

Filtering and Acceptable Use: Scenarios

1. A 12-year-old girl wants access to a World Wrestling Entertainment site for information for a talk at school. Her parents have given their permission for her to have Internet access. Will your filtering allow her to get the information from the Internet? How can she get the information she needs in the future?
2. A man comes to collect the documents he has printed and it appears that he has been ordering guns and ammunition. What should the operational staff do?
3. A member of staff collects printed documents from the networked printer on behalf of a customer. When calculating the printing costs it comes to light that material from playboy.com is included. What would staff do?
4. A teenager aged 13 wants to access the Youth Enquiry Service web site and does not want to tell library staff the nature of the enquiry. Does your filtering allow them access? What would you do to help this customer?
5. While in the learning centre a gentleman saw children aged under 16 using a chat room. He saw them give out personal details and use their mobile phones to talk to the person they had made contact with through the chat room. He is upset and alarmed by this. What action would you take?
6. A customer has used the Internet facilities in the library to order and pay for computer software by credit card. Some months have passed and her account has been debited but the goods have not arrived. She now wants to complain and holds the library service responsible. What would staff do?
7. Library staff have reported that a group of teenage boys are using the Internet to download CDs from web sites. Is this allowed under your Acceptable Use Policy? What action would staff take?
8. A regular visitor to the learning centre has complained that the person sitting at the next PC has been looking photographs which they find offensive. What action would you take?
9. A customer claims that his home computer has a virus and the source is a disc, which he uses both in the library and at home. Does your Acceptable Use Policy cover this? What would you do?

10. The screensaver on a PC has been changed to a photograph downloaded from a web site. The last person to use the PC was a teenage boy. What would you do?