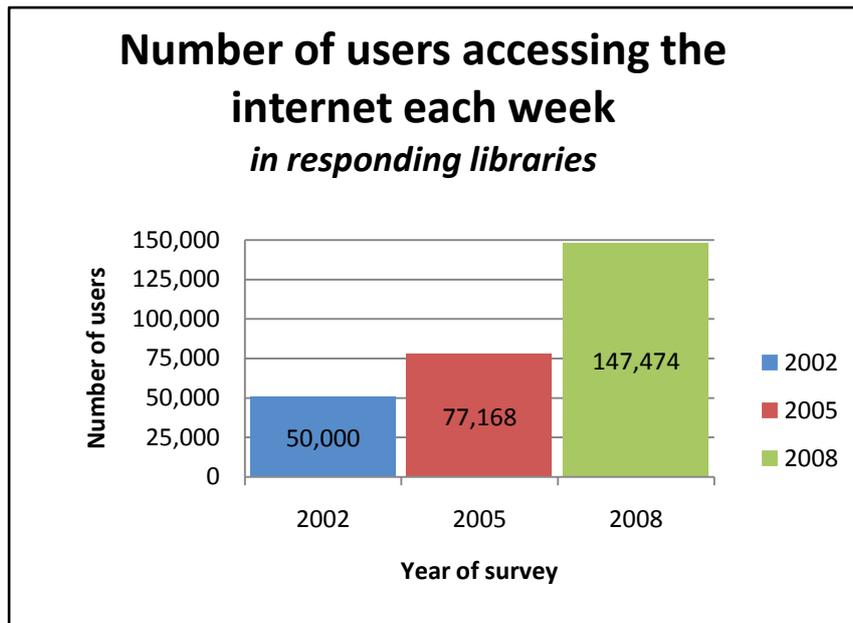


Figure 2

Internet use policy

In 2008, 95% of respondents have an internet use policy which is the same percentage as the 2005 survey. Internet policies continue to be reviewed regularly and kept up-to-date. 90% of library services have reviewed their internet policies in the past three years, including 52% who had reviewed their policies in 2008. User behaviour is covered by 98% of policies in responding libraries.

Time restrictions on internet use were imposed by 92% of respondents, compared with 80% in the 2005 survey, returning closer to the 95% in the 2002 survey.

Booking systems for internet use were operated by 88% of respondents, very similar to the 89% in 2005, compared with 93% in the 2002 survey.

Library services use a range of approaches to publicise their internet policies. 75% of libraries use more than one means to publicise their internet policy: 77% with signage and 56% combined with library web sites and the screen saver or default screen on public use internet work stations. Only 3% relied totally on verbal instructions from library staff.

In 43% of cases, the library service's internet policy has been endorsed by library management. Respondents' internet policies may also be endorsed by Council management (23%) or the elected Council (27%). In some cases, the policy is endorsed at a state level, for example through a state libraries board or state government minister, or in the case of regional library services, through a regional library committee or corporation board. In addition, some library services consulted their communities when developing or reviewing their internet policy using methods such as suggestion boxes, library advisory committees with community representation and focus groups. This is a similar result to the 2002, and the 2005 surveys.

Community education and training

Public library services have increased user education and support for their internet services. Of the libraries responding, 99% indicated that they provide at least one form of training or support, a significant increase from 85% in the 2005 survey. Formal internet training continued to be offered by 58% of libraries and 10% of libraries use external providers for formal training. The training offered by libraries included: email, basic computing, internet and specialised training. The specialised training included online database use, seniors groups, genealogy and themed sessions, volunteers, one-on-one training, online training packages, NetGuide: a one-on-one tutoring program, *Learningfast* module based learning, and Computerschool.net.

Community trainers provide workshops on areas such as writing, family history and guides to using wireless internet. More than one form of assistance was offered by 70% of libraries. The 20% of libraries that offered a full range of assistance to their internet users, including formal training, subject guides, guides to searching and informal assistance, were represented by all sizes of library services—small and large, regional and metropolitan.

Internet training programs specifically designed for children and /or parents were available in 20% of responding libraries and 57% have internet education programs for seniors.

Overall, 80% of the responding library services provide internet education programs, an increase from 74% in 2005.

In 2008, ALIA worked with the Australian Communications and Media Authority (ACMA) to develop resources to support public library staff in promoting safe internet use in the library environment. Question 2.8 referred to the Cybersafety information pack sent by ACMA to all Australian public libraries. Some libraries had not received their pack at the time of the survey.

Examples of responses from the 35% libraries who had received the ACMA packs:

Selected responses to survey questions:

“Have you received the Cybersafety information pack for Public Libraries from ACMA, the Australia Communications and Media Authority?”

“If you have received the Cybersafety pack, how has it been used in your library?”

- We are using it in our discussions with other Council departments (ie Youth Services) to develop programs aimed at raising awareness of Cybersafety issues in the community
- Attempted to hold information evenings - cancelled due to lack of interest. Now have publicity materials supplied in pack visible at all libraries
- A link to the cybersmart website has been put on the library website

A significant percentage, 72% of respondents in 2008, the same as in 2005, was aware of ALIA's policy and other information relating to online content regulation and internet services in libraries. Many library services continue to use ALIA policy information, especially in developing and reviewing their internet use policies.

Selected responses to survey questions:

“Are you aware of ALIA's policy and other information relating to online content regulation and internet services in libraries?”

“If yes, how have you used ALIA's policy and other information?”

- As an argument against Council enforcing any regulation of access through filters
- Displayed as additional links on our online resources page that customers have to accept in order to proceed using the public PCs
- Stopped using filtering software
- As a wish list - our policy is much more restrictive
- Used ALIA policy to defend our non-filtered position
- We have included ALIA's policy in a letter sent to a patron who requested filters be placed on internet terminals

There continues to be a distinct difference between ALIA institutional members and non-members in their awareness and use of ALIA's policy and other information relating to online content regulation. Most ALIA institutional members, who represented 80% of respondents, were aware of ALIA's policy and other information. ALIA's policy was used by 51% of respondents to assist in the development of their in-house internet management even if they were not institutional members.

Complaints

Given the increased level of use of internet services in libraries described above, the level of complaints about internet content remains extremely low and is decreasing. The number of libraries reporting complaints received about internet content is lower again in 2008 than in 2005 and 2002. Complaints about internet content were received by 43% of responding libraries compared with 50% in 2005 and 55% in 2002 (Figure 3).

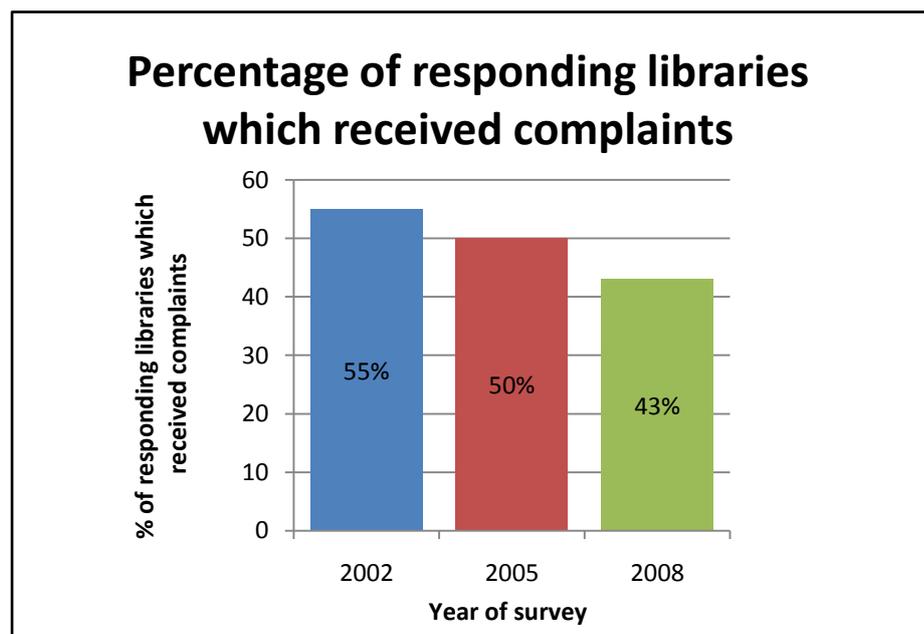


Figure 3

Complaints about internet content represent less than 0.2% of users accessing the internet with 99.8% of internet use complaint free (Figure 4).

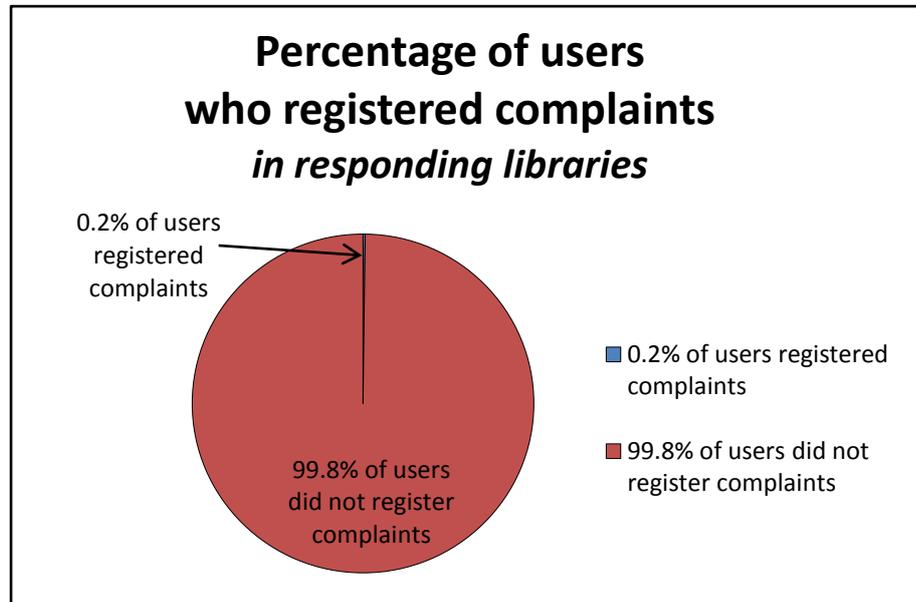


Figure 4

Of the small number of complaints received, 98.7% were concerned about sexually explicit content, compared with 1.3% concerned about violent, racist or other offensive content .

Of the respondents who received complaints, 44% were already using internet filtering. Respondent libraries receiving complaints came from greater metro, metro and rural regional and all states and territories.

Of the responding libraries who received complaints, 36% of respondents stated that their complaints concerned access by children. Almost twice as many, 64% of complaints were only related to adult access (Figure 5).

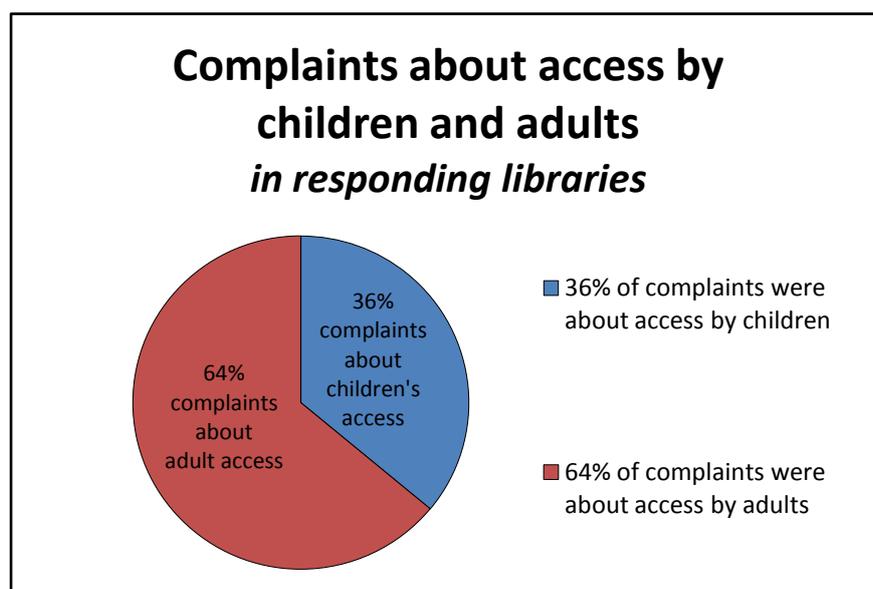


Figure 5

A new question was added to the 2008 survey asking if respondents knew of any complaints about internet content referred by library users to the Australian Communications and Media Authority (ACMA). Respondents reported that they knew of 28 complaints referred to ACMA.

Selected responses to survey question:

“Please add any other comments about complaints received about internet content”

- Generally our complaints are about users looking at material inappropriate for public area. People aren't complaining that the material exists, but that it can be viewed in an unappropriate (sic) situation (eg., adult material can be viewed while children are in the library the children might see it over the shoulder of the person using the computer)
- Have had one "terrorist" complaint; site was Muslim rap band
- Children playing games and not "researching"

Filters

Filters were used by 36% of respondents in the 2008 survey, compared with 39% in 2007, 30% in 2005 and 18% of respondents in 2002 (Figure 6).

Although the 2007 survey identified 39% of respondents using filters, the 3% reduction for 2008 may be accounted for by the larger sample in the 2008 survey. Over the past six years, the trend appears to have been towards a slight increase overall in the use of filtering software by public library services.

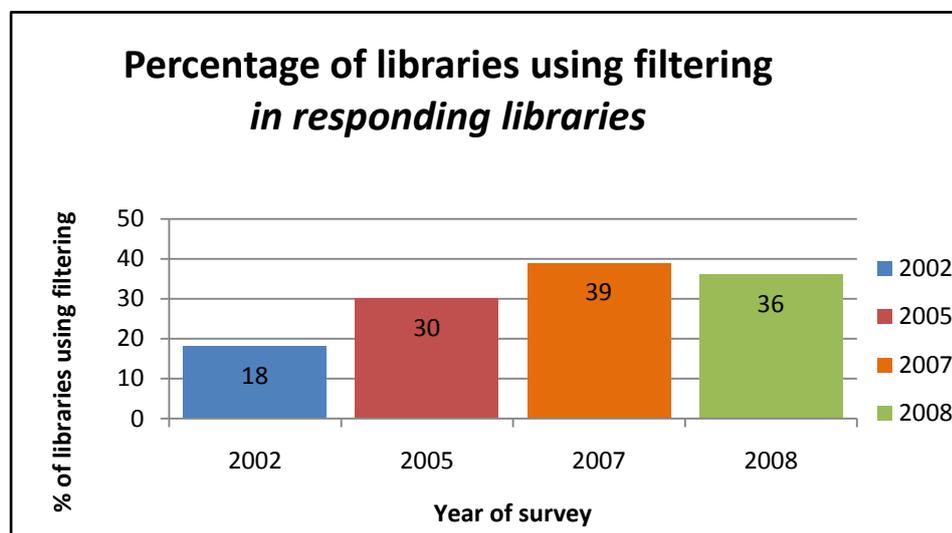


Figure 6

Of the respondents who used filters:

- 92% filtered offensive content
- 36% filtered very large files
- 27% filtered file sharing
- 21% filtered social networking sites e.g. YouTube, MySpace, Facebook, and
- 20% filtered games.

There were 24 respondents who filtered only offensive content, one respondent filtered games only, and one filtered very large files only.

Examples of other types of filtered sites were:

- gambling sites
- “individual web site which has come to our attention by a customer accessing the site and a complaint being made”
- hacking sites
- secure sites: patrons are unable to conduct secure transactions such as taxation returns with the ATO, banking, airline bookings etc.

Although only 36% of responding libraries use filters, 42% of registered users belong to libraries that filter the internet and 40.5% of internet terminals are filtered.

Unfiltered terminals were available in 64% of responding libraries. Of the 36% of responding libraries who used filters, 33% have received complaints about the filters; 88% of these complaints were about the filtering blocking access to legitimate material or sites such as the airline Virgin Blue, lotto results and tax forms produced by the Australian Taxation Office. Stronger filtering was requested by 2% of the complaints received by responding libraries.

There were 29 different filtering software packages listed as being used by responding library services. No single filtering software package was used by more than 10% of respondents.

Selected responses to survey question:

“If complaints have been received (about the use of filters), please comment on the nature of the complaints.”

- Blocking legitimate websites from being accessed, MySpace pages blocked even though website as a whole is not on blacklist
- Borrower doing "research" on German youth camps post WW2. Some of his sites blocked presumably from racist hate group content
- Complaints from the public that the filtering is not strong enough

Children

Since 2002, libraries have continued to develop and improve their internet services for children. There are separate internet terminals for use by children at 33% of responding libraries compared with 20% in 2005 and 16% in 2002. Websites for children and young adults that link to material especially recommended for them are available in 56% of responding libraries compared with 52% in 2005 and 47% in 2002.

Parental consent was required for children to use the internet by 77% of respondents – an increase of 6% since 2005. Of the 77%, 52% of library services required parental or guardian consent up to 18 years of age – 8% less than in 2005. Alternatively, the choice of up to 16 years increased from 21% to 24%. Children over 8 years was the youngest age not requiring parental consent in responding libraries.

Almost a third of responding library services required parents to be present with children using the internet, an increase of 8% from 2005. The age up to which a parent or carer is required to be present with a child using the internet varies widely, from 6 years of age in one case to 18 years of age in four cases. In 15 cases, the most common age limit is 12 years. In eight cases, it was ten years, and in eight cases, eight years.

Access to the internet for children in responding libraries appears to be closely linked to individual community values. Parental consent requirements varied within states and territories and across rural and metropolitan libraries except for Tasmania where the one policy regulation covers the entire state.

Monitoring

Internet use is monitored by 79% of responding libraries. In 71% of cases, this is visual monitoring by library staff. There were 30% libraries which collect system data and 16% of respondents used more than one means of monitoring.

Selected responses to survey question:

"If monitored, how do you monitor internet use?"

- Program that makes screens viewable by staff, and can blank out screens if needed
- History checks
- Technical data is collected and can be made available for management purposes if required

Of the respondents who collect data, 77% collect data on sites accessed by all users and 11% collect data on sites accessed by children. Most commonly data collected is for usage statistics.

Information from monitoring of internet use is used for a variety of purposes: for statistical reporting on levels of use and sites visited; to assist in planning for services and selection and purchase of online resources; for tracking and following up breaches of internet use policy; for reviewing and blocking sites or modifying filtering; and to assist in managing download limits.

Feedback from library users about internet access services

Internet access for library users has increased significantly since 2005. Very positive feedback is linked to public libraries providing free internet service and those offering assistance to library users. Since 2005, more terminals have become available. However, demand has also increased. Request for access to terminals resulted in 27% of negative feedback received by responding libraries. Client expectations appear also to have increased with library patrons requesting faster speed – dial up access often receives negative comment, and access to more software. As more libraries have introduced booking systems, this has resulted in both positive and negative feedback with praise for providing fairer access and negative comments about time restrictions especially for online job applications. There is positive feedback about the provision of wireless access.

In 2002, 50% of negative feedback concerned slow connection and download times; this represented 32% of negative feedback in 2005 and 20% of negative feedback in 2008.

Other areas of negative feedback from users include the use of internet filtering, restriction on upload and download and the charging of fees.

Selected responses to survey question:

“Please comment on the nature and type of feedback (both positive and negative) received from users about internet access in the library service.”

- Negative feedback tends to centre around charges that apply for "non-research" use i.e. email, social networking, commercial trading (e.g. eBay). Other negative comments include inability to access some sites requiring software that is not loaded on public PCs, queues and time limits in busy periods, absence of wireless access except in one Branch. Positives include staff assistance, especially for new users, improved connectivity for chargeable services, access to subscription databases purchased by Library.
- Availability for those who do not have it in their homes is very appreciated and by the large travelling number of tourists.
- Negative feedback was in the main regarding antisocial behaviour of young people, and problems with access to computers. We have only very recently introduced an online automated booking system and users must be registered library members and if necessary have parental permission. Since this introduction negative feedback has virtually disappeared.
- Very little negative feedback is received—generally positive, accepted now as a core part of the service provision

General comments from responding libraries

General comments

- Great pressure is being placed on public libraries by the cost-shifting from other tiers of government (who now put their publications, forms etc. online and send people to the public library to access e.g. RTA Test, Senior's Card) and educational institutions who close their own libraries for many hours so their students expect public libraries to step in and provide free internet and computers.
- The demand for social networking activities places a heavy demand on our bandwidth and network - is this really the role of the Library?
- Internet access is an extremely valuable and valued service that our library offers. Usage of broadband PCs is approx 69% capacity across all 5 locations. The recent introduction of wireless at the main library has resulted in a huge increase in patronage because the public now bring in their own laptops to access the Internet.
- The great majority of our internet users manage their sessions without evident need for staff support, using automated booking system, multilingual fonts, various browsers, chat rooms etc.
- Endless demand - Brings a different client group into libraries - Excellent access to databases - Increased access from home and Library - Changed focus on information provision - Remote and mobile libraries now providing same information services as main libraries - The way of the future

General comments continued

- Essential, even if 66% of metro dwellings have access. If we look into the ABS statistics, those who are less likely to have access at home are also likely to have lower levels of education and experience the feed-on socioeconomic factors. The importance of integrating libraries into a community hub cannot be underestimated.
- Our policy is restrictive because of decisions made by non-library staff who are not technology-inclined. Lack of knowledge makes them fearful of situations where internet users could potentially put the 'council' at risk of serious complaints being made (perhaps by parents). This, despite the fact that we have a very good filter, backed up by policy and procedures which are closely implemented by staff, and no child gains access to a PC without the parent having signed to say they are responsible for their child's access to internet content.
- Local Council authorities have the right to make a decision in the best interests of the community. The professional association can make as many statements relating to the freedom of access to information, but at the end of the day if the Council decides to install filters, as a Library Manager you have no option. In the years to come, as the structure of the web changes and people increasingly access more web content that is imaged based, public libraries are going to be forced in implementing more restrictions as the cost of access increases.
- The expense has increased significantly year by year.
- In our region only 1/4 of the dwellings have access to broadband connection (ABS Census 2006). Another 1/4 has dial up and the rest have none. Regional libraries fill this enormous gap in having access to information, services, email and Internet.
- [X] Library supports free access to the Internet in public libraries for library members. We do not support the use of internet filters in public libraries, however our internet policy states that patrons may not view sexually explicit or violent material because young children or others who may be offended could inadvertently see the images.
- Public library members expect and should rightfully receive access to online resources and services. Nationwide public library membership could perhaps be boosted by offering a scheme/system for travellers to pay a one-off fee to access Internet around the nation at public libraries (limit time to say 1/2 hour per day). Funds raised to go to improving server facilities etc, particularly for smaller rural/regional libraries, thus benefiting local members as well.
- It's an essential complement to our traditional print service. Demand for training has decreased over the last 5 years to specific problem on request. There will always be demand for our internet service here, given the socioeconomics of the town. As some users disappear because they have a home connection, they are replaced by new users in town who don't.
- Council insists on a hefty charge for email, shopping, banking, booking, chat etc. The lines between information seeking and communication and personal business are now blurred and this is difficult and time consuming (and unpopular) to police and transact.
- It is growing. Two years ago, the need for internet access was available, but not highly recognised. A year ago we started to see a growth. We only had 6 terminals but these were getting very busy. Today, we now have 14 terminals available, gone to a new improved internet system, offer the latest office package, and provide two services, one filtered, and the other not filtered for email access. Both services are completely booked. I think in a year, we may see more terminals around our library for internet access.

Conclusion

Demand for internet access is increasing. Libraries are managing increased demand for internet access while also balancing community values around internet content. The extremely small number of complaints received by libraries about content reflects the ability of the public library to closely match and manage the expectations of their own user community.

Survey results reflect libraries responding to their specific community with policy decisions on internet filtering, child access, community education and training and monitoring of internet use varying within categories of library size and location. Similar management decisions are made across state and territory boundaries and in both rural and metropolitan locations: to use or not to use filters, to require parent supervision for children or not, to provide free access, or to charge. The consensus of respondents is only clearly defined by their acknowledgement of the increase in demand for access. How this access is managed varies from library to library.

Access disparity between library services is significant. Some library services are only able to offer one terminal to every 7000 registered users while the average is one to 1500. Although this is a crude analysis of access, it is irrefutable that a significant number of Australians do not have equal access to the internet.

Management of internet services reflects the challenges of fulfilling user expectations with speed, upload and download capacity. Currently libraries ration internet access by utilising bookings systems, both manual and electronic. Manual booking systems make increasing demands on staff time. Limiting the size of files or the type of file is also used to ration access. Internet access rationing is often a cause of frustration for users. Some libraries are using an increasing proportion of their budget to service the increased demand for internet access. Wireless access is now the new horizon for many public libraries, and how they negotiate content and funding are the challenges of the future.

Public libraries provide the main means by which people can access the internet outside home, work and school. They offer access for many people who do not have access online in other ways, and provide an environment that is recognised as trusted, friendly, socially-inclusive and non-threatening. Public library users are generally happy with the services they receive. Overwhelmingly, their issues relate to shortage, rationing, and resource limitations – public library users have few other complaints.

Acknowledgements

The ALIA Online Content and Regulation Advisory Committee thanks the state and territory libraries for their assistance in publicising the survey, and in encouraging libraries to complete the survey. The Advisory Committee also thanks all those public library services who participated in the survey.

<http://www.alia.org.au/advocacy/internet.access/>

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APPENDIX

Survey of internet access in public libraries 2008

Questionnaire

1 Internet policy	
1.1	Does your library service have an internet use policy? <i>(If no please continue to question 2)</i>
1.2	When was the policy last reviewed?
1.3	Does the policy include internet user behaviour?
1.4	Does the library impose limits on internet use?
1.5	If restricted, what are the time limits?
1.6	Does the library service operate a booking system for internet use?
1.7	Does the library service publicise the internet use policy?
1.8	If publicised, how do you do so? <i>(Please tick all that apply)</i> <i>Signs near terminals</i> <i>Website</i> <i>Verbally</i> <i>Other</i> <i>Brochures</i>
1.9	If other selected, what method(s) do you use?
1.10	Was the community consulted when developing and/or reviewing the use policy?
1.11	If consulted, how was this done? <i>(Please tick all that apply)</i> <i>Public meetings</i> <i>Mail outs</i> <i>Suggestion box in library</i> <i>Other</i>
1.12	If other selected, what method(s) do you use?
1.13	At what level was the policy endorsed? <i>Library management</i> <i>Council management</i> <i>Council</i> <i>Other</i>
1.14	If other selected, at what level was the endorsement?
2 Community education and training	
2.1	What training does your library provide? <i>Formal training</i> <i>Subject guides</i> <i>Guides to searching</i> <i>Informal assistance</i> <i>Other</i>

2.2	If other selected, what are the programs and services?
2.3	Do you have internet training programs specifically for children and/or parents?
2.4	Do you have internet training programs for seniors?
2.5	Is the internet training free?
2.6	Does your library staff receive internet training?
2.7	Have you received the Cybersafety information pack for Public Libraries from ACMA, the Australia Communications and Media Authority?
2.8	If you have received the Cybersafety pack, how has it been used in your library?
2.9	Are you aware of ALIA's policy and other information relating to online content regulation and internet services in libraries?
2.10	If yes, how have you used ALIA's policy and other information?
3 Complaints	
3.1	Has the library received any complaints about internet content?
3.2	If yes, how many such complaints were received in the past twelve months?
3.3	Were the complaints about content that was: <i>(Please tick all that apply)</i> <i>Sexually explicit</i> <i>Violent</i> <i>Racist</i> <i>Other</i>
3.4	If other selected, what was the nature of the content?
3.5	Did any such complaints concern access by children?
3.6	Please add any other comments about complaints received about internet content.
3.7	To your knowledge, have any complaints about internet content been referred by your library users to the Australian Communications and Media Authority?
4 Filters	
4.1	Does your library service use filters?
4.2	If you filter, do you filter for: <i>(Please tick all that apply)</i> <i>Offensive content</i> <i>Games</i> <i>File sharing</i> <i>Very large files</i> <i>Social networking sites eg. YouTube, MySpace, Facebook</i> <i>Other (please specify)</i>
4.3	If other selected, please add details.
4.4	If filtering is used, what is the filtering software used by your library service?
4.5	Are there unfiltered terminals for adults?
4.6	Has the library received any complaints about the use of filters?

4.7 If complaints have been received, please comment on the nature of the complaints.

5 Children

5.1 Does your library have separate terminals for children?

5.2 Does your library have websites for children and young adults that link to material?

5.3 Is parental consent required for children to use the internet?

5.4 If consent is required, for up to what age?

5.5 Is there an age requirement for parents to be present with children using the internet?

5.6 If required, for up to what age?

6 Monitoring

6.1 Does your library monitor internet use?

6.2 If monitored, how do you monitor internet use? *(Please tick all that apply)*
Collection of system data
Visual monitoring by library staff
Other

6.3 If other selected, which methods do you use?

6.4 Do you collect data on: *(Please tick all that apply)*
Sites accessed by all users?
Sites accessed by children?
Other

6.5 If other selected, please add details.

6.6 What use is made of this information?

7 About your library

7.1 Your location
Metropolitan
Greater Metropolitan
Regional Rural

7.2 Your state/territory

7.3 How many branches and access points (eg. mobile libraries) does your library service have?

7.4 How many registered users does your library service have?

7.5 How many public internet access terminals does your library service have?

7.6 Does your library provide wireless access?

7.7 On average, how many users access the internet each week in your library service?

7.8 Does your library service have staffing specifically dedicated to supporting internet services?

7.9	If yes, how many hours per week?
7.10	Who is responsible for IT System admin / troubleshooting / support etc for your library? <i>Library staff member</i> <i>Council</i> <i>Other (please specify)</i>
7.11	If other selected, please add details.
7.12	Please comment on the nature and type of feedback (both positive and negative) received from users about internet access in the library service?
7.13	Is your library service an institutional member of ALIA?
8 Comments	
8.1	What other comments do you have about internet access in libraries?
8.2	Name of library service
8.3	Contact name (optional)
8.4	Address (optional)
8.5	Email address (optional)
8.6	Telephone number (optional)
8.7	Post Code (Mandatory)