Access to Social Websites in The Legal Environment - Fall 2009

Part 1: Survey of Law Librarians in Selected Firms, County/State Law Libraries and Law Schools.

INTRODUCTION

To ascertain the current use of Social Websites/Media in law firms, a survey was conducted among professional Law Firm Librarians entitled ***Computer Use in Your Organization***. The idea to survey professional law firm librarians was conceived by Robert J. Fuhrman, Information Systems Coordinator, Tressler LLP, who provided the initial survey. Bob and I worked together to create the final version of the survey and then participation from other professional law librarians was encouraged in addition to the law firm librarians. In total, 56 responses were received: 4 from Law Schools Librarians, 6 from County/State Law Librarians, 45 responses from Law Firm Librarians and one response from Law Library Consultant, Carole Levitt (name used with permission). NOTE: The information contained herein is published with the permission of the law librarian respondents.

The Survey Results are divided into three sections: A. Law School Grid and Comments; B. County/State Law Libraries Grid and Comments; C. Law Firm Grid, Consultant Comments and Law Firm Comments. Each section is then divided into two parts: The Grid and The Comments. Proceeding each section are paragraphs labeled "Some Conclusions."

The paragraphs grouped under **"Some Conclusions"** give a brief overview of The Grid and The Comments sections. No percentages were calculated for the Law School Grid or the County/State Grid because the samples were small. The percentages for the responses in the Law Firm Grid are based **only** on the Yes/No answers. All of the Yes/No responses were totaled, then that figure was used as the denominator for the total Yes and again as the denominator for the total No responses to get the percentages.

The Grid (table) is organized by the responses to Question # 7(a) the "approximate number of attorneys in your organization." It covers Questions 1(a) through 4(b) and question 5(a). The responses to these questions are mostly Yes/No answers or a dash, indicating that no answer was supplied to that question. "Not Kn" refers to all answers where the Law Librarian indicated a lack of knowledge regarding the answer to the question

The Comments for the Law School and County/State Libraries Sections are self explanatory. The Law Firm Comments, again organized by the number of attorneys in the firm, contain answers to Questions 6(a), 6(b), 7(b) and 8 as well as all explanatory comments to the other questions. Note: When reviewing the Law Firm Comments, please note the Law Librarian with 63 attorneys who describes what it is like to work in a technologically "locked down" environment (you can follow the comments by looking for "63" under each question. Also note the County Law Librarian (County LL 1) who shares excellent language which was used to try to get technology unlocked for the law librarians. As the Law Firm Comments section is so large, it may be helpful to begin with a specific question (with all its parts) in the Grid first and then go directly to the Comments section for that particular question (and its parts) and read the applicable comments - repeating the process for each question.

At the end of the Law Firm Comments Section is a copy of the original survey.

A. LAW SCHOOLS

Some Conclusions:

Attempts to Control/Rules/Acceptable Use Policy – Only one law school out of 4 stated that there is an attempt to control computer use, although three out of the four stated that they had an Acceptable Use Policy. Two law schools noted that members of the public or non-affiliated library patrons were subject to different rules –either no access for the non-affiliated or just a standard "can't access some things" for members of the public working on their own cases.

Blocking of Sites - Of the four law schools that responded, all 4 report that they do not block personal email, social networks or streaming media.

Business Uses of Email, Social Networks and Streaming Media- Two out of the four stated having business uses for both social networks and streaming media.

	Q. 1(a)	Q. 1(b)	Q. 1(c)	Q. 1(d)	Q. 2(a)	Q. 2(b)	Q. 3(a)	Q. 3(b)	Q. 4(a)	Q. 4(b)	Q. 5(a)
Law School	Attempt To Control Use	Different Rls for Diff Grps	**BLOCK** in General e.g. porn	**BLOCK** Specific URLs	**BLOCK** personal Email accts	Business Use Pers. Email	**BLOCK** Social Networks	Business Use Social Netwks	**BLOCK** Streaming Media	Business UseStreaming Media	Acceptable Use Policy
Law School-1	No	-	No	No	No	-	No	-	No	-	-
Law School-2	Y	N	Y	N	N	N	N	Y	N	Y	Y
Law School-3	No	Yes	No	No	No	No	No	Yes	No	Yes	Yes
Law School -4	No	No	No	No	No	No	No	No	No	No	Yes

Entity	Comments
Law Sch 1	I am from a Law School – and we block nothing and control nothing – other than obviously malicious/spam mail. But, since I teach on the topic – I would appreciate seeing the info/results if you do collect/report.
Law Sch 2	Exceptions to the Acceptable Use Policy: Anything used for educational purposes. Approximate number of faculty in school is 75. Decisions about computer use are made by the University central administration
Law Sch 3	Our computer access is user ID based, however, members of the public working on their own cases can't access some things. There are 10 librarians, 900+ students, 100+ faculty and staff, and we average 10 members of the public per day.
Law Sch 4	On-site IP access to most subscription DBs is permitted. We don't have different rules for different groups – except non-affiliated library patrons – no network access for these patrons. Not aware of any exceptions to the Acceptable use Policy. The Law School Administration sets policy.

B. COUNTY/STATE LAW LIBRARIES (5 County Law Libraries; 1 State Law Library):

Some Conclusions:

Attempts to Control/Rules/Acceptable Use Policy Of the six libraries reporting, 5 report an attempt to control computer use. Four of the 6 report that there are different rules for different groups – three respondents report different rules for the library/librarians that impact negatively on service. Note the comments of County Law Library 1 from a law librarian who has been negatively impacted by successful attempts to control computer use. Of significance is the letter that was sent to the parent organization, portions of which are produced below. I think it is always helpful when an experienced and an erudite colleague shares language that may prove helpful to another colleague, although unknown, who may be in a similarly situated circumstance.

Blocking of Sites Three of the six libraries report no blocking of personal e-mail; three report no blocking of social networking sites. Two of the six report no blocking of streaming media.

Business Uses of Email, Social Networks and Streaming Media One of the 6 libraries report a business use for personal e-mail, three report a business use for social networks and two report a business use for streaming media.

	Q. 1(a)	Q. 1(b)	Q. 1(c)	Q. 1(d)	Q. 2(a)	Q. 2(b)	**Q. 3(a)**	**Q. 3(b)**	Q. 4(a)	Q. 4(b)	Q. 5(a)
Law School	Attempt To Control Use	Different Rls for Diff Grps	**BLOCK** in General e.g. porn	**BLOCK** Specific URLs	**BLOCK** personal Email accts	Business Use Pers. Email	**BLOCK** Social Networks	Business Use Social Netwks	**BLOCK** Streaming Media	Business UseStreaming Media	Acceptable Use Policy
County LL 1	Yes	Yes	Yes	-	Yes	No	No	No	Yes	No	Yes
County LL 2	Not Kn	-	-	-	No	-	-	-	-	-	-
County LL 3	-	-	-	-	-	-	-	-	-	-	-
County LL 4	Yes	No	Yes	No	No	Yes	Yes	Yes	Yes	No	Yes
County LL 5	Yes	Yes	Yes	Yes	-	-	No	Yes	No	Yes	Yes
State LL	Yes	Yes	Yes	No	No	No	No	Yes	No	Yes	Yes

Entity	Comments
County LL 1	– I wrote a letter to our parent organization (who made the policy that restricts the librarians access to the web) requesting unfettered access to the web for research purposes. Many sites are considered limited access, so we may only access these sites for a cumulative time of 45 minutes per day. Law Clerks, management and judicial secretaries have unlimited access. Hence our frustration. Even though we can request IT to unblock a site, this may take days. Very impractical for information professionals when a judge is on the bench, waiting for your research, etc. The issue remains unresolved. I bring in my laptop and use the **wifi** connection which is unfiltered when I need to do research and e-mail the results to my work PC. Ridiculous.

	Excellent Language from the Letter: "As information professionals, the law librarians must rely almost wholly on many internet resources to perform our jobs effectively. The research that we conduct for all library users; judges, clerks, attorneys and the public requires our access to current, comprehensive resources on the web. To restrict time limits in accessing any of the necessary sites would greatly inhibit and affect the level of services provided in the court libraries. As many of the libraries continue to downsize the in-house collections, the dependency on web-based resources also increases. Additionally, many of the sites which we use for acquiring bibliographic data for collection development, book purchases, interlibrary loans and more such as Amazon.com, Barnes&noble.com are restricted time access sites now. While we understand the necessity in securing a uniform internet policy in the Judiciary, we also, as information professionals ask that we are permitted to perform our research duties with maximum capacity and therefore request to be removed from the time limited internet access level and restored to full access. "
County LL 2	I work for the county and there is no blockage of websites that I know of. I can check my hotmail, face book and you tube. Never tried gambling or pornography. The County has about 580 employees
County LL 3	County/court employees are limited by IT Department. You can request access to certain things and if the supervisor approves it, they will give it to you. Courts have more leeway than regular county employees do. Within the library itself, we have two staff computers and seven public computers. They do not have e-mail and have the same sites blocked that county employees have blocked. They must read an Internet User Policy (which I wrote and was approved by the … Judge) before using the computers. County/court employees can access private e-mail, we (the county) use "Super Scout" to protect from gambling, sex, et cetera, sites. We do not allow you tube or social networking sites. We are not allowed on blogs either (I have access but that required special permission because I write the courts annual report).
County LL 4	Don't know if there are any exceptions to an acceptable use policy. The problem with blocking computer access is that you can't effectively conduct research from work computer.
County LL 5	There is a stand alone wireless in the library; access allowed on case-by-case basis. Blocking computer access hinders research.
State Law L	Patrons do not have the same level of access to some databases. There is some kind of monitoring software. There is some use of social networking sites and you tube/slideshare sites for business purposes. Software has to be installed by IT (firefox, upgrades). There are about 100 people with computers, approximately 30 librarians and decisions are handled by an "informal committee" – IT with input from users.

C. LAW FIRM LIBRARIES

Some conclusions:

Attempts to Control/Rules/Acceptable Use Policy –

(1) Firms attempting to control: 44 Yes/No responses - 70% of the law firms attempt control, 30% do not.
(2) Different rules for different groups: 34 Yes/No responses – 38% of the law firms have different rules for different groups, 62% do not.
(3) Acceptable Use Policy: 42 Yes/No responses - 95% of the law firms have an Acceptable Use Policy, 5% do not.

Blocking of Sites

(1) Law firms blocking porno/gambling sites: 33 Yes/No response – 70% of the law firms block porno such sites; 30% do not block.
(2) Law firms blocking specific URLs: 26 Yes/No responses – 38% of the law firms block specific sites, 62% do not block.
(3) Law firms blocking personal e-mail: 43 Yes/No responses – 14% of the law firms block personal e-mail, 86% do not block.
(4) Law firms blocking social networks: 41 Yes/No responses – 17% of the law firms block social networks, 83% do not block.
(5) Law firms blocking streaming media: 41 Yes/No – 20% of the law firms block streaming media, 80% do not block.

Business Uses of Email, Social Networks and Streaming Media

(1) Personal e-mail for business purposes: 30 Yes/No responses - 30% of the law firms use personal e-mail accounts for business, 70% do not.
(2) Social networks for business purposes: 34 Yes/No responses - 74% of the law firms use social networks for business, 26% do not.
(3) Streaming media for business purposes: 31 Yes/No responses - 50% of the law firms use streaming media for business purposes, 50% do not.

LAW FIRM GRID OF YES/NO ANSWERS to questions 1(a) to 4(b) and question 5(a).

	Q. 1(a)	Q. 1(b)	Q. 1(c)	Q. 1(d)	Q. 2(a)	Q. 2(b)	Q. 3(a)	Q. 3(b)	Q. 4(a)	Q. 4(b)	Q. 5(a)	
Nbr of Attys	Attempt to Control Use	Different Rls for Diff Grps	**BLOCK** General e.g. porn gambling	**BLOCK** Specific URLs	**BLOCK** personal Email accts	Business Use Pers. Emaill	**BLOCK** Social Networks	Business Use Social Netwks	**BLOCK** Streaming Media	Business Use Streaming Media	Acceptable Use Policy	Nbr of Attys
10	No	No	Yes	No	No	No	No	Yes	No	Yes	Yes	10
30	Yes	Yes	No	No	No	No	No	No	No	No	Yes	30
43	Yes	Yes	Yes	-	No	-	No	-	No	-	Yes	43
50a	No	No	No	No	No	No	No	Yes	No	No	-	50a
50b	No	No	No	-	No	No	No	-	No	No	Not kn	50b
50c	No	No	Yes	No	No	No	No	Yes	No	Yes	Yes	50c
54	No	-	-	-	No	-	-	-	-	-	Yes	54
55	Yes	Yes	Yes	Yes	No	-	No	Yes	Yes	Yes	Yes	55
61	No	No	No	No	No	No	No	Yes	No	No	Yes	61
63	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes	No	Yes	63
65a	Yes	No	Yes	No	No	No	Yes	No	Yes	No	Yes	65a
65b	Yes	No	Yes	No	No	Not Kn	No	-	No	Yes	Yes	65b

65c	Yes	Not Kn	Not Kn	Not Kn	No	No	No	No	No	No	Yes	65c
70a	Yes	Yes	Yes	-	No	Yes	Yes	Yes	No	-	Yes	70a
70b	Yes	Yes	Yes	-	Yes	No	Yes	No	Yes	No	Yes	70b
72	No	No	No	No	No	No	No	Yes	No	Yes	Yes	72
85	Yes	No	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	85
86	Yes	Yes	Yes	Not kn	Not Kn	Not Kn	Not Kn	Yes	Not kn	Not Kn	Yes	86
90	Yes	Yes	Yes	Yes	No	No	No	Yes	No	No	Yes	90
100	Yes	Yes	Yes	-	Yes	No	Yes	No	Yes	No	Yes	100
106	Yes	No	Not Kn	Not Kn	No	Yes	No	Yes	No	Yes	Yes	106
107	No	-	-	-	No	-	No	-	No	Yes	Yes	107
110	Yes	-	-	-	No	-	Yes	Yes	Some	-	Yes	110
137	Yes	Yes	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	137
145	Yes	No	No	No	No	No	No	No	No	No	Yes	145
150a	Yes	Yes	Yes	Yes	Yes	No	-	-	No	Yes	Yes	150a
150b	No	-	-	-	No	-	No	-	No	Yes	Yes	150b
175a	Yes	No	Yes	No	No	No	No	Yes	No	Not Kn	Yes	175a
175b	Yes	No	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	175b
180	-	-	-	-	-	-	One	-	-	-	-	180
200a	No	No	No	No	No	No	No	No	No	No	Yes	200a
200c	Yes	-	-	-	No	Yes	No	Yes	No	Yes	No	200c
225	Yes	No	Yes	Not Kn	No	Not Kn	No	Not Kn	No	Not Kn	Yes	225
325	Yes	No	Yes	No	Yes	No	Yes	Yes	Yes	Yes	No	325
330	Yes	No	Yes	Yes	Yes	Not Kn	No	Yes	Yes	-	Yes	330
450a	Yes	Yes	No	No	No	Yes	No	Yes	No	Yes	Yes	450a
450b	Yes	No	No	No	No	Yes	No	Yes	No	No	Yes	450b
520	No	-	-	-	No	-	No	-	No	-	Yes	520
700a	Yes	-	-	-	No	No	No	No	No	No	Yes	700a
700b	Yes	Yes	Yes	Yes	No	-	No	Yes	No	No	Yes	700b
700c	Yes	No	Yes	Yes	No	Yes	No	Yes	No	Yes	Yes	700c
700d	Yes	No	Yes	No	No	No	No	No	No	No	Yes	700d
750a	No	No	No	No	No	Yes	No	Yes	No	-	Yes	750a
750b	Yes	-	-	-	No	-	No	Yes	No	-	Yes	750b
1100	No	-	-	-	No	-	No	-	No -	-	Yes	1100

COMMENTS RE COMPUTER USE IN LAW FIRMS BY A CONSULTANT:

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I don't work at a firm, but I would be very interested in seeing the results. This is an issue that comes up when I do seminars a law firms and try to show lawyers how to use social networking sites for investigative research … we have to get the IT dept to unblock the sites for the day at some firms. One in four [of the firms that I visit attempt to control computer use.] [Regarding social networking sites, about] one in four firms block access. [However] from one-half to three-quarters of the attorneys [report using/requiring social networking sites for business purposes.] [Some business purposes for social networking sites include] (1) looking for info to use against the opposition, (2) looking for info about potential client[s] to help decide whether to take them on, (3) looking for info about potential hires, and (4) looking for info about opposing attorneys or judges to ascertain conflicts of interest or bias. [Number of attorneys in the firms visited are] mostly 1 – 100. [Regarding decision making in these firms] mostly it's been the IT department making decisions on security/viruses, etc. Maybe half of the [firms visited have an Acceptable Use Policy regarding computer use.] Most of the firms visited … hadn't thought about having a policy re use of social networking sites. A few firms specifically had an HR policy that they would look at potential hire's profiles while a few said they had an HR policy to absolutely NOT look at profiles.

LAW FIRM COMMENTS (Use the number of attorneys to match up Yes/No answers in the Grid with the appropriate comment)

Q. #	Nbr. of Attys	Comment
1.		**Firm Computer Use**
(a)		Does your firm attempt to control computer use?
	43	We currently use Websense for website filtering. Websense is a very robust and expensive firewall. We have found it somewhat difficult to set up and manage. We are looking into other options in the coming year, such as the Barracuda line. (We have the spam filter and love it!). We have 43 attorneys and over 50 staff.
	50(c)	Outside of normal course of business needs is the understanding that people may access non-business related sites, using good judgment and responsible choice if used, so as not to interfere with firm business; anti-filtering blocks are in place to limit spam- this allows for some background control of website access.
	54	As far as I know, my firm does not attempt to control computer use. We do have a terrific spam blocker, though, which I use frequently. I assume anything I do here can be monitored, as I am using the company's server.
	65(b)	Policy in place, honor system. New monitoring software in place, details of use unknown.
	72	[Yes, but they do not try to micromanage.] I have a foot in both areas. I started with the firm as the librarian 21 years ago and kept that responsibility while adding management of the computer network about 11 years ago.
	110	We also have an internet monitoring system in place that either tells us we shouldn't go on to a site because it will slow performance down for other uses (e.g. Amazon.com, but strangely enough not Amazon.ca) or that a site is forbidden because it contains inappropriate material.
	450a	Yes, in terms of software installs
	750(a)	There are some general firm guidelines about limiting personal use
	750(b)	As far as I know, we don't block anything.
	1100	At this time, the Firm does not try to control or block computer use, personal e-mail, streaming media sites or social networking

		sites, although we do have usage policies.
1(b)		Are there different computer use rules for different groups of people?
	43	Social networking, streaming video, gaming (both games and gambling), eBay, and chat sites are additionally blocked for staff. At times, we temporarily remove members from the latter restrictions when research is required and is authorized by an attorney or the firm administrator.
	50(c)	Although it is generally understood by IT that there are instances where attorney/library/research needs may go outside of a generally acceptable norm for non-library/research users (secretaries, office staff, etc.)
	63	…different rules depending on WHICH PARTNER you are…
	90	The only group that is "different" from attorneys, librarians, secretaries are file clerks, receptionists and office services.
	150(a)	Different for IT staff
	200(c)	The preloaded games are disabled on staff PCs. But that doesn't stop people from finding a way to play games.
	700(b)	Conflicts staff are not blocked from any websites, due to their work
	700(c)	Not based on roles, but based on need.
1(c)		Do the rules/guidelines block access to certain websites in general?
	10	We have written policies about internet/web/email use which prohibit those types of sites, but I do not believe them to be physically blocked.
	43	Pornography is blocked on all workstations.
	50 (a)	Our policy regarding sexual harassment addresses access to potentially "offensive" sites in a general way.
	50 (c)	Firm-policy states "**Inappropriate Sites**- Certain sites on the Internet contain information that is inappropriate for Firm use and shall not be knowingly accessed. These sites include, but are not limited to, adult forums, pornographic sites, game sections, gambling sites, hate group sites or other sites that contain images or text that are likely to be offensive to other Firm Personnel or to create a hostile working environment."
	65(b)	Did, now a monitoring system is in place. Who & when monitoring policy not set yet.
	86	Shopping, e-Bay, blogs
	90	There are blocked websites which are generally pornography, gambling, entertainment sites.
	145	More like no instant messaging
	150?	Different for IT staff
	750(b)	Never tried to access gambling or porn sites.
(d)		Do the rules/guidelines block access to certain websites by specific URL?
	54	In the 1990's the firm blocked some sites such as shopping, but I'm not aware of it now.
	63	They use WebSense.. Spastic at best. There are times a site is blocked and times the same site isn't blocked. IT is in the process of "working with them" to get it "fixed"
2.		**Personal E-Mail Accounts**
(a)		Does your firm block access to personal email accounts like Gmail, AOL, etc.?
	43	We do not block personal email sites such as gmail, AOL, etc.
	63	But…if you use iGoogle you can at least view (most times) you list of mail through a widget and then if I see something I need to I check I can on my phone…

	86	Don't know if they block, but we're not supposed to access these because they can be a source of viruses
	110	Access to personal email accounts are not banned.
	700(b)	Not blocked, but policy is NOT to access personal email
	750(b)	Personal email is not blocked
2(b)		Does any attorney or librarian report using or requiring personal e-mail accounts for business purposes for the law firm or a client?
	54	As far as I know, anyone can use personal emails at work. For work, we use the company's email address that I am using now.
	106	We do since many of our clients are technology companies & executives
	137	Not required, but we sometimes use personal emails for business to maintain confidentiality of the firm and or client.
	150(a)	No, and we have a computer in the library that will get personal mail
	200(c)	We do on occasion use personal email and we have a library gmail account.
	330	I don't know, but I wouldn't think so. IT may have them for testing purposes
	750(a)	I have used my personal email address on occasion when contacting folks for work related research
3.		**Social Networking Sites (Facebook, MySpace, Etc.)**
(a)		Does your firm block access to social networking sites?
	50(c)	No - However any use is based upon responsible judgment, access is generally preferred during non-work time (lunch) so as not to interfere with firm business or work schedules.
	63	Except they DO block MySpace…Facebook, Twitter, LinkedIn, Delicious and Diigo are accessible.
	65(a)	Sometimes-we block Facebook and MySpace, ebay, but not LinkedIn or M-H
	65(b)	We are working on a policy now. Use is discouraged until policy and goals articulated.
	70(a)	Blocks social networks for certain users
	110	Our firm blocks access to social networking sites unless we have a business reason to be able to use them.
	180	We block Myspace, thats all I've noticed.
	750(b)	Social Networking is not blocked
3(b)		Does any attorney or librarian report using or requiring social networking sites for business purposes for the law firm or a client?
	50(a)	Library accesses social networking sites for information gathering purposes.
	50(c)	Some attorneys and the marketing departments use limited social networking sites (Twitter/Facebook/LinkedIn) for business networking and client outreach; librarian uses targeted sites (LinkedIn/Ning) for professional librarian networking/contacts.
	86	There was a request
	106	Yes, mainly Linked In
	137	We use them for marketing
	175(b)	I have a paid account on LinkedIN which I use primarily to locate and correspond with patent inventors & holders.
	200(c)	We use these extensively for locating witnesses and parties to legal actions. Recently we ran Facebook, MySpace, LinkedIn, Spoke and Twitter searches on a jury pool of 100 people.
	330	We do use them
	700(b)	Marketing department uses it.
	750(a)	Library research on individuals
4.		**Streaming Media (You Tube, etc.)**

(a)		Does your firm block access to streaming media sites like You Tube?
	50(c)	No - However streaming media use is discouraged if not specifically related to business or research needs; occasions occur when IT dept. personnel contact the occasional violators when inappropriate streaming interferes with broadband capacity-this usually occurs during sports-related events (basketball tournaments, golf events, etc.) If inappropriate violation continues, access is blocked &/or habitual violator terminated.
	63	It reportedly takes too much bandwidth, but I've noticed that not EVERYTHING is as blocked as it might be. Local news isn't; but YouTube is (mostly)
	110	Some streaming media is blocked, but not all. We also have an internet monitoring system in place that either tells us that we shouldn't go on to a site because it will slow performance down for other users (e.g. Amazon.com, but strangely enough not Amazon.ca) or that site is forbidden because it contains inappropriate material (there are some issues with this: it banned one of our library association sites because it contained materials dealing with "weapons".)
	200(c)	We used to have a rule against iTunes and streaming audio – it drags down the network. I think they've lighted up on this one.
	700(a)	No, but there are warnings now and then that this is not to be done except for business purposes.
	700(b)	Not blocked, but frowned upon
	750(b)	You Tube is not blocked
4(b)		Does any attorney or librarian report using or requiring streaming media for business related Current Awareness for specific practice groups or a client?
	50(c)	There are occasions when CLE events, firm presentations, or research projects require streaming media.
	106	We do need it for business purposes
	200(c)	One of our partners was recently featured on an interview program and a link to the interview was posted on our intranet. We also use streaming media for continuing education.
	330	If needed, it would be unblocked
	450(b)	Not aware of any
	750(b)	Our librarians use social networking sited for research bor both client-related and business development reasons, and we've just come out with a policy and a help document regarding Facebook, LinkeIN, etc. So the firm is starting to recognize that some of the sites may have utility.
5		**Using the Office Computer (e-mail and/or internet)**
(a)		Does your firm have an "Acceptable Use Policy" regarding computer use, email and internet?
	43	Our "Acceptable Use Policy" is very basic: Users cannot install software without permission; no pornography, harassment, or disrespect.
	50(a)	Only as applied to harassment.
	72	Our written computer/internet policy is very general in nature and calls on everyone to treat those resources responsibly while making it clear that irresponsible behavior will be addressed.
	90	Just appropriate use
	106	I'm sure we do, but I haven't read it lately
	110	Our computer policy states that our various technology resources "must not be used to convey or receive offensive or inappropriate material" and that they "should not be used for other business purposes, for personal purposes that are incompatible with the business of the Firm or the fulfillment of an individual's work responsibilities, or in a manner that distracts others or interferes with

		the ability of others to complete their work."
	200(a)	Yes, Use is supposed to be for business use. People should use the computers for business use, the computers are property of the firm and the firm has the right to monitor usage.
	700(a)	It is a very general statement . There is a firm policy in the firm handbook and at each daily logon that spells out the firm policy and indicates that the firm reserves the right to monitor computer use.
	750(b)	We do have an acceptable use policy – it's pretty standard: "Use the computer for work stuff" type of language. It does say that it is understood that some people will receive personal email and voicemail, etc. and that information becomes subject to the policy.
5(b)		What exceptions, if any, are allowed regarding the "Acceptable Use Policy"?
	10	If it is necessary for a client matter or a seminar, then it's acceptable. We had a case involving internet porn sites, and also one attorney presented at a seminar on that topic, and in those instances it was acceptable to access the sites as needed.
	50(c)	Note- No firm material may be posted outside of the firm without clearance by firm's administration; any material obtained on firm's equipment (downloads, attachments, etc.) is considered firm property; occasional audits will and do occur and users should have no expectation of privacy.
	63	None
	65(a)	If you need to access a blocked site, you request it and you get it.
	65(b)	OK to use computer, internet access for personal when on own time, honor system
	65(c)	None
	70(a)	Business uses only; they relate it to using the phone
	72	Instances of attorney or staff misuse of those resources (network/internet) are dealt with as personnel issues.
	86	Guess you have to ask
	90	We use Barracuda and then, go on a one by one basis in deciding what is to be UNblocked.
	106	I know we are permitted to use our computer apps for personal use during break periods.
	137	At the discretion of the Executive Director
	175(b)	Legitimate business purposes such as writing an article on evaluating web sites
	450(b)	Not aware of any
	700(b)	None.
	700(c)	Exceptions are allowed based on business need.
	750(a)	None
6		**Problems/Concerns with Blocking Computer Access**
(a)		What issues or problems were encountered with blocking sites or controlling access?
	50(b)	No blocking yet
	50(c)	No, this is in to background filters, not generally broadcast
	55	Legitimate websites that we need to access have been blocked on occasion but once a site is identified, the IT Dept. can enable access.
	63	The problem from a research standpoint is that if a source comes up blocked when you do research you aren't exactly sure if it is worth the effort of having it unblocked…or the time to have it unblocked. So I never do. One of the problematic facets of the controlled environment is that we are no longer allowed to have Firefox. The number of law related (and other) plug-ins that would

		make us more effective, that we can't use is truly sad. IE just doesn't have the bang (from a research standpoint) that Firefox does. From my perspective (and many others here) the IT department has ignored what is best for users and gone with what is easiest for them. The best thing would to have been to have talked to folks and WORK with everyone. I also think that the library MUST be consulted. Recently someone said to me that the IT department has the T; but the library has the I…and it's true. The library really deals with the information, and for things to work smoothly the two have to work together. Also, they do not allow toolbars…not that I ever used the Google or Yahoo! Toolbars; but I wanted to work w/Diigo or Delicious thinking that it might be a good resource to introduce to the attorneys and can't use the tool bar. Difficult to use them without a toolbar; just found a bookmarklet that could work as well yesterday. It is really frustrating to see new technology or resources that could potentially save you (or your patrons) time and effort and you can't even try them out to evaluate them. Just annoying.
	65(a)	Policy seems to work (If you need to access a blocked site, you request it and you get it)
	65(b)	Sometimes we needed to get to oddball sites
	65(c)	Not Sure
	70(a)	Push back on Facebook. Attorneys can now use at will. Staff can use at designated computers.
	86	I often have to ask IT to unblock sites
	90	Screaming then one by one decisions
	106	None that I know of
	110	[We also have an internet monitoring system in place] … there are some issues with this: it also banned one of our library association sites because it contained materials dealing with "weapons."
	137	The IT Director and the Executive receive requests for accessing some blocked sites and they deal with them one by one. Sometimes major questions are decided by the technology committee (TechCOM)
	150(a)	Problems downloading some info
	175(a)	Don't know
	175(b)	No real problem
	200(a)	We don't block
	225	I miss important newsletters, out of sight, out of mind
	325	Don't know
	330	Sometimes websites that shouldn't be blocked are. Just in general, as well as for security reasons stemming from that website
	700(a)	As far as I know there are no blocked sites. There could be and I just don't know about them. We used to have a big problem with spam in out email but that is pretty much under control now.
	700(b)	Would have to get it unblocked by IT dept
	700(c)	Sometimes blocking rules prevent access to legitimate sites. Access is granted as requested.
	700(d)	Some spam still gets through
	750(a)	There is no blocked access at my firm
6(b)		If there was resistance from groups of people (attorneys, librarians, secretaries) how was such resistance handled or avoided?
	55	If we need access to a blocked site, we let the IT Dept. know and they can permit access on an individual basis.
	63	Any resistance has been ignored; but generally it's annoying EVERYONE…resistance is futile in a Stalinist IT regime
	65(b)	Blocking stopped
	65(c)	As a Librarian, I have resisted the time limitation set for using the internet, period. We are supposed to use a "hop on, hop off"

		approach, closing our browsers after each legitimate use. Since I'm doing research, I have an almost constant need for an open browser. I've told our IT people that this is the case, and they are willing to not formally approve it, but just avoid looking at it.
	70(a)	Not made a big deal when a block was put in place, then handled one user at a time.
	86	meeting
	106	None that I know of
	110	As far as I can see, there hasn't been much (if any backlash) about the limitations.
	137	Major ones were discussed and decided by TechCom. Small ones are decided by the IT Director and/or the Executive Director.
	150(a)	Sites are whitelisted when needed
	175(a)	Don't Know
	225	No
	330	Not really
	700(b)	Case by case
	700(c)	Sometimes blocking rules prevent access to legitimate sites. Access is granted as requested.
7(b)		**Who makes the decisions regarding computer use (personal and/or business)?**
	10	Primarily the Firm Administrator and Managing Partner
	30	Committee of Attorneys and/or Managers with responsibility over computer use only
	43	Decisions are made through the Technology Committee. If a decision carries a large fiscal responsibility, the Technology Committee makes a recommendation to the Management Committee for approval.
	50(a)	Managing partner with concurrence of board of directors
	50(b)	Executive committee
	50(c)	IT Department in coordination with firm's administrator and board of partners.
	54	I don't know who makes computer policy.
	55	Technology Committee
	63	Management Committee headed by the managing partner. Please note that in the market I'm in we don't have a large number of savvy users. The current Locked Down, Managed Desktop world I live in was recommended and implemented by out IT department. I can't say that they actually knew what they were doing because they never took any type of survey to determine anything about any users or making sure that the system changes would best work with the way materials were used. We can't even delete our own cookies if we are having a system problem…because people will delete them on their own to hide their contraband computer usage. (this is me…shaking my head, sadly)
	65(a)	Committee of all users
	65(b)	Managers/managing partner
	65(c)	COO plus IT
	70(a)	Management committee gathers input from E.D. and managers.
	70(b)	A Committee of Attorneys
	72	COMMITTEE. The primary members of the firm management team do not try to micromanage network or internet use (or abuse).
	85	Executive Director w/Board approval
	86	Don't know
	90	Tech Committee

	106	CIO, HR Director & it's run by the partnership
	110	We have a technology committee responsible for computer decisions.
	137	Depending on the impact/importance of the decision, the order would be IT Director, Executive Director, TechCom then the Managing Partner.
	145	IT director; firm President
	150(b)	EC
	175(a)	Systems Committee, with the leadership of the CIO
	175(b)	Executive Committee with input from IT director
	200	IT steering committee makes decisions on this with Executive Board approval.
	200(c)	Firm committee of attorneys and managers
	225	Executive committee
	325	Managing partner
	330	Attorneys/CIO/COO/managers
	450(a)	COO and Managing Partner
	450(b)	IT Director & Executive Committee
	520	IT/Managers
	700(a)	Managing Partner & Executive Committee
	700(b)	Exec Comm
	700(c)	Committee of attorneys and managers from IT group
	700(d)	CIO
	750(a)	Exec committee with recommendations from IT depart.
	750(b)	We have a CIO and a policy and planning committee. I believe the policy is made coordinating between the two of them, but the CIO can set policy.
	1100	We have a technology committee of lawyers and C level executives that informs our technology decisions.
8		**Can you recommend a list serv used primarily by IT directors, network administrators, etc.?**
	30	Experts Exchange
	50(a)	http://egroups.iltanet.org/ILTANET/ILTANET/eGroups/eGroupsHome/Default.aspx
	61	ILTA International Legal Technology Association. http://www.iltanet.org/ (The following law librarians also recommended ILTA without comment : 65(b); 137; 145; 200(a); 330; 700(c).
	72	International Legal Technology Association-membership required-wonderful resource for law firm IT staff. But I also get newsletters from TechnoLawyer, TechRepublic and SearchCIO.
	450(b)	ILTA eGroups. http://www.iltanet.org/ServicesCategory/eGroups.aspx
	750(b)	ILTA (International Legal Technology Association) has listservs lsike the ones you specified, and they are legal-specific, which is nice. But your firm has to be a member of ILTA to get access to them.
	1100	The International Legal Technology Association (ILTA) is the association used by our IT department to keep up on new information. They have a listserv (http://www.iltanet.org/)

END OF FINAL SUMMARY NOVEMBER 2009.

ORIGINAL SURVEY FORM (Blank)

Greetings from Chicago: My IT Coordinator, Robert J. Fuhrman (named used with permission) has asked me to survey librarians regarding the management of computer use in your organization. Please be as specific as possible in your responses. If you would rather just make a comment instead of answering the questions, please feel free to do so. I will summarize for the list, if there is any interest. Names of individuals responding and their organizations will not be included in the summary. Please excuse cross-posting. Thanks in advance for taking the time to respond.

		Yes	No
1	**Firm Computer Use:** (a) Does your firm attempt to control computer use? (b) Are there different computer use rules for different groups of people? (For example, different rules for attorneys, different rules for librarians and research staff, different rules for secretaries, etc.) (c) Do the rules/guidelines block access to certain websites in general ?, e.g., pornography, gambling, etc.? (d) Do the rules/guidelines block access to certain websites by specific URL?		
2	**Personal E-Mail accounts:** (a) Does your firm block access to personal email accounts like Gmail, AOL, etc.? (b) Does any attorney or librarian report using or requiring personal e-mail accounts for business purposes for the law firm or a client?		
3	**Social Networking sites (Facebook, My Space, etc.)** (a) Does your firm block access to social networking sites? (b) Does any attorney or librarian report using or requiring social networking sites for business purposes for the law firm or a client?		
4	**Streaming Media (You Tube, etc.)** (a) Does your firm block access to streaming media sites like You Tube? (b) Does any attorney or librarian report using or requiring streaming media for business related Current Awareness for specific practice groups or a client?		
5	**Using the Office Computer (e-mail and/or internet)** (a) Does your firm have an “Acceptable Use Policy” regarding computer use, email and internet? (b) What exceptions, if any, are allowed regarding the “Acceptable Use Policy”?		
6	**Problems/Concerns with Blocking Computer Access** (a) What issues or problems were encountered with blocking sites or controlling access? (b) If there was resistance from groups of people (attorneys, librarians, secretaries) how was such resistance handled or avoided?		
7	**Firm Demographics:** (a) Approximate number of attorneys in your organization? (b) Who makes the decisions regarding computer use(personal and/or business) e.g. one individual (e.g. managing partner), an “Executive Committee” with total firm control; a Committee of Attorneys and/or Managers with responsibility over computer use only, or another decision maker?		
8	**Can you recommend a list serv used primarily by IT directors, network administrators, etc.**		