

**Public Libraries and Civil Liberties - Questionnaire**

**Public Libraries' Response to the Events of 9/11/2001: One Year Later**

*Library Research Center, Graduate School of Library and Information Science, University of Illinois*

1. In response to events of September 11, 2001, to the best of your knowledge, has your library changed any of its policies regarding patron use of the Internet? **(CIRCLE 1 FOR "YES" OR 2 FOR "NO.")**

Yes .....	9.7%
No .....	<u>90.3</u> -> <b>(SKIP TO Q.3)</b>
	100.0%

**(IF "YES" TO Q.1):**

- |   |            |           |
|---|------------|-----------|
| 2. In response to the events of September 11, 2001, has your library...                       | <u>Yes</u> | <u>No</u> |
| Restricted access to Web sites? .....   | 3.5%       | 96.5%     |
| Opened access to previously blocked Web sites? .....  | 0.0%       | 100 %     |
| Started to require identification from patrons to use the Internet terminals? .....           | 40.5%      | 59.5%     |
| Stopped requiring identification from patrons to use the Internet terminals? .....            | 14.6%      | 85.4%     |
| Begun to monitor what patrons are doing, visually or by reviewing the cache/history? ...      | 33.5%      | 66.5%     |
| Installed software that erases the cache/history after each use, or at regular intervals? ... | 34.1%      | 65.9%     |
| Started keeping a sign-up sheet of users of your computer terminals? .....                    | 56.8%      | 43.2%     |
| Stopped keeping a sign-up sheet of users of your computer terminals? .....                    | 32.5%      | 67.5%     |

3. Since September 11, 2001, has your library voluntarily withdrawn any materials that might be used to assist terrorists, such as material on bomb making or bio-terrorism?

Yes .....	1.3%
No .....	<u>98.7</u>
	100.0%

- |  |            |           |
|--|------------|-----------|
| 4. In response to the events of September 11, 2001, are any of your staff members...                                   | <u>Yes</u> | <u>No</u> |
| More likely to monitor the kinds of materials people are checking out? .....   | 8.7%       | 91.3%     |
| Believing there are circumstances in which it would be necessary to<br>compromise the privacy of patron records? ..... | 18.9%      | 81.1%     |
| Made other changes in attitude or treatment of library patrons? .....  | 5.7%       | 94.3%     |

5. Has your library adopted or changed any policies in response to the passage of the USA Patriot Act?

Yes .....	7.2%
No .....	78.3
No, but in process of developing policies . . .	<u>14.5</u>
	100.0%

6. In the past year have you instructed staff or library board regarding...

	<u>Yes</u>	<u>No</u>
The provisions of the USA Patriot Act and/or on what to do should a search warrant or subpoena be served? .....	60.0%	40.0%
Library policies regarding patron privacy? .....	69.1%	30.9%
Library security? .....	55.7%	44.3%

7. Have you received any expressions of concern from patrons about their privacy rights under the USA Patriot Act?

Yes .....	7.1%
No .....	<u>92.9</u>
	100.0%

*You should be aware that the Patriot Act contains a secrecy provision that, in certain circumstances, prohibits libraries from disclosing that the government has asked them for information. (The government may interpret the secrecy provision even more broadly.) NOTE THAT THE SECRECY PROVISION APPLIES ONLY TO REQUESTS THAT REFERENCE SECTION 215 OF THE PATRIOT ACT OR TITLE 50, SECTION 1862 OF THE UNITED STATES CODE. If you have received a request for information that references one of these statutory provisions, you may want to consult counsel about the applicability of the secrecy requirement before you disclose information in response to that particular request.*

8. In the year **preceding** September 11, 2001, about how many requests about your patrons did you receive from authorities such as the FBI, INS, or police officers?

None .....	84.5%
Only 1 .....	10.3
2-5 .....	3.4
6-10 .....	0.1
More than 10 .....	0.0
Don't know/Unsure .....	<u>1.7</u>
	100.0%

9. Have authorities (e.g., FBI, INS, police officers) requested information about any of your patrons since Sept. 11, 2001?

Yes .....	10.7%
No .....	<u>89.3</u> -> (SKIP TO Q. 18)
	100.0%

10. About how many separate requests about your patrons have you received since September 11, 2001?

Only 1 .....	81.3%
2-5 .....	18.1
6-10 .....	0.6
More than 10 .....	<u>0.0</u>
	100.0%

11. Who requested information? (CIRCLE ALL THAT APPLY.)

FBI .....	32.6%
INS .....	0.6%
Police .....	68.2%
Secret Service .....	0.6%
Other .....	7.6%

12. What kinds of information were requested? (CIRCLE ALL THAT APPLY.)

Information about specific library materials (e.g., asked you to provide a list of patrons who borrowed a certain book) .....	5.4%
Information about a specific patron (e.g., asked you to provide list of books borrowed, or web sites visited, by a particular person) .....	76.0%
Other .....	22.3%

13a. What form(s) did the request take? (CIRCLE ALL THAT APPLY.)

Verbal request for voluntary cooperation . .	83.1%
Written request for voluntary cooperation . .	8.9%
Subpoena .....	22.3%
Court order .....	17.4%

**(IF "REQUEST FOR VOLUNTARY COOPERATION"):**

b. Did you cooperate?

Yes .....	49.7%
No .....	<u>50.3</u>
	100.0%

14. If one or more requests (Q.13a) was a court order, did any of the orders prohibit you from telling patrons that the authorities had requested information about them?

Yes .....	3.1%
No .....	14.3
No court orders received .....	<u>82.6</u> → (SKIP TO Q.16)
	100.0%

15a. Did any of the court orders reference Section 215 of the Patriot Act or Title 50, Section 1862 of the United States Code?

Yes .....	10.3%
No .....	89.7 → (SKIP TO Q.16)
Don't Know/Unsure .....	<u>0.0</u> → (SKIP TO Q.16)
	100.0%

**(IF "YES"):**

b. How many such orders did you receive?

Only 1 .....	33.3%
2-5 .....	66.7
6-10 .....	0.0
More than 10 .....	<u>0.0</u>
	100.0%

16. Have you ever sought legal advice regarding your library's obligation to respond to a request for information?

Yes .....	64.8%
No .....	<u>35.2</u>
	100.0%

17. Is there any part of Q.9 through Q.16 above that you did not answer, or did not answer completely, because you believe you are legally prohibited from doing so?

Yes .....	2.6%
No .....	<u>97.4</u>
	100.0%

18. Has anyone on your library staff ever voluntarily reported patron records and/or behaviors to outside authorities (e.g., FBI, police) in relation to terrorism or suspected terrorist activities?

Yes .....	4.1%
No .....	<u>95.9</u>
	100.0%

19a. Have any of your patrons ever reported concern about the behavior of another patron specifically in relation to terrorism or suspected terrorist activities?

Yes .....	8.3%
No .....	<u>91.7</u> -> (SKIP TO Q.20)
	100.0%

b. To whom was this report made? (CIRCLE ALL THAT APPLY.)

To library staff .....	64.3%
To outside authorities .....	32.6%
To you, yourself .....	35.7%

20. As noted above, the Patriot Act contains provisions that prohibit those served with requests from disclosing the specifics of those requests to anyone else. Do you feel this is an abridgment of First Amendment rights?

Yes .....	59.9%
No .....	37.2
Depends, no clear answer .....	0.7
Refused to answer question .....	0.1
Don't Know .....	<u>2.1</u>
	100.0%

***We would like also to ask a few general questions about your views as a citizen.***

21. Do you think the U.S. government should remove information from its websites that might potentially help terrorists, even if the American public has a right to know that information?

Yes .....	35.3%
No .....	48.5
No Opinion .....	14.9
Depends, no clear answer .....	1.1
Refused to answer question .....	<u>0.3</u>
	100.0%

22. Do you think the U.S. government should not put information on its websites that might potentially help terrorists, even if the American public has a right to know that information?

Yes .....	41.2%
No .....	41.4
No Opinion .....	15.8
Depends, no clear answer .....	1.3
Refused to answer question .....	<u>0.3</u>
	100.0%

23. Do you think private businesses such as airlines and utility companies should remove information from their websites that might help terrorists, even if it limits the American public's information about these companies?

Yes .....	41.7%
No .....	40.3
No Opinion .....	16.7
Depends, no clear answer .....	1.0
Refused to answer question .....	<u>0.3</u>
	100.0%

24. Do you think private businesses such as airlines and utility companies should not put information on their websites that might help terrorists, even if it limits the American public's information about these companies?

Yes .....	44.4%
No .....	36.0
No Opinion .....	18.2
Depends, no clear answer .....	1.2
Refused to answer question .....	<u>0.2</u>
	100.0%

25. Since 9/11/2001, have you heard or read about the government pulling information from its Web sites, fearing terrorists might make use of that information?

Yes .....	34.1%
No .....	56.9
No Opinion .....	8.6
Depends, no clear answer .....	0.2
Refused to answer question .....	<u>0.2</u>
	100.0%

26. Since 9/11/2001, have YOU noticed that information that you expected to be on any government web sites you visit was missing?

Yes .....	4.3%
No .....	84.2
No Opinion .....	11.0
Depends, no clear answer .....	0.2
Refused to answer question .....	<u>0.3</u>
	100.0%

27. Some government agencies HAVE removed information from their web sites, saying that they are worried that the information could be useful to terrorists. Do you think that this action actually does hinder terrorists or do you think it does not make any difference?

Does hinder terrorists .....	22.0%
Does not make any difference .....	42.2
No opinion/Unsure .....	35.2
Depends, no clear answer .....	0.2
Refused to answer question .....	<u>0.4</u>
	100.0%

***Finally, we would like to ask you one hypothetical question.***

28. If law enforcement officials asked you for information about one of your patrons and ordered you not to disclose that they had asked for information, would you challenge their order by disclosing the request to anyone (e.g., the patron, the press, and/or a public interest organization such as the ACLU) other than your library's attorney?

Definitely would .....	5.5%
Probably would .....	16.1
Probably would not .....	53.7
Definitely would not .....	21.4
Depends, no clear answer .....	1.0
Refused to answer question .....	1.0
Don't Know .....	<u>1.3</u>
	100.0%