

Martinez, Josh

From: Kanth, Gayathri
Sent: Thursday, October 3, 2019 3:02 PM
To: Martinez, Josh
Cc: Erkanat, Giovanna
Subject: FW: 2-Hour Timeout for Library Wi-Fi usage

Hi Josh,

Please add this to LAC packet. This is included instead of the memo as an official email has already been sent from IT.

Thanks,

Gayathri



Gayathri Kanth
 Assistant Director - Library Services

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1213 Newell Rd, Palo Alto, CA 94303
 D: 650.329.2668 | E: gayathri.kanth@cityofpaloalto.org

Please think of the environment before printing this email – Thank you



From: Numoto, Darren <Darren.Numoto@CityofPaloAlto.org>
Sent: Wednesday, May 22, 2019 9:53 AM
To: ashetty99@gmail.com
Cc: City Mgr <CityMgr@cityofpaloalto.org>
Subject: 2-Hour Timeout for Library Wi-Fi usage

Hi Ashish,

The City Manager received your email and asked me to respond on his behalf.

Thank you for inquiring about why we have a 2-hour limit before re-authentication is required for library Wi-Fi usage.

The decision to limit Wi-Fi usage to 2-hours before requiring re-authentication is based on lowering the cybersecurity risk of the City and to provide the best bandwidth experience to most patrons.

To provide unlimited, uninterrupted access to Wi-Fi has the potential to enable certain users to run high-bandwidth consuming services for long periods of time thus reducing the experience for other library patrons. For example, a patron could run an uninterrupted service from their laptop for users anywhere in the world that could significantly reduce Wi-Fi speed and accessibility for other Wi-Fi users at the library. In addition, if a hacker attempts a significant brute force attack on the City's resources—something that is made easier without uninterrupted service—without a time-out we make our City network more vulnerable.

In the past, we have many instances of library patrons who use our library Wi-Fi to download and stream content illegally. Such unauthorized access and downloading constitutes copyright infringement under Section 106 of the U.S. Copyright Act. Our time-out policy has the potential to reduce extended illegal downloading and streaming opportunities. Since implementing the 2-hour time limit we have been successful in mitigating claims against the City for illegal activities.

While this 2-hour limit causes some inconvenience to a small number of patrons, there is a significant overall benefit to the thousands of Palo Alto community members who use the Wi-Fi service.

On behalf of the City Manager and Library Director, thank you for your understanding.



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Darren Numoto
Director Information Technology (Interim)
250 Hamilton Ave | Palo Alto, CA 94301
D: 650.329.2488 | C: 650.656.5500
E: Darren.Numoto@cityofpaloalto.org