

Written Testimony of David Burt, Secure Computing Corp.  
Illinois Senate Judiciary Committee  
March 2, 2005

## Introduction

Thank you for inviting me to testify before the Committee. My name is David Burt. I am the Public Relations Manager for Secure Computing Corporation, the world's largest supplier of filtering software to K-12 schools. Secure Computing provides filtering to over 25,000 public schools and 1,000 public libraries in the United States.

I am also a former public librarian and technology manager at the Lake Oswego (Oregon) Public Library. I have given in-person testimony in the past on filtering software before the National Commission on Library and Information Science<sup>1</sup>, the Congressional COPA Commission<sup>2</sup>, the U.S. Copyright Office<sup>3</sup>, the California State Assembly<sup>4</sup>, the Oklahoma House of Representatives<sup>5</sup>, and the Pennsylvania State Legislature<sup>6</sup>.

While Secure Computing neither endorses nor opposes legislation requiring filtering in schools and libraries, we are pleased to offer factual testimony about filtering software, so that legislative bodies can make informed decisions. I will describe for you how filtering software is working for thousands of schools and libraries across the county, as well as some cost estimates for libraries purchasing and installing filtering software.

## Popularity of Filtering Software in Schools and Libraries

Schools and libraries around the country have embraced filtering software. A May, 2002 study by the National Center for Education Studies finds 89% of public schools are now using filtering software.<sup>7</sup> A study by Library Journal shows that in 2004, 65% of U.S. public libraries were using filtering software on some or all terminals<sup>8</sup>.

## Librarian Satisfaction with Filtering Software

A survey shows that public librarians and school librarians are highly satisfied with filters. In April-May of 2000, library researcher Dr. Ken Haycock conducted a survey of school librarians and public librarians on the use of filtering software, for the magazine School Library Journal, a publication of Cahners Research.<sup>9</sup> An impressive 90% of public librarians who used filters responded that "the software serves its purpose" either "very well" or "somewhat well."<sup>10</sup>

The study asked both school and public librarians who used filters to rate their level of satisfaction with filtering software in several ways.

Library Internet Filtering Survey, Page 8, Table 15.	Total Sample	Total Public	Total School
Overall satisfaction with the decision to install internet filter software	%	%	%
<b><u>Very/Somewhat Satisfied</u></b>	<b><u>76</u></b>	<b><u>76</u></b>	<b><u>76</u></b>
Very satisfied	37	43	36
Somewhat satisfied	39	33	40
<b><u>Somewhat/Very Dissatisfied</u></b>	<b><u>24</u></b>	<b><u>24</u></b>	<b><u>24</u></b>
Some dissatisfied	14	10	15
Very dissatisfied/Not at all satisfied	10	14	9

Library Internet Filtering Survey, Page 9, Table 16.	Total Sample	Total Public	Total School
How well software serves its purpose	%	%	%
<b><u>Very/Somewhat Well</u></b>	<b><u>88</u></b>	<b><u>90</u></b>	<b><u>87</u></b>
Very well	37	48	34
Somewhat well	51	42	53
<b><u>Not very well/Waste of Money</u></b>	<b><u>12</u></b>	<b><u>10</u></b>	<b><u>13</u></b>
Not very well	9	8	9
Waste of money	3	2	4

### Studies Documenting the Effectiveness of Filtering Software

Numerous independent third-party studies validate the statements of librarians asserting the effectiveness of filtering software.

Most recently, the Kaiser Foundation published a peer-reviewed study of filtering software's impact on accessing health information in the *Journal of the American Medical Association (JAMA)*. After testing the six most popular filters against thousands of health related websites, as well as pornographic websites, the study concluded:

*The Internet filters most frequently used by schools and libraries can effectively block pornography without significantly impeding access to online health information... When set at the least restrictive level of blocking ("pornography only"), filters block an average of 1.4% of all health sites" and "block an average of 87% of all pornographic sites."<sup>13</sup>*

In October, 2001, the U.S. Department of Justice (DOJ) commissioned eTesting Labs to compare the four leading filters against a random sample of 200 pornographic websites. Among the four filtering providers, Secure Computing placed first at 98%, SmartFilter placed second at 94%, WebSense third at 92%, and SurfControl was the least effective at 83%.<sup>14</sup>

The September, 2001 issue of *PC Magazine* tested six filtering products and stated that:

*For this roundup, we looked at six content-filtering products designed for home and another six for business. In testing, most products blocked more than 85 percent of objectionable content—good enough to make a serious dent in inappropriate Internet usage.<sup>15</sup>*

The February 7, 2000 issue of *Network Computing* tested seven filters, and found:

*Our test results showed that network administrators can choose from many effective content-monitoring solutions capable of stifling the most adamant of browsers... We visited a broad range of improper Web sites to evaluate each product's content policies and, if applicable, dynamic policy rules.<sup>16</sup>*

The March 24, 1998 issue of *PC Magazine* tested six filters and found:

*Our tests involved trying to access extensive lists of URLs, words, and phrases while using each of the products. We tried to access well-known pornography sites as well as less obviously objectionable sites, some of which made no reference to sex... Our*

*testing confirms that these packages principally block sites with pornography, obscenity, and sexually explicit content--and they do a pretty good job.*<sup>17</sup>

The October 1998 issue of *Network World* tested seven filters and found:

*All the products with predefined databases allow you to customize their lists, but we found that locating inappropriate sites the vendors didn't include was a challenge.*<sup>18</sup>

On August 15, 2003, the National Telecommunications Information Administration (NTIA) released a report evaluating the effectiveness of technology protection measures and safety policies used by educational institutions. The NTIA report reviewed the testing literature evaluating filtering effectiveness:

*NTIA also received comments that referenced the results of 26 independent laboratory tests on filters conducted between 1995 and 2001 by ten professional testing laboratories.[41] (See Appendix III) The labs conducted 108 individual product tests examining filtering software. The test results grouped products into three categories: "found filters effective," "found filters of mixed effectiveness," and "found filters ineffective." Nineteen of the twenty-six product tests found filters effective, four product tests found filters of mixed effectiveness, and three product tests found filters ineffective. Based on these results, the commenters that drew NTIA's attention to this study concluded that filtering is an effective method of protecting children from inappropriate material.*<sup>19</sup>

After reviewing the comments of a diverse set of groups such as American Center for Law and Justice (ACLJ), American Civil Liberties Union (ACLU), American Library Association, N2H2, Inc., and the National Education Association (NEA), the NTIA concluded:

*In summary, existing technology protection measures have met many of the needs of educational institutions.*

### **How Secure Computing's Software is Well-Suited for Public Libraries**

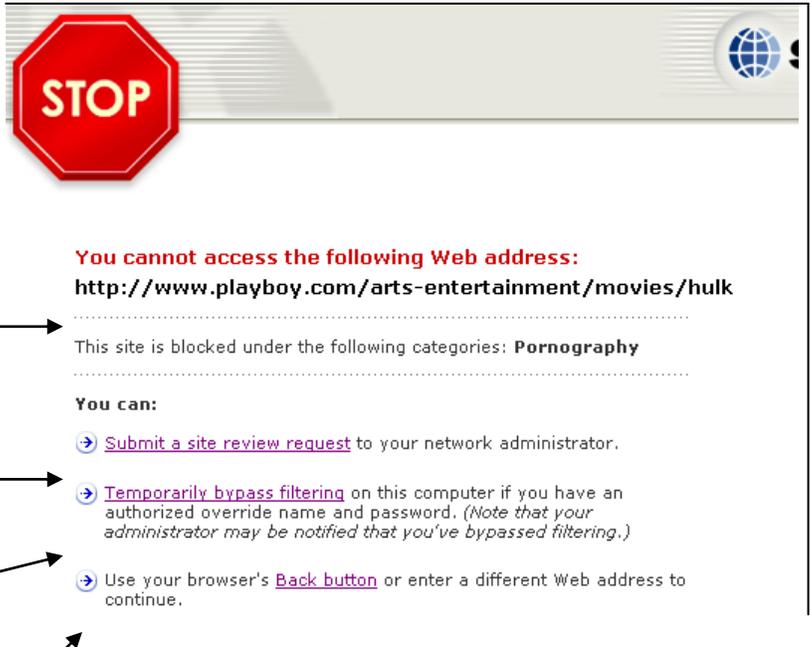
Secure Computing has worked with many libraries around the country to provide filtering solutions that meet their individual needs. Secure Computing's filtering offers a choice of categories and a feature set that allows librarians to configure some workstations for blocking appropriate to minors, some workstations with optional or no blocking, and to override filtering that may be inappropriate.

Secure Computing's filtering enables libraries to provide efficient and useful Internet service for library customers. Whether filtering the whole library or just the children's sections, Secure Computing allows libraries the flexibility to choose exactly what to filter based on a library's Acceptable Use Policy. Librarians have the ability to offer different levels of filtering depending on the locations of your workstations.

Secure Computing offers ten individual categories related to sexual material, offering librarians a great deal of ability to fine-tune the level of filtering to their individual community standards.

## Flexible Options for Handling Blocked Sites

When a web page is blocked, Secure Computing's block screen presents library patrons and staff with a number of flexible options:



The screenshot shows a blocked website page. At the top left is a red octagonal STOP sign. At the top right is a globe icon. The main text reads: "You cannot access the following Web address: http://www.playboy.com/arts-entertainment/movies/hulk". Below this, it says "This site is blocked under the following categories: Pornography". Under the heading "You can:", there are three options: "Submit a site review request", "Temporarily bypass filtering", and "Use your browser's Back button".

Descriptive messages tells why the page was blocked

Option to submit a request by the library to unblock the page.

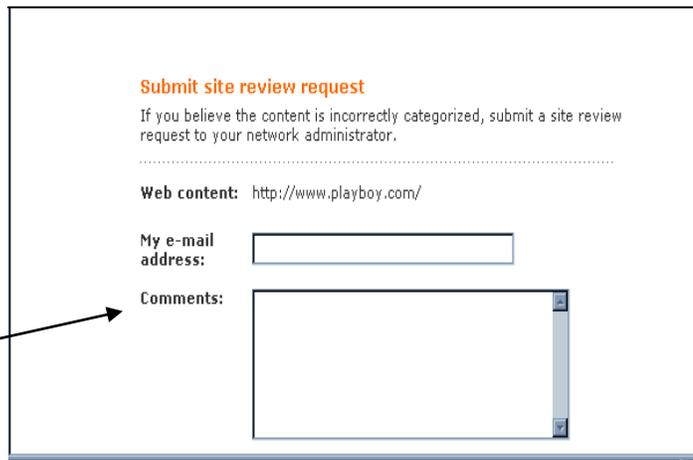
Option to temporarily bypass the filtering entirely for a set time period.

Option to go back to previous page.

## Request Review Option

Request Review feature gives library patrons the ability to contact the library and request that a site be unblocked.

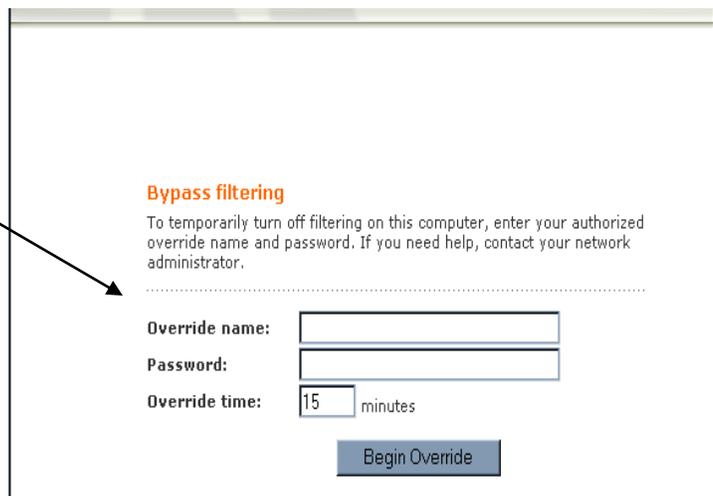
Patrons have the option of submitting an e-mail address for a response, or remaining anonymous.



The screenshot shows a form titled "Submit site review request". The text says: "If you believe the content is incorrectly categorized, submit a site review request to your network administrator." Below this, it says "Web content: http://www.playboy.com/". There are two input fields: "My e-mail address:" and "Comments:". The "Comments:" field is a larger text area.

## Authorized Override Option

Authorized Override feature allows library staff to disable all filtering at individual workstations for a specified amount of time.



The screenshot shows a form titled "Bypass filtering". The text says: "To temporarily turn off filtering on this computer, enter your authorized override name and password. If you need help, contact your network administrator." Below this, there are three input fields: "Override name:", "Password:", and "Override time:". The "Override time:" field has a dropdown menu set to "15" minutes. At the bottom right is a "Begin Override" button.

## **Cost Estimates for Public Libraries to Purchase and Install Filtering Software**

### Software Costs

The software costs vary with the size of the library, and are almost always sold on an annual subscription basis.

Libraries are usually charged education pricing. Secure Computing prices filtering on a per workstation basis, starting at 50 workstations. Below is Secure Computing's pricing as of February, 2005:

<i>Secure Computing for Libraries One Year Subscription</i>	
<i>50-99 workstations</i>	<i>\$19.16 per workstation</i>
<i>100-249 workstations</i>	<i>\$14.95 per workstation</i>
<i>250-499 workstations</i>	<i>\$11.66 per workstation</i>
<i>500-999 workstations</i>	<i>\$8.82 per workstation</i>

So a library with 1 to 50 workstations would pay \$958.00 per year, a library 120 workstations would pay \$1,794.00, etc.

### Hardware Costs

It is difficult to give an estimate for this, since network configurations and the size of libraries vary considerably. Some libraries require no additional hardware costs, while others need to purchase a server computer with additional server software to manage filtering. The cost of this server hardware and software is usually in the range of between \$2,500 to \$10,000 per library system. This additional hardware is typically purchased on a system, rather than branch level, so that a library system with 5 branches would purchase only one server for all 5 branches.

### Personnel Costs

While 65% of public libraries currently use filtering, I am unaware of any library system that has had to hire additional staff as a result of installing filters. Anecdotal evidence suggests that librarians incorporate the use of filtering software into their many other public duties involving technology, such as patron instruction, feeding and unjamming printers

Thank you for this opportunity to testify.

## Endnotes

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<sup>1</sup> Burt, David. Testimony before the National Commission on Library and Information Science, November 10, 1998.

<sup>2</sup> Burt, David. Commission on Online Child Protection, Richmond, VA, July 21, 2000.

<sup>3</sup> Burt, David. Rulemaking on Anticircumvention by the U.S. Copyright Office, Washington, D.C., April 11, 2003.

<sup>4</sup> Burt, David. Testimony of David Burt before California State Assembly Committee on Jobs, Economic Development, and the Economy, April 24, 2001.

<sup>5</sup> Burt, David. Testimony of David Burt before the Oklahoma House of Representatives Judiciary Committee, September 4, 2005.

<sup>6</sup> Burt, David. Testimony of David Burt before the Pennsylvania House Judiciary Committee, March 8, 2000 and June 7, 2001.

<sup>7</sup> National Center for Education Studies, "Internet Access in U.S. Public Schools and Classrooms: 1994 – 2001", May, 2001.

<sup>8</sup> Library Journal, "Budget Report 2005--Tipping Point," January 15, 2005.

<sup>9</sup> School Library Journal's School Internet Filtering Survey by Cahners Research, conducted by Dr. Ken Haycock of the University of British Columbia. August, 2000. (hereinafter School Internet Filtering Survey")

<sup>10</sup> School Internet Filtering Survey, at Table 16, p. 9.

<sup>11</sup> School Internet Filtering Survey, at Table 15, p. 8.

<sup>12</sup> School Internet Filtering Survey, at Table 16, p. 9.

<sup>13</sup> Resnick, Journal of the American Medical Association (JAMA), See No Evil: How Internet Filters Affect the Search for Online Health Information, December 11, 2002.

<sup>14</sup> ETesting Labs, "U.S. Department of Justice: Web Content Filtering Software Comparison," October, 2001.

<sup>15</sup> "Clean it Up," PC Magazine, September 25, 2001

<sup>16</sup> "Regulating Web Surfing," Network Computing, February 7, 2000

<sup>17</sup> "Monitor a Child's Access," PC Magazine, March 24, 1998

<sup>18</sup> "Where do you think you're going?," Network World, Oct 5, 1998

<sup>19</sup> National Telecommunications and Information Administration, "Report to Congress: Children's Internet Protection Act Pub. L. 106-554 Study of Technology Protection Measures in Section 1703," August 2003.