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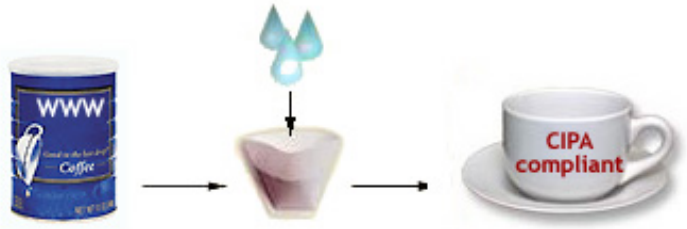

The Pros, Cons & Technical Considerations of Filtering

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Washington Secretary of State

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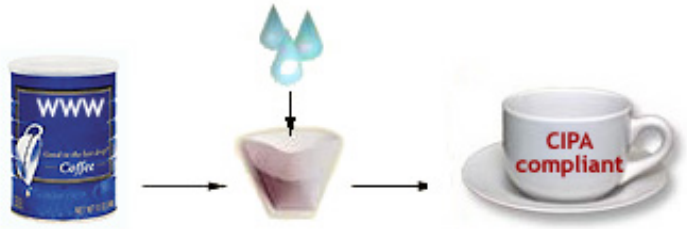

NCIPA, CIPA & Filtering

Filtering and CIPA compliance are not equivalent. For the purposes of this workshop, when discussing filtering, it will be in the context of CIPA compliance.

The Neighborhood Children's Internet Protection Act (NCIPA) requires your library to have valid Internet Safety and Acceptable Use Policies, regardless of CIPA compliance. The policy is your library's opportunity to define computer use policies and discuss them in the community.

Once your Internet Safety and Acceptable Use Policies are in place, your library must decide if it wishes to filter and to what extent. The CIPA portion of the law does not require libraries to filter. Compliance is only necessary to participate in certain portions of the E-rate program and some LSTA funded initiatives. Libraries deciding to forego funds from these programs do not need to filter.

What factors should be considered when evaluating CIPA compliance?

- Cost of staff training
- Local community input
- Erate or LSTA funding that might be affected
- Compatibility with current software or vendors
- Does the product meet local and federal filtering requirements?
- Cost of the filtering solution and any recurring fees
- Features and customizable options available with the filtering product
- Cost of staff time to implement/maintain/upgrade/monitor the solution

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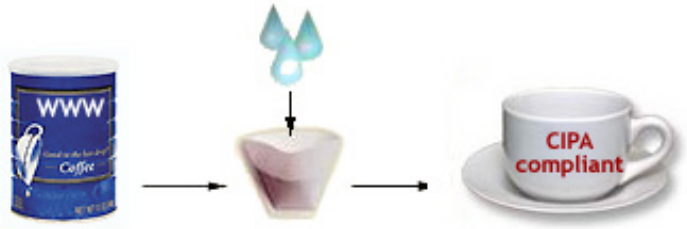

Complying with CIPA

What is required to be CIPA compliant?

All computers with Internet access, including staff PCs, must operate with blocking or filtering technology that

1. prevents access to visual depictions that are obscene; and
2. prevents access to child pornography;

For minors under the age of 17,

3. visual depictions that are harmful to minors must also be blocked.

The terms "obscenity", "harmful to minors" and "child pornography" are defined in the United States Code and extracted in the text of the CIPA decision. The interpretation and implementation of these laws will vary locally.

In the recent Supreme Court decision, the ability to disable filters at the request of an adult was emphasized.

Documentation necessary for CIPA compliance:

- An approved technology plan
- Certification on erate form 486 (individual) or form 479 and letter of agency (consortia)
- LSTA Internet Safety Certification
- Acceptable Use Policy/Internet Safety Policy

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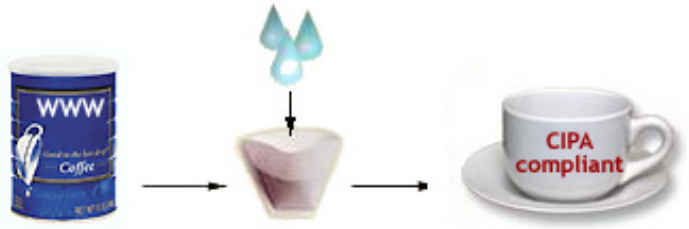

Technology Planning

Five Components of a successful technology plan:

1. the plan must establish clear goals and a realistic strategy for using telecommunications and information technology to improve education or library services;
2. the plan must have a professional development strategy to ensure that staff know how to use these new technologies to improve education or library services;
3. the plan must include an assessment of the telecommunication services, hardware, software, and other services that will be needed to improve education or library services;
4. the plan must provide for a sufficient budget to acquire and maintain the hardware, software, professional development, and other services that will be needed to implement the strategy; and
5. the plan must include an evaluation process that enables the school or library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.

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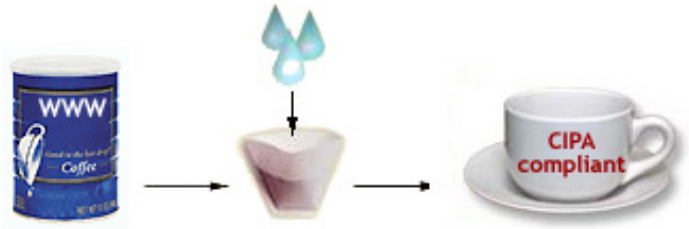

Filtering Methods

What technology protection measures are available to become CIPA compliant?

There are a wide variety of solutions available to provide technology protection measures. Despite what some vendors may claim, there is no such thing as "CIPA compliant" software or filtering devices. A significant portion of becoming CIPA compliant depends on local policy decisions.

There are five main methods used to monitor or block web content:

- URLs
- Keywords
- Metadata
- Protocols/file types
- Artificial Intelligence

Depending on the solution you select, there are several places where the filtering process can take place.

> Portals such as Yahooligans and KidsClick! offer good starting points for children to search the web, but, they are not filters and cannot be used as stand-alone products to cover CIPA compliance.

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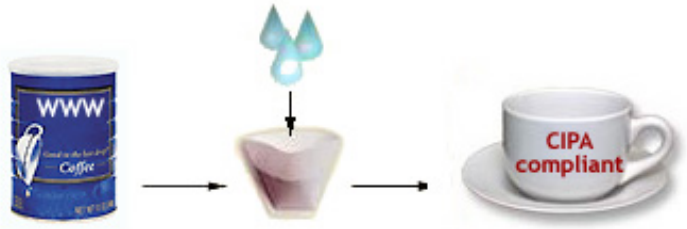


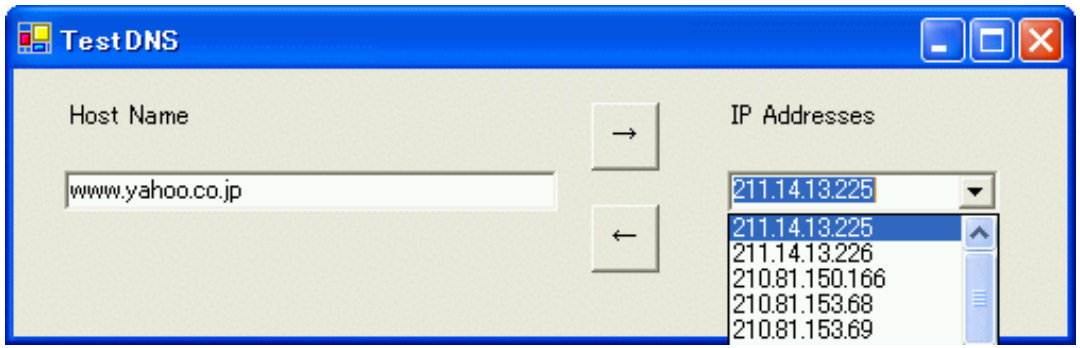
Filtering Methods Overview

URLs

Most filtering packages keep a list of web sites that are inaccessible once their filter is engaged. Most companies create categories of URLs, such as violence, sex, hate crimes, gambling, etc. Most filters allow the end user to determine which of these categories they would like filtered. In general, employees of the filtering company use automated software to find new sites, then the sites are manually reviewed and some are added to the blocked list (sometimes referred to as a blacklist).

Most filtering companies allow input from subscribers who find a site they believe should be added to the blacklist. Advanced software will also allow users to create their own "whitelist". A whitelist is a collection of URLs that have been blocked by the filtering company, but added to a local list to override the blocking mechanism.

Be sure that you can use an IP address as well as a text based URL to filter content.



Keywords

When filters first appeared, this was a popular way to block sites. By now, just about everyone in Washington has heard the example of the Yakima Valley Regional Library's Toppenish branch being blocked by this type of filtering. Why was it blocked?

TOP**PENIS**H

Some software packages still give the option of blocking by keyword. As an additional feature, this is fine and can be useful in some instances, however, as the folks in Yakima can tell you, or anyone trying to research breast cancer, it is a very inefficient way of filtering data.

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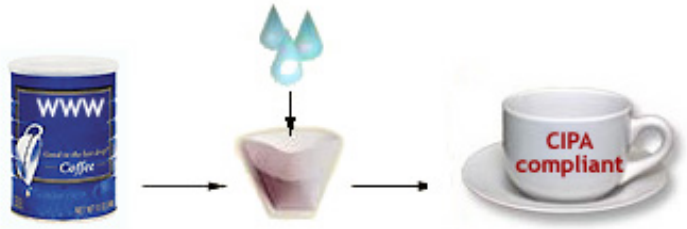

Filtering Methods Overview (cont.)

Metadata
Metadata is information embedded in the code of a web page that helps to index that page. Search engines like Google and Alta Vista use this data to help find sites that most closely match your search terms. Metadata is invisible when viewing a web page, unless you actually view the source code.

The filter that is built-in to the Internet Explorer web browser uses metadata to determine which pages to block. The metadata is based on a standard called PICS (Platform for Internet Content Selection). PICS was developed by the World Wide Web Consortium (W3C) and is implemented widely through ICRA (Internet Content Rating Association).

Example 1: A basic ICRA label

```
'(pics-1.1 "http://www.icra.org/ratingsv02.html" l r (cz 1 lz 1 nz 1
oz 1 vz 1))'
```

The ratings shown in this example are ICRA-code for "none of the above" in all categories. So this label is making a positive statement that the site contains:

- No chat facilities or message boards (cz 1)
- No potentially offensive language (lz 1)
- No images, descriptions or portrayals of nudity or sexual activity (nz 1)
- None of the descriptors in the "Other" category (oz 1)
- No images, descriptions or portrayals of violence of any kind (vz 1)

If you would like detailed information on how this label works, visit http://www.icra.org/faq/decode/

In theory, this is an excellent way to categorize data. Webmasters of any site can fill out a questionnaire with information about the content of their site. After self-rating, ICRA assigns the site a few lines of code to place on their pages to generate metadata that will be recognized by the filtering software.

The downside is that this rating is completely voluntary and very few sites use it. If you filter exclusively using PICS ratings, you won't even be able to get to Google. There are lots of customized options available, but this method is very incomplete and requires a significant amount of user input.

Protocols/File types
There is much debate over whether public library users should have access to chat rooms, file transfers, secure web sites, email and other services or should be limited to generic web pages. Many filters offer the option of blocking certain protocols such as file transfer (FTP), secure web servers (HTTPS) or mail servers (SMTP). Additional blocks may be available for certain types of files, such as music downloads (mp3), graphics (jpeg or gif) or programs (.exe).

Artificial Intelligence
There are some systems that claim to learn what to block based on user input. These are becoming widely used in email to prevent spam. The same technology can also be applied to filters. These features usually work via URL or keyword.

In addition, some vendors have developed ways to scan graphics and determine if the image is pornographic. To date, this is largely based on analyzing color shades. Certain color shades in abundance indicate the presence of flesh in an image, causing it to be blocked. This method can be combined with keyword or URL to obtain higher degrees of accuracy. It does not work well with landscape images or almost any image with a high concentration of one color spectrum.

Depending on the solution you select, there are several places where the filtering process can take place.

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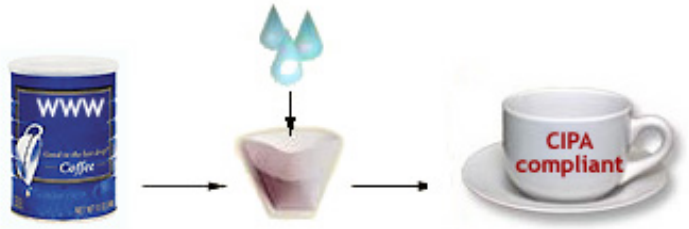
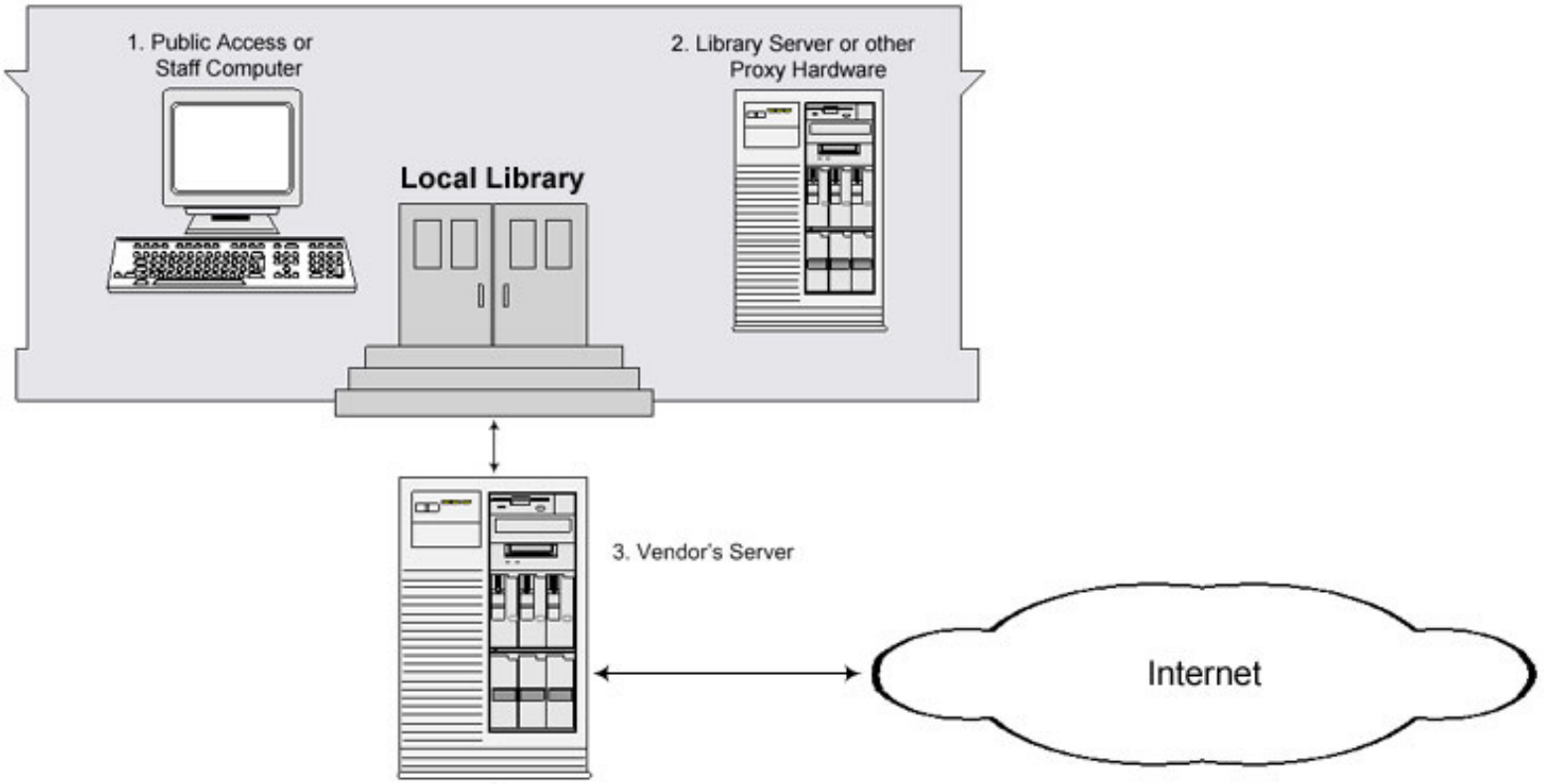


Three places your filter can reside



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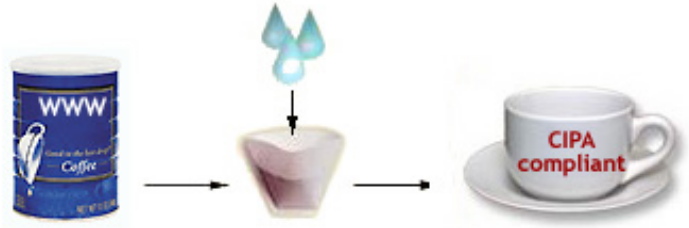

Filter Location Overview

Filtering software located directly on the computer that is accessing the internet is generally the lowest cost solution and effective on a small scale. Most of these products are made for home use, although they can be adapted to a library setting. It is generally easy to turn them off/on as requested by patrons. The drawbacks can be:

- Incompatibility with other security or time maintenance software such as DeepFreeze, Cooler, Ikiosk, the Gates Library computer security profiles, etc.
- Repetitive maintenance and upgrades for each workstation
- Lack of cumulative reporting features

In-house servers or appliances such as a firewall that contain the technology protection measure are centralized solutions that can be maintained on one machine and distributed to large numbers of public access or staff machines. Most of these products have a variety of reporting capabilities and can be used to monitor as well as filter. Drawbacks for this solution include:

- May be more difficult to disable the filter for individuals, or require a separate authentication package to perform the task
- Higher cost
- Requires a more advanced network administrator to maintain and update the filter

Vendor maintained proxy servers remove the necessity for local maintenance and upgrades to the product. They are often bundled with other services such as internet access or email. This can help reduce costs. Drawbacks include:

- Incompatibility with other remote vendors, such as database providers that require authentication (ProQuest, Lexis/Nexis)
- Fewer local customization options, including adding/removing sites from the blocked list
- Difficulty in disabling on a case by case basis

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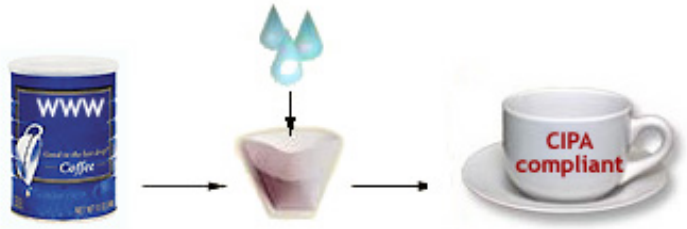

Installing Filtering Software on Gates Library Computers (GLC)

The hardware and software distributed through the Gates Library Foundation grants has very specialized profiles. States that received their computers in the last several rounds of installations (this includes Washington) will have a three-tiered approach to security. When installing any new software, you will need to determine what steps need to be taken at each of the three levels to insure the correct installation of the new product. Even if you are installing the software on a network server, changes will need to be made on each GLC.

The three security features of the GLC are:

- The policy editor to create restricted profiles
- The "configurator" tool to apply and remove software settings
- Centurion Guard hard drive protection device

In general, the best way to provide filtering capabilities and minimize the need to disable any of the security features is to add an additional profile. For example, copy the ALL profile, and with the security features disabled, rename the new profile FILTERED and enable the filtering software or provide a pointer to the proxy server. The on/off switch then becomes a matter of switching profiles, which is relatively quick.

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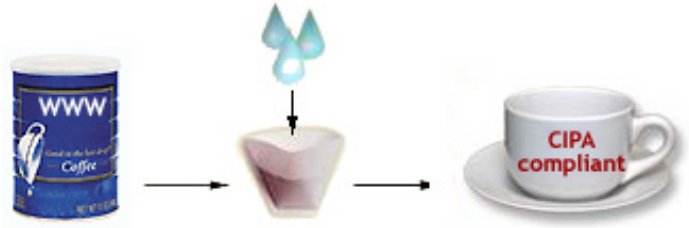

Low cost Filtering Solutions

Are there any free or open source filters? "Free" is a subjective term. Remember that any solution will take valuable staff time to deploy and maintain. Some, but not all, of these solutions may be viable to install on staff machines to provide a low cost solution to help make your library CIPA compliant. Although there are other solutions that may fit into this category, for illustration, we will examine four popular filtering tools that are essentially free:

- We-blocker
- Internet Explorer Content Advisor
- Squid/Squidguard
- Winnocence

We-blocker is a free download that will work with most Windows based operating systems. It currently does not work with XP. We-blocker uses both URLs and keywords to block. It does have some customization features. At the most recent Washington Library Association conference, we placed We-blocker on one of the Internet cafe machines with all blocking set to maximum. People using that laptop were asked to enter a few sites they felt should be blocked to test the effectiveness of the software. Our unofficial results showed that blocking was inconsistent.

Internet Explorer Content Advisor is built into your browser. There is also a software version that can be downloaded from ISCA. This software blocks sites by reviewing the metadata embedded in a web page. There is no requirement for any web site to include PICS metadata on its pages, so very few sites comply with this protocol.

Notes for Installing Content Advisor

There should be two ratings files in your C:WINNT\SYSTEM32\ folder:

RSACi.rat (circa 1999)
ICRA.rat (current)

Chances are that you will need to go to the ICRA site and download the ICRA.rat file to your computer into the C:WINNT\SYSTEM32\ folder.

For detailed directions on configuring IE Content Advisor visit:
http://www.microsoft.com/windows/ie/using/howto/contentadv/config.asp

Squid is a version of proxy server software that runs on the Linux operating system. It is freely available. Squidguard is an overlay to Squid that includes a database of sites and mechanisms for setting up blocking parameters. Although the software is free, you will need a server to implement this solution. Fortunately, Linux can run on a low end machine, however, you will need a staff member familiar with Linux to set-up and maintain the server.

Winnocence is a filter designed by Peacefire. Peacefire opposes filtering and this product is more of a political statement than a technology solution. Winnocence is a real piece of software that can be installed on an individual computer. However, it only blocks several sites selected by Peacefire (playboy.com, hustler.com, sex.com) to illustrate the subjective nature of the CIPA rules.

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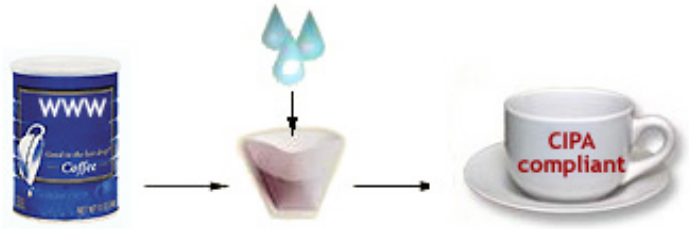

To Filter or Not To Filter, What Will it Cost?

Savings from E-Rate Discounts

K-20 Quarter Billings: 4/1/2003 - 6/30/2003						
Library System	**T-1 Lines**	**Transport Portion**	**ISP Portion**	**Total Billing**	**E-Rate Discount on ISP Portion**	**Adjusted Total Billing**
Asotin County Library	1	$625	$119	$744	$60	$685
Bleyhl Community Library	0.25	$156	$45	$201	$22	$179
Burlington Library Systems	0.25	$156	$50	$206	$25	$181
Camas Public Library	1	$625	$65	$690	$32	$657
Castlerock Library	0.25	$156	$65	$221	$32	$189
Colville Library	0.25	$156	$70	$226	$35	$191
Denny Ashby Memorial Library	0.25	$156	$15	$171	$7	$164
Everett Public Library	1	$625	$209	$834	$104	$729
Fort Vancouver Regional Library	2	$1,250	$576	$1,826	$288	$1,538
Jefferson County Rural Library	0.5	$313	$55	$367	$27	$340
Kalama Public Library	0.25	$156	$35	$191	$17	$174
Kelso Public Library	0.25	$156	$30	$186	$15	$171
Kettle Falls Public Library	0.25	$156	$15	$171	$7	$164
La Conner Public Library	0.25	$156	$35	$191	$17	$174
Longview Public Library	1	$625	$89	$714	$45	$670
Lopez Island Library	0.25	$156	$35	$191	$17	$174

Savings from E-Rate Discounts (cont.)

K-20 Quarter Billings: 4/1/2003 - 6/30/2003							
Library System		**T-1 Lines**	**Transport Portion**	**ISP Portion**	**Total Billing**	**E-Rate Discount on ISP Portion**	**Adjusted Total Billing**
North Olympic Library System		1	$625	$248	$873	$124	$749
Orcas Island Library		0.25	$156	$50	$206	$25	$181
Port Townsend Public Library		0.5	$313	$89	$402	$45	$357
Richland Public Library		1	$625	$179	$804	$89	$714
Ritzville Public Library		0.25	$156	$35	$191	$17	$174
Stevens County Rural Library System		0.25	$156	$55	$211	$27	$184
Timberland Regional Library System		2	$1,250	$656	$1,906	$328	$1,578
Walla Walla County Rural Library System		0.25	$156	$84	$241	$42	$198
Walla Walla Public Library		1	$625	$89	$714	$45	$670
Totals	25 K-20 Libraries	15.5	$9,688	$2,990	$12,677	$1,495	$11,182
Library System		**T-1 Lines**	**Transport Portion**	**ISP Portion**	**Total Billing**	**E-Rate Discount on ISP Portion**	**Adjusted Total Billing**
Potential annual billing without ISP E-Rate Discounts				$50,708			
Potential annual billing with ISP E-Rate Discounts				$44,728			
Potential annual savings				$5,980			
Potential annual savings per quarter of T-1 line				$96			

Note: These figures are rounded to the nearest dollar, and therefore approximate.

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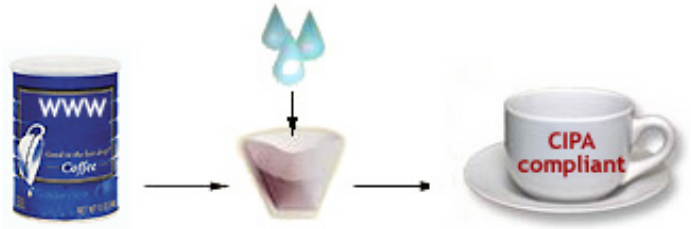
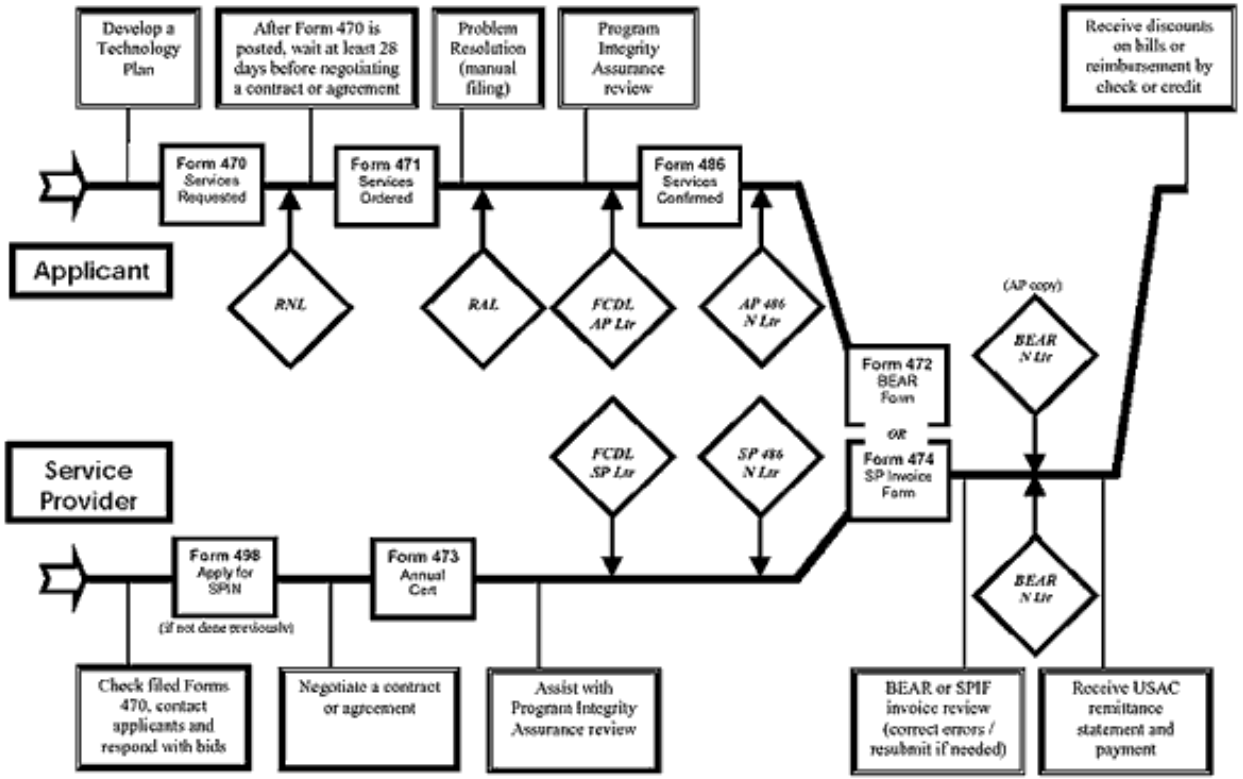


Applying for E-Rate is as easy as this:



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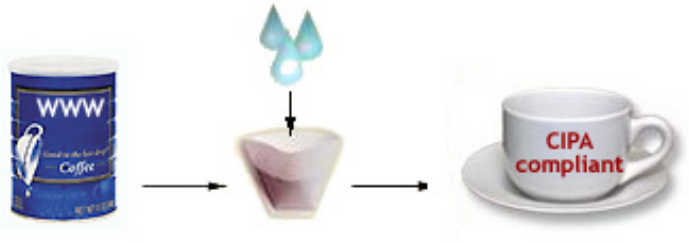

E-Rate Filing Dates

- File 479's NOW!
- File Letter of agency NOW!
- File (new) 486's for Year 5 (07/01/03 - 06/30/04) NOW!
- You may file your 470 at any time
- 471 filing window is 11/05/03 - 02/04/04

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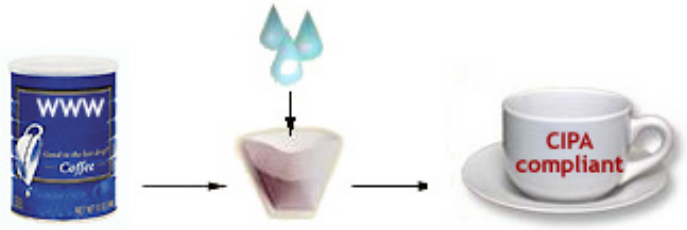

3M: Public Access Management System
http://cms.3m.com/cms/US/en/2-115/ccluFFV/view.jhtml

8e6 (X-Stop)
http://www.8e6.com/

Access Control Software
http://www.access-control-software.com

Arlington
http://www.arlington.com.au/

Bair Filtering System
http://www.exotrope.com/index1.htm

Bascom
http://www.bascom.com

Blue Coat Systems
http://www.bluecoat.com

Child Watch
http://www.childwatch.com/

Content Watch
http://www.contentwatch.com/

Crayon Crawler
http://www.crayoncrawler.com/

Cyber Patrol
http://www.cyberpatrol.com/

Cyber Sentinel
http://www.securitysoft.com

CyberSitter
http://www.solidoak.com/

DansGuardian
http://dansguardian.org/

ENUFF
http://www.akrontech.com

Family.Net
http://www.family.net/

FilterLogix
http://www.filterlogix.com

GetNet Wise
http://www.getnetwise.org

Hyperdyne Software: Snitch
http://www.hyperdynesoftware.com

i-way patrol/children's dept
http://www.itech-mke.com/cdept/cdept_index.html

Internet Filter
http://www.internetfilter.com/

iPrism
http://www.stbernard.com/

iProtectYou
http://www.softforyou.com/

Learning Access Institute
http://www.learningaccess.org/

N2H2, Inc
http://www.n2h2.com/

Net Nanny
http://www.netnanny.com/

NetSweeper
http://www.net-sweeper.com

North Internet Security
http://www.symantec.com/sabu/nis/nis_pe/

Pearl Echo Internet Monitoring Software
http://www.pearlsw.com/school/index.html

S4F, Inc
http://www.s4f.com/school/index.asp

SafeSurf Internet Filtering
http://www.safesurf.com

Smart Filter
http://www.clearview.co.uk/smartfilter.html

SmoothWall
http://www.smoothwall.net/

Software4Parents
http://www.software4parents.com

SonicWall
http://www.sonicwall.com/industries/education.html

SquidGuard
http://www.squidguard.org/

SurfControl
http://www.surfcontrol.com/products/total_filtering.aspx

SurfPass
http://www.cogilab.com

System Recon 2.0
http://systemrecon.triosade.com/

We-Blocker
http://www.we-blocker.com/

Web Balanced
http://www.webbalanced.com/libraries.html

Websense
http://www.websense.com/

Winnocence
http://www.peacefire.org/winnocence/

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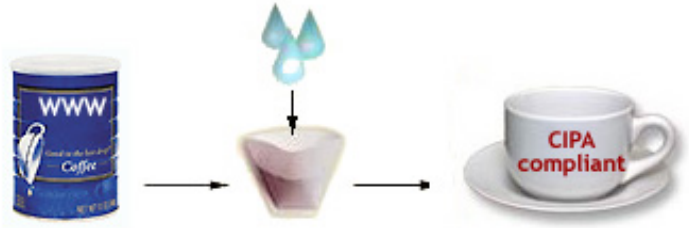

Filtering Solutions used by Washington Libraries

Anacortes Public Library	CyberPatrol	Kelso Public Library	ContentProtect	Richland Public Library	TBD - 07/01/04
Asotin County Library	Ø	Kettle Falls Public Library	TBD - 07/01/04	Ritzville Public Library	TBD - 07/01/04
Bellingham Public Library	Ø	King County Library System	Surf Control	Roslyn Public Library	Ø
Bleyhl Community Library	Ø	Kitsap Regional Library	Websense	Roy City Library	Ø
Burlington Public Library	Ø	Kittitas Public Library	Ø	San Juan Island Library District	firewall based
Camas Public Library	Websense/SAM	LaConner Regional Library	TBD - 07/01/04	Seattle Public Library	N2H2
Carpenter Memorial Library	Ø	Longview Public Library	ContentProtect	Sedro Woolley Public Library	Ø
Castle Rock Public Library	TBD - 07/01/04	Lopez Island Library District	Ø	Sno-Isle Regional Library	N2H2
Cathlamet Public Library	Ø	Mid-Columbia Library District	SquidGuard	Spokane County Library District	Websense
Chewelah Public Library	Websense	Mount Vernon City Library	WinProxy	Spokane Public Library	TBD - 07/01/04
Concrete Public Library	Ø	Neill Public Library	iPrism	Sprague Public Library	Ø
Davenport Public Library	Ø	North Central Regional Library	N2H2	Stevens County Rural Library Dist.	TBD - 07/01/04
Dayton Memorial Library	Ø	North Olympic Library System	N2H2	Tacoma Public Library	Surf Control
Denny Ashby Memorial Library	TBD - 07/01/04	Ocean Shores Public Library	TBD - 07/01/04	Timberland Regional Library	Websense
Ellensburg Public Library	N2H2	Odessa Public Library	Ø	Upper Skagit Library District	Ø
Enumclaw Public Library	CyberPatrol	Orcas Island Library District	Websense	Walla Walla County Rural Library Dist.	TBD - 07/01/04
Everett Public Library	N2H2	Pend Oreille County Library Dist.	Sonicwall	Walla Walla Public Library	TBD - 07/01/04
Fort Vancouver Regional Library Dist.	SAM/8e6	Pierce County Library System	N2H2	Weller Public Library	Ø
Harrington Public Library	Ø	Port Townsend Public Library	Ø	Whatcom County Library System	SAM/8e6
Hesseltine Public Library	Ø	Puyallup Public Library	Ø	Whitman County Library	8e6
Jefferson County Rural Library District	Ø	Reardan Memorial Library	Ø	Yakima Valley Regional Library	N2H2
Kalama Public Library	TBD - 07/01/04	Renton Public Library	Ø		

Washington State Library

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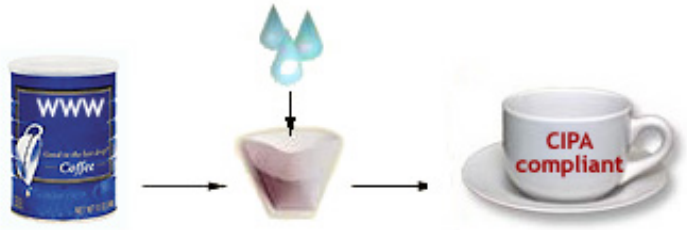

Filtering Product Matrix

A comparison of the five most common filtering products used by Washington State Public Libraries.

	8e6	Bess (N2H2)	CyberPatrol	Surf Control	Websense
Price	contact vendor	1-50: $1114 51-100: $1757 101-175: $2794 etc.	$39/year each machine	contact vendor	contact vendor
Terms of Licensing		includes daily list update, product upgrades, tech support		upgrades, tech support	
Technical Support	email, phone	phone, web	email, fax	email, phone	
Filter Location	Server	Server	Client	Server	Server
Operating System	Win NT/200	Win 2000, Red Hat Linux	Win NT/98/2000/XP	Win 2000, Linux/Unix	Win NT/2000, Red Hat Linux
Ability to Disable	✓	✓		✓	✓
Filtering Mechanism					
Picture Content					
Bandwidth				✓	✓
URL Text			✓		
URL/IP Address	✓	✓	✓	✓	✓
Keyword Pattern			✓	✓	
Protocol (ftp etc.)				✓	✓
File Type (MIME type)	✓	✓		✓	✓
Categories	✓	✓	✓	✓	✓

	8e6	Bess (N2H2)	CyberPatrol	Surf Control	Websense
Filtering Categories	35	41	13	40	80
Sample List of Categories	Alcohol Anarchy Chat Cults/Gothic Drugs Hate/Discrimination Obscene/Tasteless Pornography	Adults Alcohol Chat Drugs Gambling Hate/Discrimination Illegal Murder/Suicide Pornography Sex Violence	Adult/Sexual Chat Criminal Drugs Gambling Hacking Hate Violence Weapons	Adult/Sex Drugs & Alcohol Hate Violence Weapons	Abortion Adult/Sex Drugs Gambling Illegal Extremist Racism/Hate Violence
Update Frequency & Methods					
Daily	✓	✓	✓	✓	✓
Weekly	✓	✓	✓	✓	✓
Automatic	✓	✓	✓	✓	✓
User Configurations					
Whitelist	✓	✓	✓	✓	✓
Blacklist	✓	✓	✓	✓	✓
Keyword		✓		✓	✓
URL text		✓			✓
Category	✓	✓	✓	✓	✓

	8e6	Bess (N2H2)	CyberPatrol	Surf Control	Websense
Value added features					
web based/remote administration		✓ red hat only		✓	✓
time profiles with different access levels	✓	✓	✓	✓	✓
user/group profiles with different access levels	✓	✓	✓	✓	✓
ip address profiles with different access levels	✓	✓			
usage alerts		✓		✓	
usage report	by category, user, url, duration	by category, user, top users, top sites	?	by category, user, site, multiple formats	by category, user, site, protocol
custom blocking page	✓	✓	✓	✓	✓
other	search engine search term restrictions available		automatic reset of access levels after set time idle, block access to computer programs	foreign language support, dynamic filtering for unlisted sites	foreign language support, adaptive database
Mechanism for user feedback/comments	recommend url	automatic list forwarding, site review request from block page		submit recommendations for url additions or deletions	all uncategorized sites sent to websense for review
Interactive Product Demo/Tutorials				Flash Demos and Live Online Demo	Flash Demo
Trial Version	30 day	30 day	14 day	30 day	30 day

Washington State Library

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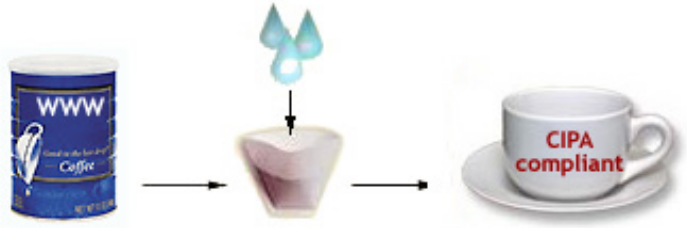

Filtering Checklist

Vendor Name				
Price				
Terms of Licensing				
Technical Support				
Filter Location				
Operating System				
Ability to Disable				
Filtering Mechanism				
Picture Content				
Bandwidth				
URL Text				
URL/IP Address				
Keyword Pattern				
Protocol (ftp etc.)				
File Type (MIME type)				
Categories				
Filtering Categories				
Sample List of Categories				

Vendor Name				
Update Frequency & Methods				
Daily				
Weekly				
Automatic				
User Configurations				
Whitelist				
Blacklist				
Keyword				
URL text				
Category				
Value added features				
web based/remote administration				
time profiles with different access levels				
user/group profiles with different access levels				
ip address profiles with different access levels				
usage alerts				
usage report				
custom blocking page				
other				
Mechanism for user feedback/comments				
Interactive Product Demo/Tutorials				
Trial Version				

Washington State Library

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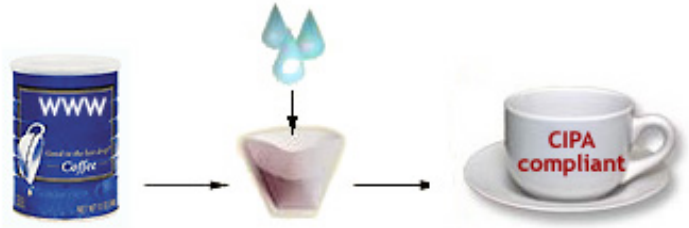

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