Non-Affiliated Patron Access Policies, Procedures, and Inclinations

RESULTS OF A SURVEY OF OREGON UNIVERSITY SYSTEM, ORBIS-CASCADE, AND GREATER WESTERN LIBRARY ALLIANCE LIBRARIES

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EXECUTIVE SUMMARY

In the summer of 2008, the Valley Library of Oregon State University was faced with a need to re-evaluate its access policies and decide whether to maintain the current policies or change the policies to address existing and potential issues. As part of this process, the Valley Library surveyed the libraries of three consortia.

Surveying 63 libraries, the total membership of the Oregon University System, Orbis-Cascade Alliance, and Greater Western Library Alliance, produced 32 results. A majority of responses indicated that the libraries surveyed provided both library access and Internet access for non-affiliated patrons (persons who are not university students, staff or faculty). Libraries surveyed generally indicated an interest in providing as much access as possible for non-affiliated patrons while balancing their duties to affiliated patrons.

Limiting factors on libraries' ability to provide access to non-affiliated patrons included the need to ensure students and other university-affiliated patrons access to computing resources, comply with legal constraints such as CALEA and licensing agreements, and comply with network policies set outside the library.

With regard to Internet access, libraries varied in the permissions and restrictions applied. A majority of libraries offered access to regular computers with unrestricted wired access to the Internet, sometimes with a time limitation, and did not offer access to kiosk (short term use) computers or limited kiosk computer use to only library catalog and resource access. Libraries tended not to require staff interaction or identification for non-affiliated patrons to obtain access. Less than half of libraries surveyed provided wireless Internet access for non-affiliated patrons.

The Valley Library's current policies serve the library, affiliated patrons and non-affiliated patrons well. If changes are made they should be minor, such as more narrowly focusing the websites accessible from regular computers while maintaining kiosks with unrestricted access. The Valley Library should continue not to provide wireless access to non-affiliated patrons.

OVERVIEW

The Valley Library at Oregon State University is currently faced with a turning point for existing login policies. The standing policy allows for use of computers in the library by both members of the University community (students, staff and faculty) and members of the general public (residents and visitors not directly affiliated with the University). University-affiliated patrons log in to computers using their ONID (OSU Network ID) and receive access to the Internet, including common email sites; a standard software package, including Microsoft Office and other licensed software; and library resources, such as the catalog and subscription databases. Non-affiliated patrons log in to computers with a generic username and password ("patron##") and receive access to the Internet, excluding common email sites; basic, non-licensed software; and library resources, such as the catalog and subscription databases. Both affiliated and non-affiliated patrons pay for printing at a fixed rate per page using a card swipe located near the printers.

Wireless network access is available only to affiliated patrons who can authenticate with their ONID accounts. Individuals sponsored by University departments may be granted access to the wireless network upon request.[1] This policy is in place as a result of the Communications Assistance for Law Enforcement Act (CALEA). Restricting access to the wireless network allows OSU to maintain a "private" network status which precludes the cost of bringing the network into compliance with CALEA's standards.

According to the American Council on Education's analysis of the FCC's order relating to the application of CALEA, an institution is exempt if its network is a "private network" and it does not "support" the connection of the private network to the Internet.[2] Because a university network interconnects with the Internet, to be considered private it must be "made available only to limited constituencies, rather than to the general public."[3] It must also not be supported by the university, meaning that the university must "contract with [an Internet Service Provider] for that connection" rather than "provide [its] own connection to the Internet."[4] It is not clear if limiting the use of the wired network to patrons physically present in the library is sufficient to maintain private network status.

Another major legal issue is that raised by the Uniting and Strengthening America by Providing Appropriate Tools Required to Intercept and Obstruct Terrorism Act of 2001, or USA PATRIOT Act. The USA PATRIOT Act does not require libraries to keep records of patron activity, such as circulation and Internet access records, but does provide expanded authority for federal agencies such as the FBI to obtain subpoenas and search warrants for circulation records, Internet access records, and "'any tangible thing,' which can include papers, records, computers

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[1] *Pay for Wireless Service Decommissioned.* 9 November 2007. Oregon State University. Accessed 7 August 2008. <https://secure.oregonstate.edu/wifi/>

[2] *The Application of CALEA to Higher Education Networks.* 13 July 2006. American Council on Education. Accessed 7 August 2008. <http://www.acenet.edu/AM/Template.cfm?Section=HENA&Template=/CM/ContentDisplay.cfm&ContentID=172 76>

[3] *The Application of CALEA to Higher Education Networks.*

[4] *The Application of CALEA to Higher Education Networks.*

with hard drives, and data tapes."[5] The American Library Association response to the USA PATRIOT Act is the *Resolution on the USA Patriot Act and Related Measures That Infringe on the Rights of Library Users*. In the *Resolution* the ALA "urges all libraries to adopt and implement patron privacy and record retention policies that affirm that 'the collection of personally identifiable information should only be a matter of routine or policy when necessary for the fulfillment of the mission of the library'" thus minimizing the records extant and possible to seize.[6] Non-affiliated patrons using generic library logins do not have identifying information attached to those logins under the Valley Library's current policy.

In addition to issues of CALEA-compliance and the USA PATRIOT Act, network policies must take into account restrictions that originate externally. These restrictions may be licensing guidelines determined by software companies or access policies set by university technology departments. Licensed software may require the restriction of software use to university-affiliated patrons. Currently, the Valley Library maintains a load set for non-affiliated patron login which does not provide access to certain licensed software programs. Subscription databases may require the limitation of access to patrons with university logins and patrons physically located within the library. Under such limitations, patrons affiliated with the University may use their proxy server accounts to search and retrieve articles from databases while outside the library or while using personal computers; non-affiliated patrons must use a library computer to obtain access. Without library logins, non-affiliated patrons will not have access to the subscription databases of the Valley Library. University information technology departments may set policies which apply to all campus networks, including the library's networks, that restrict or prohibit use of university computing and technology resources by non-affiliated patrons. In this case, the library does not have the ability to choose whether to provide access for non-affiliated patrons.

A relevant ideological issue is that of scope of access. An academic library's first duty is that of providing access for patrons affiliated with the university. The primary patron group with which an academic library concerns itself is usually student patrons. Beyond the duty of access for affiliated patrons the library may provide access for non-affiliated patrons. The Acceptable Use Guidelines for OSU Libraries Computers currently state:

> The OSU Valley Library makes Research Computers available to students, faculty, staff, and the general public to provide access to library collections and other information resources for the purpose of supporting and facilitating teaching, research, and public service. The intent of these guidelines is to ensure that Valley Library computers benefit the greatest number of researchers.[7]

[5] *FAQ: USA PATRIOT Act.* 25 October 2005. American Library Association. Accessed 11 August 2008.
<http://www.ala.org/ala/oif/ifissues/issuesrelatedlinks/usapatriotactfaq.cfm>
[6] *Resolution on the USA Patriot Act and Related Measures That Infringe on the Rights of Library Users.* 29 January 2003. American Library Association. Accessed 11 August 2008.
<http://www.ala.org/template.cfm?section=ifresolutions&template=/contentmanagement/contentdisplay.cfm&contentid=11891>
[7] *Acceptable Use Guidelines for OSU Libraries Computers.* 2004. Oregon State University. Accessed 7 August 2008. <http://osulibrary.oregonstate.edu/computing/comppol.htm>

The spirit of the guidelines is one found in many libraries – an inclination toward providing access and information to as many people as possible. While some restrictions to access may be necessary to protect the library from legal repercussions, those restrictions are undesirable when they prevent interested patrons from gaining access to library resources. In an effort to find a middle ground which balances patron access with legal and other responsibilities, the Valley Library has undertaken a survey of institutions belonging to three consortia: the Oregon University System (OUS), the Orbis-Cascade Alliance, and the Greater Western Library Association (GWLA).

LITERATURE REVIEW

Issues of community or non-affiliated patron access to academic libraries have appeared occasionally in library literature. The interaction of non-affiliated patrons with academic libraries with regard to computer and Internet access has not seen much examination.

Non-affiliated patron borrowing privileges and the attendant difficulties have been addressed with regard specifically to the problems of overdue and replacement fees levied on books checked out by non-affiliated patrons.[8] Tina Schneider of The Ohio State University at Lima has examined the role of the regional campus library in its typically rural community, again with regard to non-affiliated patron access to the library's collection[9]; and community outreach by academic libraries in response to community need, as part of the library mission and "unexpectedly" as situations conducive to outreach arise[10]. A 2002 survey of Florida academic libraries addresses non-affiliated patron access to library resources and databases.[11] Community outreach and relations, particularly to high school students who will become affiliated patrons of a university library upon matriculation, has been addressed.[12] Generally, access to and use of library resources by non-affiliated patrons is discussed as something to be addressed and encouraged. It has been assumed that most academic libraries make some provision for non-affiliated patrons, particularly those in the local community, to have access to library instruction and resources. Non-affiliated patrons' use of reference librarians' time, in addition to library resources, both in person[13] and via virtual reference[14], have also been addressed with attention paid to the possibilities of time or scope limitations on or a monetary charge for virtual reference services to non-affiliated patrons.

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[8] Nicewarner, Metta and Matthew Simon. "Achieving Community Borrower Compliance with an Urban University Library's Circulation Policies: One University's Solution." *The Journal of Academic Librarianship* Nov 1996: 435-439.

[9] Schneider, Tina M. "The Regional Campus Library and Service to the Public." *The Journal of Academic Librarianship* 27.2 (March 2001): 122-127.

[10] Schneider, Tina M. "Outreach: Why, How and Who? Academic Libraries and Their Involvement in the Community." *The Reference Librarian* 82 (2003): 199-213.

[11] Shires, J. Michael. "A Library of One's Own: A Survey of Public Access in Florida Academic Libraries." *Reference and User Services Quarterly* 45.4 (Summer 2006): 316-326.

[12] Pearson, Debra and Beth McNeil. "From High School Students College Users Grow: Providing Academic Library Research Opportunities to High School Students." *KnowledgeQuest* 30.4 (March/April 2002): 24-28.

[13] Spencer, John S. and Luene Dorsey. "Assessing Time Spent on Reference Questions at an Urban University Library." *The Journal of Academic Librarianship* July 1998: 290-294.

[14] Kibbee, Jo. "Librarians without Borders? Virtual Reference Service to Unaffiliated Users." *The Journal of Academic Librarianship* 32.5 (Sept. 2006): 467-473.

What has not been addressed by these cases is the use by non-affiliated patrons of library computers and networks to access resources outside of the library catalog and subscription databases. A 2001 survey of 814 academic libraries by Nancy Courtney regarding policies on non-affiliated users included questions "concerned with whether or not unaffiliated users were permitted to use library computers to access library materials or for other computer applications, or if the library used authentication to restrict access to their computers."[15] Courtney's study found that almost all (95.4%) academic libraries allowed non-affiliated patrons to use computers to access library resources. Other computer uses were more restricted, from permission to "surf Web sites" (79.8%), check e-mail (57.6%), use word processing software (31.8%), and use "other software applications (e.g., spreadsheets, scanning, and image processing)" (25.6%).[16] A question regarding authentication revealed that 72 of the 814 (13.6%) libraries surveyed required all patrons to authenticate to use computers within the library building and 56 of the 451 (12.4%) libraries that did not currently require authentication intended to require it within the next year.[17] A specific question regarding authentication requirements for computer use for "functions other than accessing library resources" revealed that of the 814 libraries 90 (17.0%) required authentication for Web surfing, 144 (27.3%) required authentication for email access, 115 (21.8%) required authentication for word processing, and 113 (21.4%) required authentication for use of other software applications.[18] Courtney concludes that academic libraries have been "generous in allowing computer use by unaffiliated users in their libraries" and reports a growing trend toward authentication with unclear ramifications with regard to computer access for non-affiliated patrons.

Courtney wrote a follow-up in 2004, discussing authentication in academic libraries, in which she notes that authentication

> is often initiated by groups external to the library, mainly campus computing
> personnel, database vendors, and serials publishers. Librarians who would rise up
> to defend library circulation records are, often without protest, allowing a system
> to be put in place that will track every movement made by a patron on a library
> computer and match it to the patron's identity.[19]

Courtney notes that an informal survey of libraries which had indicated in the 2001 survey that they required authentication revealed more ambivalence toward requiring authentication, as more than half of the libraries surveyed still make some provision for public access. This provision takes the form of logins held by staff on behalf of non-affiliated patrons, generic or guest logins, temporary IDs for guests, and a single password available to consortium patrons.[20]

METHODS

Our login survey utilized two sets of questions and surveyed 63 institutions. OUS members were surveyed using an email from the Oregon State University (OSU) University Librarian sent to

[15] Courtney, Nancy. "Unaffiliated Users' Access to Academic Libraries: A Survey." *The Journal of Academic Librarianship* 29.1 (Jan. 2003): 3-7.
[16] Courtney 2003.
[17] Courtney 2003.
[18] Courtney 2003.
[19] Courtney, Nancy. "Authentication and library public access computers." *College and Research Libraries News* 65.5 (May 2004): 269-270, 277.
[20] Courtney 2004.

the ouslib-council email listserv. Members of Orbis-Cascade and GWLA were surveyed using direct email from the OSU Library intern sent to University Librarians/Library Directors. One follow-up email was sent to members of Orbis-Cascade and GWLA who had not yet responded to the survey.

The first set of questions was as follows:

1. *Currently, do you have any computers that do not require some form of login?*
2. *I am particularly concerned with non-faculty/student use of computers – if you have public logins, what do they need for ID?*
3. *If you have any information on this that you think would be useful and/or pertinent, please send it to me.*

These questions were presented to seven Oregon University System (OUS) institutions, including Oregon State University, and were answered by all seven institutions.

The second set of questions was as follows:

1. *Do you provide Internet access to the public (i.e. persons who are not affiliated with the university)? Do you provide library access to the public?*
2. *Are there kiosk computers for the public to use? Please describe your kiosk set-up (library access only, public email access, no chairs, timed reboot cycle to limit use, et cetera).*
3. *Are there options for public login to non-kiosk computers? If so, how is public login access to non-kiosk computers provided: no login required, generic logins posted in computer areas, staff log in to computers for public, public provide picture ID or other identifying information to receive a log in, some combination of the above, or another arrangement?*
4. *What are the limitations to public access? Are there time limits or site restrictions? Does this vary between kiosk and non-kiosk computers?*
5. *Are public-accessible computers located in any particular location? For example, are they restricted to main lobby areas or in view of the Reference or Circulation Desks?*
6. *What degree of staff involvement is required for public access? Do staff members collect information, check ID, enter logins to computers for patrons, or otherwise directly interact with patrons seeking computer logins? Which staff members are involved in public access: circulation desk staff, reference desk staff, technology staff, or others?*
7. *Do you provide wireless Internet access to the public, or is it limited to persons with University IDs? If you provide public access, is this limited to specific types of use, such as accessing library resources, or internet access without printing privileges?*
8. *What is required of the public for wireless access: no login required, temporary login for public, public provide picture ID or other identifying information to receive a log in, some combination of the above, or another arrangement?*
9. *If you require information or ID from public patrons for login or wireless access, please specify what information or type of ID you require.*

10. *What is the reasoning behind your policies? Are they driven by concerns about student access to computing resources, safety or legal liability, abuse of resources such as printing, or other concerns?*
11. *Please provide any additional information or insight you think would be useful or pertinent with regard to issues of public access to library Internet and related issues. Any policy documents from your library regarding these issues would be appreciated.*

These questions were presented to the members of two consortia: Orbis-Cascade, and the Greater Western Library Alliance (GWLA), totaling 56 institutions without the original seven surveyed. We received responses from 25 institutions. The follow-up email produced eight of the 25 responses.

RESULTS

Thirty-two of the 63 institutions surveyed returned answers to the questions posed. Responding institutions are listed in the table below. Complete lists of the 63 institutions surveyed, organized by consortial affiliation, are available in Appendices A-C.

Table 1. Responding institutions and consortial affiliations

Institution	Consortial affiliation
Oregon State University	OUS, Orbis-Cascade, GWLA
Eastern Oregon University	OUS, Orbis-Cascade
Oregon Institution of Technology	OUS, Orbis-Cascade
Portland State University	OUS, Orbis-Cascade
Southern Oregon University	OUS, Orbis-Cascade
University of Oregon	OUS, Orbis-Cascade, GWLA
Western Oregon University	OUS, Orbis-Cascade
Oregon Health and Science University	OUS, Orbis-Cascade
Chemeketa Community College	Orbis-Cascade
Clark College	Orbis-Cascade
Eastern Washington University	Orbis-Cascade
Riverpoint (EWU/WSU Spokane)	Orbis-Cascade
Marylhurst University	Orbis-Cascade
Portland Community College	Orbis-Cascade
Reed College	Orbis-Cascade
Saint Martin's University	Orbis-Cascade
Seattle University	Orbis-Cascade
The Evergreen State College	Orbis-Cascade
University of Puget Sound	Orbis-Cascade
Walla Walla University	Orbis-Cascade
Warner Pacific University	Orbis-Cascade
Willamette University	Orbis-Cascade
Arizona State University	GWLA
Baylor University	GWLA
Oklahoma State University	GWLA
Texas Tech	GWLA

Institution	Consortial affiliation
University of Arizona	GWLA
University of Hawai'i at Manoa	GWLA
University of Houston	GWLA
University of Nebraska – Lincoln	GWLA
University of Texas at Austin	GWLA
University of Utah	GWLA

All 32 respondents answered a question of basic access. The answers below were either inferred from other responses or given in response to the following question: *Do you provide Internet access to the public (i.e. persons who are not affiliated with the university)? Do you provide library access to the public?*

Table 2. Total institutions providing Internet and library access to non-affiliated patrons

	Yes	No
Internet Access	27	5
Library Access	28	4

Twenty-five out of thirty-two libraries – a majority of respondents – reported providing both Internet and library access to the public. The manner in which this was done varies between institutions; some libraries required a paid "friend of the library" relationship for a non-affiliated patron to check out books and some required the submission of identification to use Internet access. A number of institutions cited an inclination to serve as a community resource as much as could be done without compromising the institution's primary duty to educate its students.

On the issue of wireless Internet (WiFi) access, a question asked of Orbis-Cascade and GWLA libraries but not of OUS libraries, results were more divided. The responses below were given to the following question: *Do you provide wireless Internet access to the public, or is it limited to persons with University IDs?*

Table 3. Total institutions providing wireless Internet

No (Limited to persons with university IDs)	14
Yes (Wireless Internet available to the public)	11

A majority of the twenty-five institutions surveyed (14) did not allow wireless access without a university ID. Several of those fourteen had provisions for assignment of a temporary ID that would allow access to the wireless network if the patron was sponsored by an academic department, paid an annual fee, or showed sufficient academic need.

Of the eleven institutions that reported allowing public access to the wireless network, four institutions provided an open wireless network for the use of both affiliated patrons and non-affiliated patrons. Three institutions provided two networks, one that was secured and limited to university patron use and one that was open and available for the public to use. Four institutions required the use of a free login issued by the library for non-affiliated patrons to access the wireless Internet.

Table 4. Methods of wireless Internet provision

Open network	4
Parallel networks	3
Free login	4

Institutions varied similarly over the provision of wired access, with some providing non-affiliated patrons with access to kiosk computers (computers intended for brief use accessing the library catalog or email websites) and some providing access to regular computers.

Table 5. Restrictions on access to kiosk and regular computers

	Kiosk*	Regular Computer*
Unrestricted	6	12
Library access only	10	1
Internet access only	0	2
Software restricted	5	1
No email (other Internet available)	2	1
Other restriction	1	0
Time limitation	5	6
ID required	2	3
Not accessible	12	7

*Totals may exceed thirty-two, as multiple restrictions may apply to one institution's policies.

Access for non-affiliated patrons was often limited in some way, often via site or time restrictions intended to prevent recreational use of library computers. Six institutions referenced the priority placed on student use of library computers and reported that their policies include the option to ask non-affiliated patrons to stop using computers during times of peak student need. Other libraries reported a restriction of access for non-affiliated patrons to certain hours of the day, such as only outside of the 9:00 am to 4:00 pm window.

Institutions were also asked what steps were necessary for non-affiliated patrons to obtain Internet access. The responses below were given to the following question: *Which staff members are involved in public access: circulation desk staff, reference desk staff, technology staff, or others?*

Table 6. Staff members involved in providing access for non-affiliated patrons

No staff interaction	11
Circulation desk staff	5
Reference desk staff	6
Other staff	2
Not applicable	1

A majority of institutions did not require or collect identifying information from non-affiliated patrons. For those institutions that did collect identifying information, a driver's license was the most common form requested.

Table 7. Identifying information required of non-affiliated patrons for Internet access.

No identification	21
Driver's license	9
Other	2

See Appendices D-F for complete tables of responses by institution.

DISCUSSION

Libraries are traditionally recognized as interested in providing access to as much information as possible for as many people as possible. While there are practical limitations on this (such as financial and legal constraints and the need to prioritize access for university-affiliates), when presented with a situation that lacks clear limitations libraries tend to choose the options that continue to provide as much access as possible. This came through clearly in the responses to the questions of basic access – almost all of the institutions surveyed provide access in some way to non-affiliated patrons. However, the extent of access provided and arrangements made for its provision varied significantly between institutions.

Academic libraries clearly recognize the need to provide access to online resources for non-affiliated patrons. In some cases, this was limited to online resources directly relevant to more traditional library use: catalog searching, now conducted almost entirely via computer, and subscription database searching, the predominant method for locating and obtaining journal articles. Other libraries allowed non-affiliated patrons access to email and a limited range of websites beyond the library catalog and subscription databases; still others provided unrestricted Internet access. Twenty of the libraries surveyed allowed non-affiliated patrons Internet access without browsing restrictions; two of those libraries required non-affiliated patrons to be over a specified age (16 or 18 years of age). In some cases time restrictions were imposed, often setting a limit of one hour per day. Time restrictions were most often imposed with the intent of ensuring that adequate library computing resources remain available for students' and other university-affiliates' use.

Library policies also tend toward protecting patron privacy. Twenty-one of thirty-two libraries surveyed did not collect or require any form of identification from non-affiliated patrons seeking internet access. Libraries that did collect identifying information did so to enforce use policies for non-affiliated patrons, such as daily time limitations and acceptable use policies. It is not clear what records retention policies are in use regarding this information.

Academic libraries by their nature are particularly concerned with providing access to library resources for students and other patrons affiliated with the university. Eleven of the libraries surveyed specifically cited concerns with prioritizing student access as a motivation for their non-affiliated patron access policies. In most cases, this took the form of a statement stipulating that library staff could ask non-affiliated patrons or those using the computers for non-research-related purposes to yield the computers to students during peak use times. Time limitations placed on non-affiliated patron use also aimed to ensure the availability of computers for student use. Southern Oregon University requires "picture ID to receive a temporary login for public

users, issued at the Circ. desk. This login limits them to two hours of use a day. We keep a log of public users in order to regulate the two hour limit. This was implemented in fall 2006 as a result of public users camping out at the computers and preventing adequate access to SOU students." The Saint Martin's University Library provides three logins for non-affiliated users, which are held by the Reference Desk staff; non-affiliated patrons are allowed one hour of use per day and are not allowed use of the computers during specified daily peak hours or during midterms or finals. The responding Saint Martin's University librarian wrote, "We want to maintain an environment where students feel not only safe but comfortable. Our mission is to support students, so they should have priority on library computers. However, the community has been supportive of the institution and we do want to reciprocate and provide access to resources where we can."

An additional concern for libraries in urban areas is possible heavy use by non-affiliated patrons. For libraries in urban areas, it is likely that similar resources such as Internet access for non-affiliated patrons will be available elsewhere. Portland State University restricted site access on its publicly available computers to discourage non-research use by non-affiliated patrons, explaining that, "Because of the large number of community visitors in this urban environment, managing individual public user logins would be untenable given our resources. This decision was also made with the understanding that the Multnomah County Central Library, just a few blocks away, provides public Internet access."

Eight schools cited an interest in providing access to library resources for the community as a motivation for their policies; one school, Texas Tech, specified that the "library is funded by a student fee. As such, there is no public money in the library at all. Therefore, technically, it is not a public space. We let the public use it because we're nice guys." The Evergreen State College Library treats library access for non-affiliates as a key part of the college's community relations: "We view access to residents of the greater Olympia area as part of the relationship we have with them. We advertise our library as 'An Academic Library in your Backyard'. It builds trust and a connection that we feel is important for the entire college."

Wireless access is less likely to be provided by an academic library as it holds greater challenges and potential responsibilities. Some schools reported providing access for non-affiliated patrons to the wireless network through specialized infrastructure, such as two parallel wireless networks or a system of temporary logins. The availability of these kinds of infrastructure was not universal; seven of twenty-five schools had and utilized them.

Both wired and wireless access for non-affiliated patrons are complicated issues of legal liability, such as CALEA, and policy set elsewhere in the university, often by a centralized information technology department. Nine respondents referenced CALEA, other legal concerns, or policy determined outside the library as a reason for their policies. Finally, four libraries cited abuse of printing privileges or other "mischief" and the need to track this behavior as a reason for the establishment of their current policies.

The current Valley Library policies strike a good balance between providing access and protecting patron privacy, and protecting the library from CALEA-compliance obligations and other potential legal ramifications. If non-affiliated patron abuse of regular computer login poses

a problem the generic logins for regular computers could be further limited in Internet browsing, removing access to other sites in addition to the existing restriction on access to public email sites. Regular computers could, for example, be limited to internal library resources and external sites with .edu domains. Patrons seeking unrestricted internet access could continue to use check-out tokens to access kiosk machines as non-affiliated patrons who wish to check public email do now. The Valley Library's standing policy of regularly destroying token check-out records decreases the risk to patron privacy. That patrons must check out a token to access kiosk machines provides a certain atmosphere of accountability which may be effective in dissuading potential abuses of Internet access. This could result in an increased demand on Reference Desk staff; should a significant increase in token check-out occur it could be moved to the Circulation Desk and become the duty of that staff. The Valley Library's current wireless policy should also remain in place. Opening the existing wireless network to non-affiliated patrons or providing a second parallel network for non-affiliated patrons is likely to result in more work than benefit.

Appendix A
Oregon University System Members Surveyed

Eastern Oregon University
Oregon Health and Science University
Oregon Institute of Technology
Oregon State University
Portland State University
Southern Oregon University
University of Oregon
Western Oregon University

Appendix B
Orbis-Cascade Alliance Members Surveyed

Central Oregon Community College
Central Washington University
Chemeketa Community College
Clark College
Eastern Oregon University
Eastern Washington University
George Fox University
Lane Community College
Lewis and Clark College
Linfield College
Marylhurst University
Mt. Hood Community College
Oregon Health and Science University
Oregon Institute of Technology
Oregon State University
Pacific University
Portland Community College
Portland State University
Reed College
Saint Martin's University
Seattle Pacific University
Seattle University
Southern Oregon University
The Evergreen State College
University of Oregon
University of Portland
University of Puget Sound
University of Washington
Walla Walla University
Warner Pacific University
Washington State University
Western Oregon University
Western Washington University
Whitman College
Willamette University
Riverpoint (Eastern Washington University/Washington State University-Spokane campus)

Appendix C
Greater Western Library Alliance Institutions Surveyed

Arizona State University ·
Baylor University
Brigham Young University
Colorado State University
Iowa State University
Kansas State University
Linda Hall Library
Oklahoma State University
Oregon State University
Rice University
Southern Illinois University
Texas A&M University
Texas Tech
University of Arizona
University of Arkansas
University of Colorado at Boulder
University of Hawai'i at Manoa
University of Houston
University of Kansas
University of Missouri
University of Nebraska – Lincoln
University of New Mexico
University of Oklahoma
University of Oregon
University of Southern California
University of Texas at Austin
University of Utah
University of Washington
Utah State University
Washington State University
Washington University in St. Louis

Appendix D
Survey Responses, Questions 1-5

Institution	1. Internet	1. Library	2. Kiosk Y/N	2. Kiosk Set-up	3. Regular Y/N	3. Regular Set-up	4. Kiosk Limits	4. Regular Limits	5. Kiosk Location	5. Regular Location
Arizona State University	Yes	Yes	No	N/A	Yes	Reservation required	N/A	One hour	N/A	Near Circulation
Baylor University	Yes	Yes	Yes	Internet access; guest login	Yes	Library databases with guest login	Staff must login	Library databases only	Reference	No
Chemeketa Community College	Yes	Yes	Yes	Library access only	Yes	Public library logins or day guest cards	Library access only	Must be 16+, two hours/day	Unknown	Circulation line-of-sight
Clark College	No	Yes	Yes	Library access only	Yes	Residence in district or Summit affiliation required	A few minutes	One hour, not before 2pm	Reference and Circulation	Main floor
Eastern Oregon University	Yes	Yes	Yes	Catalog only	Yes	Guest login held by staff	Catalog only	No limit; when full students are priority	Unknown	Unknown
Eastern Washington University	Yes	Yes	No	N/A	Yes	No login	N/A	No limit; when full students are priority	N/A	No
Marylhurst University	Yes	Yes	Yes	Internet and word processing	Yes	No login	No limit	No limit; when full students are priority	No	No

Appendix D
Survey Responses, Questions 1-5, cont.

Institution	1. Internet	1. Library	2. Kiosk Y/N	2. Kiosk Set-up	3. Regular Y/N	3. Regular Set-up	4. Kiosk Limits	4. Regular Limits	5. Kiosk Location	5. Regular Location
Oklahoma State University	Yes	Yes	Yes	Some catalog only; some databases and auth. websites	Yes	No login on four computers, guest login available for others	No general internet	No limit	No	North entrance security desk
Oregon Health and Science University	Yes	Yes	Yes	No saving, access to email, web, MS Office	Yes	No login	No limit	No limit	Reference	No
Oregon Institute of Technology	Yes	Yes	No	N/A	Yes	Guest login posted near computers	N/A	Unknown	N/A	Unknown
Oregon State University	Yes	Yes	Yes	Check out token from Ref Desk	Yes	Guest login posted on computer	Public email	No public email, no apps	Near Ref Desk	No
Portland Community College	Yes	No	No	N/A	Yes	Temp login	N/A	One hour, no library databases	N/A	Grouped throughout building
Portland State University	No	Yes	Yes	Library and limited web; no email	No	N/A	No internet or apps	N/A	Unknown	N/A

Appendix D
Survey Responses, Questions 1-5, cont.

Institution	1. Internet	1. Library	2. Kiosk Y/N	2. Kiosk Set-up	3. Regular Y/N	3. Regular Set-up	4. Kiosk Limits	4. Regular Limits	5. Kiosk Location	5. Regular Location
Reed College	No	No	Yes	Five minute reboot, no chairs	Yes	Show need or be guest of college	Catalog only	No limit; when full students are priority	Unlimited	Reference line-of-sight
Riverpoint (EWU/WSU Spokane)	Yes	Yes	Yes	Full internet and MS Office	No	N/A	One hour/day	N/A	Near Circ	N/A
Saint Martin's University	Yes	Yes	Yes	Catalog only	Yes	Generic login	No internet or apps, no printing, no chairs	Three guest logins; limits on times/days for use	Unknown	Reference line-of-sight
Seattle University	No	No	No	N/A	No	N/A	N/A	N/A	N/A	N/A
Southern Oregon University	Yes	No	Yes	Time limit; some limited to Gov Docs	Yes	Time limit	15 minutes, no chair	Two hours/day	Unknown	Unknown
Texas Tech	Yes	Yes	No	N/A	Yes	Temp login	N/A	No limit; when full students are priority	N/A	No
The Evergreen State College	Yes	Yes	No	N/A	Yes	No login	N/A	No Summit, ILL, databases	N/A	No

Appendix D
Survey Responses, Questions 1-5, cont.

Institution	1. Internet	1. Library	2. Kiosk Y/N	2. Kiosk Set-up	3. Regular Y/N	3. Regular Set-up	4. Kiosk Limits	4. Regular Limits	5. Kiosk Location	5. Regular Location
University of Arizona	Yes	Yes	No	N/A	Yes	No login, full access and resources	N/A	No limit; when full students are priority	N/A	Visible from Info and Ref Desks
University of Hawai'i at Manoa	Yes	Yes	Yes	Library and email	No	N/A	None	N/A	Main lobby	N/A
University of Houston	Yes	Yes	No	N/A	Yes	No login	N/A	Site restrictions; public email allowed	N/A	Access Services, Reference
University of Nebraska - Lincoln	Yes	Yes	No	N/A	Yes	No login for computers in line-of-sight of Ref. Desk	N/A	None	N/A	Line-of-sight of Ref. Desk
University of Oregon	Yes	Yes	Yes	No login Catalog and Univ. pages only	No	N/A	No limit	N/A	Unknown	Unknown
University of Puget Sound	No	Yes	Yes		No	N/A	No internet or apps	N/A	Unknown	N/A
University of Texas at Austin	Yes	Yes	No	N/A	Yes	Temp login	N/A	One hour	N/A	No

Appendix D
Survey Responses, Questions 1-5, cont.

Institution	1. Internet	1. Library	2. Kiosk Y/N	2. Kiosk Set-up	3. Regular Y/N	3. Regular Set-up	4. Kiosk Limits	4. Regular Limits	5. Kiosk Location	5. Regular Location
University of Utah	Yes	Yes	Yes	Catalog only, no databases	Yes	Day pass	Five minute timeout	None	Not in stacks	Unknown
Walla Walla University	Yes	Yes	No	N/A	No	N/A	N/A	No	N/A	Lobby, one other floor
Warner Pacific University	Yes	Yes	Yes	One old and slow computer	Yes	Staff login	No limit; it is uncomfortable	Unknown	Circulation	Unknown
Western Oregon University	Yes	Yes	Yes	Library and limited Internet; no email	Yes	Guest login held by staff	No internet or apps	Must be 18+	Unknown	Unknown
Willamette University	Yes	Yes	Yes	Catalog, Internet, email	No	N/A	Charge for printing (comes out at Circ), no Office apps	N/A	Near Ref Desk	N/A

Appendix E
Survey Responses, Questions 6-10

Institution	6. Staff Action	6. Which Staff	7. Public WiFi Y/N	7. WiFi Limits	8. WiFi Login	9. Info/ID	10. Reasoning
Arizona State University	Picture ID, reservations	Circulation	Yes; free login	Catalog and databases; authenticate for other sites	Temp. login	None	Resources available for students as much as possible
Baylor University	Guest login and forms	Ref Desk	No	N/A	N/A	Picture ID, reg. form for guest login	Safety/legal reasons
Chemeketa Community College	Day card, reservations, assistance	Circulation and computer attendant	Yes	No limit	No login, no ID	Driver's license	Access for community and students, CALEA compliance
Clark College	Issue guest cards, login to computers for guests	Circ (cards) Ref (logins)	No	N/A	N/A	Proof of residence	Tech policy and student access
Eastern Oregon University	Staff log in for patron	Unknown	-	-	-	None	-
Eastern Washington University	None	N/A	Yes	No limit	No login, no ID	None	Open access not usually a problem, case-by-case situations dealt with but not sufficient to lock down access
Marylhurst University	None	N/A	Yes; two parallel networks	No limit	No login, no ID	N/A	Open to neighbors using resources on site

- 22 -

Appendix E
Survey Responses, Questions 6-10, cont.

Institution	6. Staff Action	6. Which Staff	7. Public WiFi Y/N	7. WiFi Limits	8. WiFi Login	9. Info/ID	10. Reasoning
Oklahoma State University	None	N/A	No	Must request account from campus IT	Must request account from campus IT	N/A	Reluctant switch to logins to ensure student access over non-affiliates
Oregon Health and Science University	None	N/A	Yes; two parallel networks	No limit	No login, no ID	N/A	As a library, provides service to all including walk-ins
Oregon Institute of Technology	None	N/A	-	-	-	None	Logins instituted because of printing (unclear if guest logins have printing privileges)
Oregon State University	Staff check out token for kiosk	Ref Desk	-	-	-	Picture ID, name, number, shredded weekly	-
Portland Community College	Temp login	Students	Yes; free login	No limit	Temp. login	None	Welcoming environment, CALEA-compliant, recruiting
Portland State University	None	N/A	-	-	-	None	Non-login access for visiting students/faculty; public can use nearby Multnomah County Library for internet access

Appendix E

Survey Responses, Questions 6-10, cont.

Institution	6. Staff Action	6. Which Staff	7. Public WiFi Y/N	7. WiFi Limits	8. WiFi Login	9. Info/ID	10. Reasoning
Reed College	Guest login	Reference	No	Show need or be guest of college; only works for a few hours	Temp. login held by Reference	N/A	Student access, legal issues, printing
Riverpoint (EWU/WSU Spokane)	Collect forms, check time	Circulation	No	N/A	N/A	Name, address	Students are priority, community use allowed which requires internet
Saint Martin's University	Generic login, collect forms, issue semester guest card	Reference	No	N/A	N/A	Name, address, phone, picture ID, agreement	Balance student access and comfort with community support
Seattle University	N/A	N/A	No	N/A	N/A	N/A	Service for public is not a priority
Southern Oregon University	Log of temporary logins	Circulation	-	-	-	Picture ID	Time limit on community use to assure student use
Texas Tech	Issue temp ID	Circulation	Yes; free login	Must present ID to get temp. login	Must present ID to get temp. login	Picture ID - DL or similar	Library funded by student fees, no public money involved – providing public access is just nice
The Evergreen State College	None	N/A	Yes	No printing	No login, no ID	N/A	Community relations - access builds trust

Appendix E
Survey Responses, Questions 6-10, cont.

Institution	6. Staff Action	6. Which Staff	7. Public WiFi Y/N	7. WiFi Limits	8. WiFi Login	9. Info/ID	10. Reasoning
University of Arizona	ID checking if students are waiting	Unknown	Yes	No licensed resources	No login	N/A	Land grant, interested in public access
University of Hawai'i at Manoa	None	N/A	No	N/A	N/A	N/A	Reserving access for students and faculty
University of Houston	None	Assistance from Info or Circ Desk	No	N/A	N/A	None	Focus on students and faculty, but also serve as community resource and provide access for visitors
University of Nebraska - Lincoln	None	N/A	No	N/A	N/A	None	University policy
University of Oregon	None	N/A	-	-	-	None	Authentication for licensed software; requiring authentication has removed "mischief"
University of Puget Sound	N/A	N/A	No	N/A	N/A	Name, address, phone, affiliation, agreement	Security and ability to backtrack to malicious behavior
University of Texas at Austin	EID and authorization	Ref Desk and Circulation	No	N/A	N/A	Picture ID, address, email, phone	Balancing public access with security and access for students/faculty

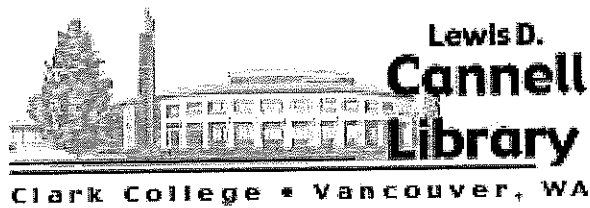Appendix E
Survey Responses, Questions 6-10, cont.

Institution	6. Staff Action	6. Which Staff	7. Public WiFi Y/N	7. WiFi Limits	8. WiFi Login	9. Info/ID	10. Reasoning
University of Utah	Day pass	Circulation	Yes; free login	Charge for printing	Day pass	Picture ID	Student access, policy enforcement (printed on day pass)
Walla Walla University	None	N/A	No	N/A	N/A	None	Info Services decides
Warner Pacific University	Login for user, check ID	Staff, not students	No	N/A	N/A	Driver's license	Legal liability
Western Oregon University	Staff log in for patron	Unknown	-	-	-	Picture ID, name, date and computer recorded	-
Willamette University	None	N/A	Yes; two parallel networks	No limit	Separate network, goes straight to internet	N/A	Access for students balanced with open access for community and safety issues

Appendix F
Survey Responses, Question 11

Institution	11. Policies or other information
Arizona State University	Public-use computers make up 5% of total computers.
Baylor University	http://www.baylor.edu/lib/index.php?id=28920
Chemeketa Community College	http://www.ccrls.org/ccc/policy5.html
Clark College	See Appendix G
Eastern Oregon University	--
Eastern Washington University	--
Marylhurst University	http://www.marylhurst.edu/shoenlibrary/visitors.php
Oklahoma State University	Library also has disability-access computers. http://www.library.okstate.edu/services/pubcomp.htm http://www.library.okstate.edu/vetmed/services/pubcomp.htm http://www.library.okstate.edu/access/Laptops/
Oregon Health and Science University	See Appendix H
Oregon Institution of Technology	--
Oregon State University	--
Portland Community College	http://www.pcc.edu/library/about/ http://www.pcc.edu/resources/tss/wireless/
Portland State University	--
Reed College	Visiting students are given access; printing is allowed for Federal Depository researchers.
Riverpoint (EWU/WSU Spokane)	http://www.spokane.wsu.edu/academics/library/Services.asp#Technology
Saint Martin's University	Community use is low-impact -- not many users. http://www.stmartin.edu/library/technology/guestAccounts.htm
Seattle University	--
Southern Oregon University	--
Texas Tech	Have not had capacity trouble with wireless; laptops are available for student/faculty check out.
University of Arizona	--
University of Hawai'i at Manoa	http://library.manoa.hawaii.edu/about/computing/pub_computer_policy.html

Institution	11. Policies or other information
University of Houston	http://info.lib.uh.edu/about/policies/computers.html
University of Nebraska – Lincoln	-
University of Oregon	-
University of Puget Sound	See Appendix I
University of Texas at Austin	http://www.lib.utexas.edu/vprovost/policies/computer-use-policy.html
University of Utah	http://www.lib.utah.edu/libraryinfo/policies/computeruse.html
Walla Walla University	-
Warner Pacific University	-
Western Oregon University	-
Willamette University	-

Lewis D.
Cannell
Library

Computer Use Policy

Clark College • Vancouver, WA

Cannell Library provides library collections and computer resources to meet the informational and instructional needs of Clark College students, faculty and staff. We aim for a balanced collection of books, periodicals, media, and electronic resources representing diverse viewpoints to provide students with resources needed to examine issues freely and make decisions as described in the Collection Development Policy. ..\..\Collection Development\collection_development_policy.pdf Within this context, we provide access to the Internet and online resources on computers located in the library.

Cannell Library's Internet Access is through a private network that is provided exclusively for the benefit of students, employees, staff, visitors, conference attendees, invitees, and others involved in campus life and the academic community, as well as members of the public. Access may only be obtained through campus facilities or through a user access code.

Internet use by Guests (persons not affiliated with Clark College) is a privilege granted at the discretion of Cannell librarians. Guests must obtain a Cannell Library Card, sign in at the Reference Desk, and limit use to one hour. Printing is not available to guests.

Library public computers are available on a first-come, first-served basis. However, in times of high use when patrons are waiting for computers, library staff may give priority to Clark students working on course related research. Cannell Library is considered a shared public place. Users should be aware that some materials accessed on the Internet may be considered controversial, offensive, or inappropriate for viewing in a public setting. Cannell Librarians ask users, out of consideration for others, to take care not to display or broadcast in any shared public place any images, sounds, or messages that could create an atmosphere of discomfort, harassment or intimidation for others, and to refrain from transmitting such images, sounds or messages to others using Cannell Library computing resources. Displaying materials which create a hostile environment for work or study will not be permitted.

In some situations where the display or broadcast of such materials is necessary to further a legitimate educational purpose, Cannell librarians ask that users be sensitive to the public nature of shared facilities. Please make advance arrangements with the reference librarians to access these materials in a private environment.

Users should be aware of copyright law as it applies to computer software. It is a criminal offense to copy any software that is protected by copyright. A formal copyright declaration need not be in evidence for legal copyright protection to be in force.

Request for Computer Usage – "Guests"

Internet use by non-Clark College students, faculty or staff is a privilege granted at the discretion of Cannell Librarians. Guests must agree to the following rules and procedures:

- Guest must obtain a Cannell Library Card (available with certain qualifications at the check-out desk) **or** have a valid ID from an Orbis/Cascade Alliance institution.
- Guest must sign in at the reference desk after obtaining a library card.
- Guest use is subject to availability of computers and may be restricted at certain times of the day. As a rule, computers are not available before 2:00 p.m. on weekdays.
- Reference librarians are responsible for logging on guests.
- Computer use is limited to one hour per day.
- Printing is not available.
- Guests are expected to abide by the Clark College policy on computer use, which is posted in the reference area.

10/27/06 jd

OGI Library
Public workstation Use Policy

Environment

The OGI Library makes every attempt to maintain optimal access to the information resources in the library. Please ask for assistance from library staff in getting started with your research or if you observe problems with the equipment.

Laser printing is available for $.10 per page. Ask for your prints at the circulation desk.

Policy

Access to information resources—library catalogs, full text journals, science and engineering databases, and general web access-- is provided at the public workstations in the library. This service is provided to meet the research needs of the community. Use of this service is a **privilege** and requires individual users to act responsibly. Failure to comply with the guidelines of this policy may result in the loss of the privilege to use the Library computers.

The following uses are prohibited:

- Purposes that violate U.S. or state laws or attempt to breach OHSU's computing security systems,
- Attempts to reconfigure the desktop configuration, participation in chat lines or playing computer games,
- Accessing or displaying materials containing graphic or textual material that is inappropriate for display in a public place,
- Engaging in private or public behavior that creates an intimidating, hostile or offensive environment.

Computer use time may be limited to users from the public at the Library's discretion or when students, staff, or faculty are waiting.

Disclaimer

Not all sources on the Internet provide accurate, complete, unbiased or current information. It is the consumer's responsibility to evaluate the quality and validity of the information found. The Library disclaims any liability arising from access to or use of information from the Internet.

User Information For Guest Logon
(Please Print)

Date: Time In: Time Out:

Name

Address (w/city & zip)   # Workstation #:

Telephone #:

Status _(circle one)_

UPS Alumnus/a   Retired Faculty/Staff   Faculty/Staff spouse

Faculty/Staff child   Community Card User

Methodist Minister   Organ Guild   Women's League

Consortium Library (specify)

_____

Visiting Group (specify)_____

By signing this form, I agree to use the databases for research or academic purposes. I understand that the UPS community has priority and I may be asked to release my computer when others are waiting. Assistance with the databases is limited to the availability of staff time.

User's signature

_____

Staff Use:
Logged in by:
psvisitor ____
Password changed on network:____
Password changed in F drive:_____