

ATTACHMENT C

Public Comments on Internet Filtering (from Online Feedback Form)

NAME: Eric Bateman

CITY_ZIP: San Jose

COMMENTS: I think filters is a good idea for library computers, especially those that are accessible to children.

NAME: Seth Adams

CITY_ZIP: Dublin 94568

COMMENTS: There should be ZERO filtering on computers. If parents are worried about what their children may be viewing then they need to accompany them to the library and keep watch over their actions.

NAME: Tobias_foxfire

CITY_ZIP: San Jose

COMMENTS: Filters do nothing but make a big mess. It would just complicate things and there is always a way around them... People need to watch their kids a little closer and teach them things... LOTS of things...

NAME: Lionel Yang

CITY_ZIP: San Jose

COMMENTS: I oppose filters on library computers, not because of a desire not to protect minors, but that I don't believe any filter is good enough to work perfectly, yet still guarantee that legitimate material is not being excluded.

I believe the use of computers by minors should require parental or other adult supervision.

NAME: lorna sulgit

CITY_ZIP: San Jose

COMMENTS: Information is power.

"If a nation expects to be ignorant and free, in a state of civilization, it expects what never was and never will be. The functionaries of every government have propensities to command at will the liberty and property of their constituents. There is no safe deposit for these but with the people themselves; nor can they be safe with them without information. Where the press is free, and every man able to read, all is safe." - Thomas Jefferson (and every woman able to read, of course!)

Education is the key, not censorship! No filters on adult material.

NAME: Kevin Stevenson

CITY_ZIP: San José 95112

COMMENTS: While child safety is important, this responsibility should not be removed from the parents of those children. Not all citizens of San Jose and Santa Clara County have children in their families, and they deserve the completely open use of research tools like the Internet at Libraries that their tax dollars fund. A balanced solution would provide filtered Internet access on computers in children's areas only, or configuring computers to recognize a non-adult member login and activate a filter for these users only. More strict "system wide" restrictions are detrimental to tax-paying researchers, and serve only the purpose of parents unconcerned with informing their own children about responsible internet use; or too busy to prioritize their own children as important enough for parental supervision. Don't make other tax-payers pick up the slack for other lazy parents. A simple adult and non-adult login should solve this issue with little difference in cost than !

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the proposed measure, without restricting the research ability of all library patrons. As to concerns of children viewing unfiltered content over the shoulder of adult researchers; demand that parents take responsibility to educate or supervise their own children. Don't place this burden and restriction on all library patrons. Thank you for your consideration of the importance of parental responsibility and freedom of information.

NAME: Kathleen Likens

CITY_ZIP: San Jose 95128

COMMENTS: Please keep internet access open and free from censorship.

Refrain from using any type of filters
or privacy screens in your public library.

Suggestion: Children can use the internet terminals in the children's library section with their parent(s) right sitting next to them.

Finally, just by chance, I was at the MLK library the day that Pete Constant gave his press conference about the evils of pornography in the library.

He was flanked by a woman and a cadre of children standing against the background of the American flag.

Funny thing is that when I was doing research earlier on one of the upper floors, I observed the same children (3 or 4 elementary school boys) playing in the stacks and then chasing each other, running full bore, down the steps of the marble stairs.

My point in recounting this is that all parents need to monitor their children when they are in the library so it can be a (censorship) free library.

Sincerely,

Kathleen Likens

NAME: Bob Mack

CITY_ZIP: San Jose 95125

COMMENTS: No filters. Filters are the same as censorship. If people are concerned about what their children are doing, they need to be there to supervise them, or teach them what is appropriate and then trust them.

NAME: Nancy Plath

CITY_ZIP: San Jose 95120

COMMENTS: I feel strongly that there should be internet filters on all library computers. I do not want my children or other's children to be exposed to pornography. I work very hard to shield my children from that on our home computers and at their friends' homes. I feel the library should be a safe place where my children will not be at risk of seeing inappropriate material.

NAME: Quentin Long

CITY_ZIP: San José 95148

COMMENTS: It is not the Library's business to put barriers between people and the information they seek. Period, end of discussion. You say you want to 'protect' children from being exposed to pornography? Fine -- *do it YOURSELF*, rather than force uninvolved third parties (i.e., anybody

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other than you and your child) to do it *for* you. And don't use the force of law to impose *your* particular moral standards on *everybody*.

NAME: Michele Cushing

CITY_ZIP: San José

COMMENTS: i think if you want to voluntarily filter something, fine. but don't put filters on everything. everyone has their own discretion on what they don't want to see. filters are faulty anyway. parts of the bible would be censored if we had them, as well as some people's names, like Ho, Hooker, Wang, etc. No mandatory filters. but please give us privacy screens we can use. that's all we need.

NAME: Bob Williams, JD

CITY_ZIP: San Jose

COMMENTS: The SJPL should not be in the business of censoring content. The library may request parents either submit a letter specifying which sites they desire their offspring not view. The library can code this onto the minors' library card. When the minor logs on, those sites can be blocked. In the alternative minors can be restricted to the children's terminals in the kid room.

Also, you may want to review your restrictions on copying materials to CD/DVD from the Web. A lot of companies are putting training/product info online for their employees and contractors to download. Often times, I have been unable to download to this format from your system. This defeats the purpose of companies posting this material so folks can study at times convenient for them. Folks who have only dial-up access to their office/home units have to wait forever to download a file in PDF, flashplayer and/or podcast formats.

thank you

NAME: John Jason Woods Jocson

CITY_ZIP: San José 95112

COMMENTS: I am a resident of San Jose and a student of SJSU. I am writing this feedback not only as a concerned citizen but also as a student of the Joing SJSU/MLK library. I am so concerned and disturbed about the fact that the main library lost its direction from becoming a SAFE place for everyone to go. To me this does not mean allowing visitors to view adult materials via the internet freely. And by providing the specialized screens does not stop the behavior but only attempts to hide it. I do not condemn the viewing of pornographic material on the internet but I do believe that there is a proper place and time for it...and the public space of the library is not the appropriate place for it. I am always scared when school is in session when I see young kids running through the library stacks feverishly looking for books or even being entertained by their favorite website but next to them is someone jerking off to porn. We have turned a blind eye to this for far too long! and I feel that we need to take action for the betterment of our kids.

Can you imagine this slogan to the young kids that tour the library during school trips: Come read our millions and millions of books and sit down next to pervert watching the new version of Bambi does Dallas!

As much as I like free speech but when that speech begins to harm the kids that's where I draw the line. YES place the filters on those computers to not access pornographic materials. I did not vote to fund library measures so that kids can be corrupted while using the facilities.

NAME: Thomas Moss

CITY_ZIP: San Jose 95118

COMMENTS: I think that the internet should and needs to remain unfiltered. The city of San Jose is infringing upon our rights as adults to view certain material. If parents have objections to the

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material being viewed, they should and need to do their job to raise their kids in a better environment.

NAME: Kristin Erickson

CITY_ZIP: San José 95112

COMMENTS: Although in principle I would disagree with any filtering of the internet, in this case I believe a filtering (or some other method of limiting access) to pornographic material is appropriate. An alternative solution would be to allow "Adult" content to be available only on computers on floors unlikely to have young members (floors 6 and 7 for example). Although it doesn't exclude the possibility of younger members, these floors are primarily used by older library patrons so access to the adult material (and inappropriate behavior of users) would be limited to other adults primarily. I would support a site filtering policy for this material if other solutions are not feasible.

NAME: Angela Schertle

CITY_ZIP: San José 95112

COMMENTS: I have felt for a long time that filters should be placed on the library computers.

NAME: Joy DeVito

CITY_ZIP: San Jose

COMMENTS: Our children need to participate in the discussion of evaluating the content of websites. The library personnel should be able to initiate this kind of discussion with unsupervised children because these are the kids who will have to evaluate web content for the rest of their lives, in school and out, for themselves. Library personnel are in positions of authority to teach patrons how to find and evaluate information in the new "self-service" age. Parents whose minor children attend the library are demonstrating trust in librarians, library technicians, and library assistants to facilitate information acquisition. Perhaps a "knowledgeable use" agreement could be reached with unsupervised minors accessing the Internet.

Computer users need to be taught how to use the computers and Internet users need to be taught how to use the Internet. Guidelines to evaluate content on the web include knowing how to find certain key information on a website, such as the author of the site, who the web page was intended for, and how to tell if the content is accurate and objective or a matter of opinion, as well as where to look for the date when the page was last updated and the different purposes of sites ending in edu, gov, mil, org, and com.

While I respect the opinion of those who wonder if the library can function as a Safe Place for unsupervised children and, at the same time, offer free access to web content, I think that the use of filters is a mistake. Filtering technology consists of software created by people to limit the parameters of what other people should see. Who are these people who hold themselves above the rest of our free society by setting parameters for our children? All the members of a democratic society should decide what we should see – not have it decided for us. Children need the guidance of their parents, their teachers, and their librarians to learn a transparent process to access the information that can be used to evaluate for themselves the value or truth of text and images.

It is public knowledge that the Communications Decency Act of 1996 was found to be unconstitutional on June 27, 1997 when the U.S. Supreme Court stated, "The interest in encouraging freedom of expression in a democratic society outweighs any theoretical but unproven, benefit of censorship." I agree with the library policy that is stated on the web page from which I accessed this form, "Responsibility for safe use of the San José Public Library and its resources is a cooperative effort among users, parents and library staff." It is my judgment that this cooperative effort is a

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worthwhile effort that leads to American citizens who grow up learning to evaluate information in the world around us.

NAME: Jody Chang

San Jose: San Jose 95112

COMMENTS: I think this is a very good idea and I strongly support filters on library computers. As a mom of young kids, I am in favor of public institutions taking responsibility to implement security on technology they offer to the public. I know tons of teens who use the libraries after school, and I think filters would be helpful for all parties involved.

NAME: me

CITY_ZIP: 123 Ass way

COMMENTS: i think we should see as many bad words as we can

NAME: Max Spring

CITY_ZIP: San Jose

COMMENTS: Filters should be an optional feature on a per user account basis. By default, no filters are active. A user can activate filters for his/her account.

NAME: Rick Schertle

CITY_ZIP: San José 95112

COMMENTS: I teach at a public middle school and we wouldn't think of NOT having filtering. I strongly believe the public library should have filtering on hate, violence, and sexual material. This is not a freedom issue, it's a common sense issue.

NAME: Daniel Paulsen

CITY_ZIP: San José 95112

COMMENTS: Pornographic material is harmful to young minds and definitely needs to be filtered.

NAME: Allen Zhu

CITY_ZIP: San Jose 95131

COMMENTS: Dear Sir/Madam,

Librarians are requiring library cards on computers which violates the Open Access Policy at the Berryessa Library. Please fix this problem or else I will file a complaint

NAME: Melissa Maglio

CITY_ZIP: San Jose 95122

COMMENTS: I think that filtering is an extremely bad idea, however, it may be a necessity on the 12 and under only computers. I believe that filtering undermines the belief in intellectual freedom and I strongly believe that all adult computers should remain unfiltered. If children 12 and under need to use these computers to do research without being limited by the use of filtering software then they should have a parent present to okay their usage of these computers. Sadly, it is not reasonable to ask parents to take part in watching over their children's internet use. While I think it is a parents responsibility to do so and to be aware of what their children are doing online at the library, it's just not going to happen. Not enough parents care or maybe just don't think to pay attention to what their kids are doing on the computer in a public library. Half the time children playing on the computers in the library don't even have a parent with them in the library at the same time. Sadly, this is just reality, and therefore the library may need to, in this instance, step in to protect children using the computers set aside for them. I commend the library employees in their diligence in keeping adults off and away from the children only computers and areas but I think more steps may need to be taken in the future to protect younger children from inappropriate websites.

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NAME: yasir

CITY_ZIP: San José 95112

COMMENTS: Any1 is allowed to access ALL kinds of information on Internet,the PROBLEM is NOT internet it is its usage.

The only concern is with the children,that I agree can be best dealt with Specialized Monitor screens and thats it!

Moreover,we need to have much open debate in the society about the adult contents and its "CONSEQUENCES" with our children,they are gone a do any way somewhere it doent have to be your library,You cant stop this new generation acquisition .The best way is to 'deal' with it rather steal away from it!

NAME: Tim Collins

CITY_ZIP: San Jose 95126

COMMENTS: The SJPL rules and policies in place right now are entirely adequate. Parents who do not trust their children to stick to appropriate sites when using the internet should not get them a library card. And parents who DO get them a library card should have "the talk". In short , this is a parental responsibility issue. Sure, library staff should take reasonable action to prevent or deal with overt inappropriate behavior in the library; and library staff is doing so. Filtering, restricting access, over library computers would be unreasonable, and in my opinion violates the supreme law of the land, meaning the Constitution and the First Amendment (granted I'm not a Supreme Court Justice). This is a "sexy" issue, literally and figuratively, and governmental leaders naturally want to protect children. But in this case children are adequately protected with the rules already in place.

NAME: Allen Coulson

CITY_ZIP: San Jose 95126

COMMENTS: Dear Folks,

I grew up in Mill Valley. As a late teenager I remember taking the bus up to San Rafael for a visit to the County Library. I was concerned that my sexuality did not seem to be the norm and wanted to find information on male sexual identity and homosexuality. After digging through the card catalog and searching the stacks (no way could I ask a librarian for help with this topic) I came up with two books that seemed wholly lacking but were the only thing they had. I remember how trapped and alone I felt; there was no one I could talk to, least of all my parents! At the time (and may well still be) suicide over sexual identity issues was the main cause of death for teenagers in my age group. I was such a protected Christian teen that I almost did commit suicide on two occasions.

If I were that same teenager making my pilgrimage to the San Jose Library today and did a little google I would quickly find out information on local counseling resources at the Billy De Frank Community Center and be still my hart their, youth group. I would also have access to the worldwide youth movement that has a substantial LGBT content and contact possibilities. In under half an hour I could find out that I was a perfectly normal gay youth.

The above was the first thing that went through my mind when I heard about this filter idea. We all know that there are hundreds of possibilities, medical and emotional that the right information may sooth. And, of course there are all those things folks worry about. It is a fact that sex and related topics are the number one requests to the search engines. As the library had not turned into a brothel since the advent of the Internet and freedom of speech is a cornerstone of our constitution I strongly urge keeping the net connections the way thy are.

Sincerely,

Allen Coulson [Note: library card # removed]

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NAME: Robert Esparza

CITY_ZIP: San Jose

COMMENTS: Heck no! This would block the majority of the art sites I go to, not to mention the fact that patrons should be allowed to search for anything and everything at their public library.

NAME: Crystal Cash Bailey

COMMENTS: I believe bona fide pornography should always be blocked from being viewed in the public library system.

NAME: Susan Ramirez

CITY_ZIP: San Jose 95127

COMMENTS: The internet should not be filtered at any public libraries. The library is a place where you can go to find information without any restrictions. If we allow filters on porn, soon it will escalate to filters on this or that; whatever people decide they don't like at the moment.

NAME: Viet

CITY_ZIP: san jose, 95123

COMMENTS: Remove internet access from all sjlibrary computers. Don't waste money on the filtering software. It won't block everything. Web email attachments with porn would be able to get through. Or just disable display of images in the web browsers.

NAME: Sherry Bruning

CITY_ZIP: San Jose 95126

COMMENTS: Filters should not be required!!!!

NAME: ThomasNikl

CITY_ZIP: Cupertino 95014

COMMENTS: I am appalled by the idea of filtering content at the San Jose Public Library. Users should be treated as responsible adults with the freedom to browse the internet as necessary without having to worry about arcane filters and restrictions.

It would be completely appropriate to revoke internet usage privileges for those users who abuse the internet at the library.

It would not- and is not- however, appropriate to put content filters in place.

Thank you for your time,

Thomas Nikl

Cupertino, CA

NAME: Kevin Lam

CITY_ZIP: San José 95111

COMMENTS: I think I does not make anything different with the filter on or off. Once someone turn on porn pix or video, the people around still can see it too.

NAME: Ramon Santos

CITY_ZIP: San Jose 95135

COMMENTS: I am in favor of the proposed Internet Access Policy.

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I am actually surprised that the current policy leaves it to the student and their parents/guradian to filter themselves. We all know that this will not work.

NAME: Quynh Nguyen

CITY_ZIP: San Jose 95122

COMMENTS: I oppose the proposal of placing internet filters in computers of libraries. The reason is people should be able to have the freedom to access whatever they choose. People who can't access at home are likely to use computer in the libraries. And this proposal takes away their chances to be able to connect.

I also know that not every computers in libraries can access to the Internet. I think that's restriction should work just fine. There is no need to add filtering system to all computers.

NAME: Mike Murphy

CITY_ZIP: San Jose 95123

COMMENTS: I do NOT want to see filters on library computers. Better to DISCONTINUE the practice of providing internet access at Libraries. Let some other forum practice the censorship being proposed. Libraries maintain collections of printed matter that many people thought should be censored in the past - thankfully not every copy of Tom Sawyer was burned by such well-meaning people! I have used computers at work that have been filtered by various different software over the past 10 years - NONE of them work well. I've seen co-workers accessing the worst kind of trash - while sometimes the filters won't allow me access to my own Email because the word "Juno" triggers their idiot response to block it - I have no idea why. We are currently unfiltered but I'm sure someone will keep looking for new ways to tell others what to see and hear.

NAME: Donald Nordloff

CITY_ZIP: San José 95136

COMMENTS: Filters are a reasonable step to keep viewing areas in proper decorum. Since there is little or no shame in the people that view such sites in public, it is incumbent on the library to take this step for the public good.

NAME: Sarah Bruzzone

CITY_ZIP: San Jose 95117

COMMENTS: I think filtering the library computers is appropriate. People of all ages and maturity levels are exposed to the information on the internet in these public places, but this information is not necessarily age or maturity level appropriate.

NAME: Glenn Jahnke

CITY_ZIP: San Jose, 95112

COMMENTS: As a SJSU student, I believe it is very important that the internet in the library remain unfiltered so that the place where students go to learn remains unencumbered by systems that will always be flawed. Judging what is appropriate is always a very gray area, and is a slippery slope into further restrictions on what should be a totally free source of information. Looking to outside sources shows that there are many problems with internet filtering, China being a great example with their massive firewalling of banned sites. People will always be restricted from legitimate content, and those with less than perfect intent will find ways to circumvent these filters.

NAME: robert

CITY_ZIP: san jose 95122

COMMENTS: i agree the Policy should be amendmented.

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NAME: rachel collier

CITY_ZIP: 95112

COMMENTS: I believe that the internet policy for the San Jose Public Library should remain the same. Unlimited access for the internet allows the intellectual freedom for all users.

NAME: Barbara Shandera

CITY_ZIP: San Jose 95124

COMMENTS: The public library system is just that - a publicly used system with a vast variety of books and reading materials. To limit internet access with filters violates the rights of our citizens and assumes that children are freely accessing inappropriate sites. Filtering systems are not the answer. First of all most either filter too much or not enough and who is to decide what is the right filter. Are we then going to form another committee to decide what is best for the public? And spend taxpayer's money doing a study of the kinds of filter systems? Let's let the public choose what they want to research on the internet and expect parents/teachers to supervise their own children as they do at home and in the classroom.

NAME: Jack Black

CITY_ZIP: San Jose 95126

COMMENTS: I am a frequent (weekly) user of both the King Library and the Rosegarden Branch. I have never encountered anyone viewing porn on the computer screens. It strikes me as a waste of money to spend \$200K on internet filtering software to "solve" a non-issue. I would rather see the money spent on collections. It is up to parents to accompany their children to the library and control the behavior. It should NOT be the role of the library and its staff to act as parents. Please keep open access to the internet available at the San Jose libraries.

NAME: Melinda Hoppe

CITY_ZIP: San Jose, 95110

COMMENTS: I would like to see SJ not censor the use of our public computers in our libraries and support freedom of speech. I think the burden should be put on the user for adhering to existing library policies and the library for upholding these policies.

Especially in a research environment at a university, internet filters can interfere with valid research. Speaking as a former SJ library commissioner, a student and a mother, I do not support a system-wide internet filter.

NAME: Stuart Cianos

CITY_ZIP: Redwood City 94061-1146

COMMENTS: Dear Sir/Madam -

As a software developer who has implemented internet filtering systems for educational institutions in the Bay Area, I am confident that the use of filtering technologies in research institutions such as libraries raises concern.

Filtering technology is far from perfect. Universally, the technology typically applies statistical analysis against the content (web page) along with comparison against a blacklist (disallowed sites) and a whitelist (allowed sites).

Statistical analysis is not 100% accurate. Typically, 5% to 10% of user requests will be falsely blocked by the software, hindering access to relevant and lawful information (a false positive). Conversely, a percentage of content that the filter is targeted to address will be allowed to pass due to the unreliability of statistical analysis (a false negative).

Whitelists (web sites explicitly allowed) and blacklists (web sites specifically disallowed) are also of significant concern. Typically maintained by a third party, these lists are known to be inaccurate and are used to censor information which is deemed unpalatable to the political leanings of the controlling organization.

Web sites which have been blocked by various companies include, but are not limited to:

- * The website of the Vatican
- * Sites involving Gay and Lesbian issues, such as the National Journal of Sexual Orientation Law
- * The Heritage Foundation
- * The National Organization for Women
- * Websites of competing organizations
- * Websites of organizations which criticize the use of filtering software

Furthermore, the use of content filtering software is of questionable constitutionality within a library. Reno v. ACLU cites that the use of such a system in a public library represents a hinderance to the First Amendment. In addition, case law in US v. American Library Association states that an adult user must be able to request the disablement of the filtering software without having to explain cause. This was upheld in Sarah Bradburn et al v. North Central Regional Library District. The cold reality of the matter is that the use of filtering technologies in libraries is akin to broad censorship. San Jose's Public Library System - particularly, the King Library represents a crown jewel of the public libraries in our Nation. Implementation of filtering is a slippery slope, which would erode the fundamental values of unfettered access to information and learning that represent the foundation of your institution.

Respectfully submitted,
Stuart Cianos

NAME: James Morgan

CITY_ZIP: 95112

COMMENTS: I am completely opposed to internet filters. My reasoning for this is twofold, I do not believe they are effective and they end up preventing legitimate use.

Filters are typically setup based on keywords and broad topics. The companies running the filters have no contact with the people who are trying to do research, often very personal research.

I do not want the government telling me what I can and cannot look at in the library.

Who will determine what is to be filtered? I think this is the most important point for me. Who determines what is to be restricted, and what is the process to get something unrestricted? I do not doubt that if filtering becomes the norm it will be influenced by political motivations.

There is no fair way to censor the internet, so don't do it.

NAME: Brian Marquez

CITY_ZIP: San Jose, CA 95133

COMMENTS: I am against internet filtering in general because the technology is not advanced enough to distinguish between legitimate research and pornography. Someone could be doing research on breast cancer only to be blocked because of the word "breast." A possible compromise would be to a) install privacy screens on all computers, and b) have separate computers designated for children only, which would have these internet filters. But adults and college students having to contact library staff everytime they need to do research, is quite frankly stupid and a waste of librarian's time.