



UNCLASSIFIED

Resources Directorate

Mark Chester
Head of ICT Infrastructure and
Operations
Council House
Earl Street
Coventry
CV1 5RR

Please contact: Mark Chester
Telephone: 024 76 787970
Mark.chester@coventry.gov.uk

Our reference: Req00045
Date: 1st July 2015

Dear

Freedom of Information Act (FOIA) 2000

Thank you for your recent request for information. Your request has been considered under the above Act.

You have requested the following information.

1. Do you employ the use of content filtering software on the PCs based in your libraries which are connected to the internet and intended for use by the users of your library?

Response: There is no software on the PCs but we use dedicated hardware appliances to manage internet access and filtering.

2. Provide the name and annual cost of the content filtering software.

Response: The appliances are from Smoothwall. The licensing cost is corporate and covers all networks (corporate, schools and libraries). There is no separate cost for Libraries.

3. Provide a full list of the categories of websites blocked (e.g. "pornography, gambling, phishing etc."). If these differ according to the user profile accessing the PC (e.g. child, student, adult, staff etc.) please provide a full list of categories of websites blocked for each user profile.

Response: Adult blocked categories: Child abuse, pornography, self-harm, terrorism, violence, intolerance, piracy and copyright infringement, adult sites, criminal activity, gambling, naturism and nudity, non-pornographic nudity,

restricted to adults, personal weapons, un-moderated image hosting, desktop customisation, payday loans, peer-to-peer networking, remote desktop, malware and hacking, software updates, parked domains.

Child blocked categories: As for adult, but with the addition of drugs, alcohol and tobacco, sexuality sites, hunting and sporting weapons, file and image hosting, executable files, instant messaging, online auctions, medical.

4. Confirm whether you also block specific URLs in addition to categories, and provide a complete list of these URLs.

Response: There are currently no specific URLs blocked.

5. Provide the relevant policy document or written documentation which outlines the procedure a user must follow in instances where they would like to gain access to a website that is blocked.

Response: Each instance is dealt with on a case by case basis. Details of the website are provided to ICT Security who review content against Corporate Policy.

6. From January 2013 until the present day, please provide a list of the URLs where users have requested access to despite them being blocked by the content filtering software.

Response: We do not keep a record of such requests.

7. Of the list provided in 6, please detail which URLs access was granted for and which were denied.

Response: We do not keep a record of such requests.

You are free to use this information for your own purposes. If you wish to use the information for other purposes, you will need to contact us.

If you are unhappy with the outcome or handling of your request you should write to us within 40 working days of the date of this letter:

Information Governance
Council House, Room 21a
Lower Ground Floor
Earl Street, Coventry.
CV1 5RR
infogov@coventry.gov.uk

If having done that you are still dissatisfied, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

Mark Chester
Head of ICT Infrastructure and Operations