MLA Annotated Bibliography (Orlov)

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Online Monitoring: A Threat to Employee
Privacy in the Wired Workplace:
An Annotated Bibliography

Adams, Scott. *Dilbert and the Way of the Weasel*. New York: Harper, 2002. Print.

Adams's "Dilbert" cartoons are known for satirizing everyday workplace issues. The cartoon on page 106 illustrates how rampant Internet use in the workplace has become and suggests that both employers and employees are well aware of the practice. The cartoon points out the difficulty employers face in trying to restrict employee Internet use.

In MLA style, each entry begins at the left margin; subsequent lines indent ½".

American Management Association and ePolicy Institute. "2005 Electronic Monitoring and Surveillance Survey." *American Management Association*. Amer. Management Assn., 2005. Web. 15 Feb. 2006.

According to the survey of workplace Internet use summarized in this article, employers are most concerned about employees visiting inappropriate Web sites. However, employers' monitoring of employees extends beyond blocking certain Web sites. Many employers who participated in the study also track individual keystrokes and review e-mails. The study suggests that the majority of employers who monitor Internet use are telling their employees that they are being

The annotation begins on a new line and is indented ½".

Marginal annotations indicate MLA-style formatting and effective writing.

Source: Diana Hacker (Boston: Bedford/St. Martin's, 2007).
This paper has been updated to follow the style guidelines in the *MLA Handbook for Writers of Research Papers*, 7th ed. (2009).

Orlov interprets the source's findings in relation to other sources in the bibliography.

Double-spacing is used throughout, with no extra space between entries and no extra space between entries and their annotations.

Annotations are usually three to seven sentences long.

monitored. These findings seem to contradict many of my other sources, which claim that employers are not doing enough to explain Internet monitoring to their employees.

"Automatically Record Everything They Do Online! Spector Pro 5.0 FAQ's." *Netbus.org*. Netbus.org, n.d. Web. 17 Feb. 2006.

Spector Pro is a type of Internet surveillance program. This Web page, sponsored by the manufacturer of the product, explains the functionality of the software and describes its features. It can be installed on a variety of computers and can be installed in "Stealth" mode so that the user cannot detect the software on his or her computer. The program can also monitor all computer use ranging from Word documents to Web sites. This source supports my other sources by illustrating the ease with which this kind of software can be installed as well as the extensive amount of information it can gather for employers.

Flynn, Nancy. "Internet Policies." *ePolicy Institute*. ePolicy Inst., n.d. Web. 15 Feb. 2006.

This excerpt from Flynn's *The ePolicy Handbook* offers statistics on employee Internet use and five suggestions for minimizing it. Flynn claims that the majority of employees in the United States are using company time to surf the Internet and that companies are suffering huge financial losses as a result. Her suggestions for minimizing personal Internet use include establishing a company Internet policy and installing monitoring software. This is consistent with the suggestions of many other sources.

Source: Diana Hacker (Boston: Bedford/St. Martin's, 2007).

Frauenheim, Ed. "Stop Reading This Headline and Get Back to Work." *CNET News.com*. CNET Networks, 11 July 2005. Web. 17 Feb. 2006.

The author examines the results of a study of ten thousand employees conducted by *America Online* and *Salary.com*, which found that the Internet was the most popular means of wasting time at work. Frauenheim notes that the extra time spent surfing the Internet is costing companies an estimated $759 billion a year but also quotes the senior vice president at *Salary.com* and a director at *America Online*, who argue that employee Internet use actually increases productivity and creativity in the workplace. Frauenheim suggests that the increase in personal Internet use at work might result from a longer average workday and that use of the Internet has made employees more efficient, giving them more free time to waste.

Gonsalves, Chris. "Wasting Away on the Web." *eWeek.com*. Ziff Davis Enterprise Holdings, 8 Aug. 2005. Web. 16 Feb. 2006.

In this editorial, Gonsalves considers the implications of several surveys, including one in which 61% of respondents said that their companies had the right to spy on them. The author agrees with this majority, claiming that it's fine if his company chooses to monitor him as long as the company discloses its monitoring practices. He adds that he would prefer not to know the extent of the monitoring. This article, though not entirely objective, offers an employee's perspective on Internet surveillance in the workplace. It also

Summary is followed by a balanced evaluation of the source.

Source: Diana Hacker (Boston: Bedford/St. Martin's, 2007).

contradicts some of my other sources, which claim that employees want to know and should know all the details of their company's monitoring procedures.

Kesan, Jay P. "Cyber-Working or Cyber-Shirking? A First Principles Examination of Electronic Privacy in the Workplace." *Florida Law Review* 54.2 (2002): 289-332. Print.

This extensive, balanced article examines the legal issues involved in Internet monitoring and employee privacy. Kesan establishes that US written law and common law do not guarantee a right to electronic privacy in the workplace. He suggests that Internet policies should be addressed through a "market-based" contractual approach that would benefit both employers and employees. Kesan examines employee concerns, such as a working parent's desire to check on his or her children while at work, and employer concerns, such as legal liability for inappropriate employee Internet use. He concludes that a company should develop an Internet policy, make that policy known to all employees, and then monitor employees to ensure that the policy is being followed.

Lane, Frederick S., III. *The Naked Employee: How Technology Is Compromising Workplace Privacy*. New York: Amer. Management Assn., 2003. Print.

Lane's book discusses the lack of employee privacy in the modern workplace. The author acknowledges that employers have several reasons to be concerned about employee Internet use, such as theft, a decrease in productivity, and workplace lawsuits. At the same time, however, he questions

Source: Diana Hacker (Boston: Bedford/St. Martin's, 2007).

where employers will draw the line as technology becomes better and better at tracking an employee's every move. This book is accessible and draws from a variety of sources; it confirms the information provided by my other sources.

Tam, Pui-Wing, et al. "Snooping E-Mail by Software Is Now a Workplace Norm." *Wall Street Journal* 9 Mar. 2005: B1+. Print.

The authors point out that in every state except Connecticut and Delaware, companies can legally monitor employee e-mail without notifying employees and can also use e-mails as evidence in lawsuits against employees. According to the article, only 27% of companies monitor employee-to-employee e-mails, although these e-mails are potentially the most incriminating, since employees are less likely to censor themselves with other employees. The article also explores the means by which companies now monitor employee e-mail, such as software that searches not only for inappropriate words but also for words specific to the industry and even the company. Although the article is narrowly focused, it offers a good overview of current practices regarding e-mail monitoring in the workplace.

Tynan, Daniel. "Your Boss Is Watching." *PC World*. PC World Communications, 6 Oct. 2004. Web. 17 Sept. 2006.

This conversational article presents ten myths about employee Internet and computer monitoring and reveals how wrong they are. Although several of the "myths" are discussed more extensively in my other sources, Tynan presents some new information. For example, he states that some employers

Source: Diana Hacker (Boston: Bedford/St. Martin's, 2007).

monitor employee Webmail accounts in addition to company e-mail accounts. Perhaps most important, the article gives a sense of how unaware most employees are about the current capabilities of employee Internet monitoring and about their own lack of legal protection from employers who monitor them.

Verespej, Michael A. "Inappropriate Internet Surfing." *Industry Week*. Penton Media, 7 Feb. 2000. Web. 16 Feb. 2006.

Unlike most of my other sources, this article is aimed at employers and suggests that they need to do more to establish Internet policies and monitor employees. Verespej warns that if employers do not establish Internet policies, they leave themselves vulnerable to expensive and damaging lawsuits, such as suits based on inappropriate or discriminatory e-mails distributed in the workplace. He offers several examples to back up his claim that employers are more at risk than employees from lawsuits. This seems to contradict the information in my other sources, which present the risks mostly in terms of employees' privacy.

Source: Diana Hacker (Boston: Bedford/St. Martin's, 2007).