

Public Libraries and Access to Justice:
6. Technical and Privacy Issues in Public Library Legal
Information Services



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What we want to cover

- Security settings, clearing temp files and cookies
- Technical requirements for automated forms
- Flash player for A2J Author
- Requirements for audio and video
- Providing a setting with privacy
- Other considerations

Security settings, clearing temp files and cookies

- Balancing the need for security with providing functionality for patrons
- What is a cookie anyway
- Protecting patrons privacy, temps files and browser history
- Software solutions
 - Windows Steady State (www.microsoft.com/windows/products/winfamily/sharedaccess/default.mspx)
 - Faronics DeepFreeze (www.faronics.com/html/deepfreeze.asp)

Technical requirements for automated forms

- **What kind of computer and software do I need?**
 - Computers need to be running Internet Explorer 6 and your browser must accept cookies.
 - In order to edit and print assembled word processor documents, computer must Microsoft Word, Corel WordPerfect, OpenOffice or some other program that can handle RTF files.
 - Adobe Acrobat Reader (a free download from [Adobe](#)) is needed in order to view and print assembled PDF forms.
- **What local settings might I need or want to change?**
 - To have Internet Explorer launch Word as a separate application when downloading an assembled document, you need (at least in Windows 98) to go to Start | Settings | Folder Options | File Types, scroll to Microsoft Word document, click Edit, and uncheck Browse in Same Window.

Technical Requirements – (cond.)

- Local Settings Changes for Windows XP:
 - Open My Computer.
 - On the Tools menu (or the View menu), click Folder Options (or click Options).
 - Click on the File Types tab.
 - In the Registered file types list find RTF and then click Advanced (or click Edit).
 - In the Edit File Type dialog box, click to clear the Browser in same window check box (or click to clear the Open Web documents in place check box).
 - Click OK.

Flash Player needed for A2J Author

- Requires Flash 8 or above
- Free download from Adobe get.adobe.com/flashplayer/
- Computer requirements
 - Intel® Pentium® II 450MHz, AMD Athlon™ 600MHz or faster processor (or equivalent)
 - 128MB of RAM
- A2J interviews can have audio helpfiles

Requirements for audio and video

- Computer must have sound and graphics capability
- Speakers (duh!)
 - Can provide headphones, if allowed
 - Provide jack for users to supply headphones
- Program such as RealPlayer or Windows Media Player
- Codecs for video formats
 - Most sites will install if you have the permissions. You should get someone with admin rights to test formats you want to support.

Providing a setting with privacy

- Patrons will be viewing and entering private, sensitive information. They don't want everyone to be able to see their business. Consider this when placing computers.
 - Avoid completely exposed locations
 - Avoid pathways where people walking behind
 - Using carrels closed on three sides in corner locations

Other considerations

- **Printing**
 - Users will need to print self-help forms when they finish. Can provide free or charge. Coin operated systems available.
- **Ability to save work**
 - All work on LawHelp Interactive can be saved by user if they have email address. Work is password protected.
 - Some may want to save documents to external storage media such as USB drive or floppy.