

CILIP Workshop on Ethics – Flipchart Transcriptions

Breakfast Workshop at the CILIP Conference in
Manchester on 6 July 2017

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The Big Issues

What do you consider to be the big issues/challenges in your workplace and/or the profession as a whole? (Table Discussion)

Table 1

“Complexity”

Can't be neutral - our ethics constitute a position

Who are we serving? The user or the organisation?

Q: Are we always on the side of the angels??

Do we always carry our ethics with confidence (eg. Halifax)

Needs to be relevant to external audiences. How do my values relate to CILIP and other codes?

We're here to facilitate *access* but put up COPYRIGHT walls

+Data protection, +Privacy, +Management without experience, +Wellbeing, +digital literacy, +Community relations, +Filtering, +E-safety, +“British values”, + Sponsorship & Partnership, + (impartiality), + Open access, +Power of data, + Analytics (responsible use), + Neutrality & impartiality (impartial but not unbiased).

Are we (also) responsible for use of the information??

Values

- Openness (as in open access)
- Transparency
- Social good/ social justice

Table 2

This is in the form of a map.

GDPR looming – Everything

- Outsourced information services
- Loc audit
- CILIP member networks
- Reviewing policies
- User logins
- Knowledge in teams

Commercialisation

Reading habits “CRM” Privacy – reading habits, security,
and state intervention

Censorship (monitoring usage)

Copyright – Is giving copyright poster enough? Where
does our responsibility stop?

Our role in teaching GDPR/ Privacy - Should we be
educators?

Table 3

Ethical issues in library practice

- HE sector: “ Prevent terrorism” policy and its training

Challenging + input into the debate + discussing *where* lines are drawn...case studies helpful

- Public authorities: Commercial companies opening FREE IT training *but* makes neutrality questionable
Becoming advertisers for profit companies: Forms of advertising...Awareness of strings attached...Neutrality *is* (?)
- Ethics simply don't play a part in the day job in local authority public libraries. It does in academic libraries
- Researchers – have notions and views of their “rights” to information they want, without understanding the constraints: costs, availability, access and the law, C/R, IP, images (Legal framework)
- Library (ies) ARE political: We promote equality, access to information and educational resources etc.
- Volunteers: Public library staff are expected to train volunteers who will replace them – 500 volunteer libraries now.

- British library: right to access extreme literature, academically,(sic) sociological, historical...
- Defending the right to question + challenge, combating deniers, selective facts, xenophobia, homophobia, Islamaphobia, key role of the ethical issue around information literacy
- “Neutrality” vs. “impartiality” vs. “transparency”
- Ethics: professional vs. institutional vs. personal

Table 4

HEALTH – librarians perceived as having professional values/ ethics alongside doctors and nurses (perception)

Private sector encroaching public services with perhaps different ethical values

SIMPLIFIED – Please make CILIP ethics simple, illustrated and for all info staff (not just professional librarians)

DATA – Ethical use of data eg. genome screening – info professionals need to be involved

LOBBYING – Raising professional ethics with government and having involvement at an early stage

TRAINING – Do we need it? Library school etc? How do we make sure volunteers, Para- professionals share these ethics?

HOW DO WE ENCOURAGE PEOPLE TO ASK THE RIGHT QUESTIONS?

- Offer a robust invitation
- Think critically
- Get an acquired taste

TRUST – We are impartial, a safe place to ask those questions

- Should public libraries hold political information?
(eg manifestos)

Grenfell Tower – Can it (trust)? Be subjective
(construction industry)

Table 5

Current political climate

Funding for libraries

Financial support for budding professionals – to keep new entrants in profession

No longer unique – Because you can access material/ knowledge from anywhere – people use us differently

Technological advances – speed of change

Access to education – not available for all/ equality

Literacy levels

Getting people in!

Getting people to use our devices in a variety of ways

Accessibility of the collection

- Promotion
- Awareness
- Alternative formats

Table 6

Ethical issues around learning analytics- it is pre-determining about students, user privacy

LMS companies – Cloud based in US/ other countries, closed software, personal data handed over to 3rd party (are they ethical)? We used to control this data

Ethical issues of definition of librarian – ambiguous in today's world, diversity within profession

Open access

Need to pay attention to society – Policy against amateurisation watered down

Not a neutral space

Librarians need to be aware of ethical issues and commit to these issues

Volunteers

Revalidation – If you're a member of CILIP

Data Protection – GDPR - We're the representatives for our orgs

Copyright – How do we talk to our employers about this without being “jobsworth?”

Government policies that affect libraries – eg. Encryption

Table 7

Rare books – provenance

Restitution – way some books have been acquired in the past eg. through colonisation

Who should we work for –open to all or just a specialised audience eg. Lecturers (restricted access)

Prison libraries – what books “should” be reading (?) eg. True crime, Mein Kampf, rules of power

Equality of access – people being banned

- Banning library users – rights of public to use services
- Data protection – prevent strategy eg. Releasing borrower history etc., example of LA American stand against Patriot Act

Copyright – downloading from internet, copying articles, photocopying documents/ books

CILIP's role – is it a campaigning organisation for a set of ethics or is it a career organisation (Accreditation)

Use of volunteers to cover for loss of jobs. Library branches run by volunteers – are they working to the same ethical standards. Professionalism

Table 8

- Confidentiality – protecting the privacy of people making enquiries of a sensitive nature
- Constraints on public libraries of being part of the political establishment in promoting information about parties and policies
- Making judgements about why a piece of information is requested. Should information be given without pre-judgement or assumption about its purpose
- Child protection (and vulnerable adults) – protection for those who work with children
- Government control
 - Of information made available
 - Of people's right to access information
- Librarian impartiality v. "helping interpretation of data and making choices or decisions
- Librarian – gatekeepers of regulators?

Table 9

(Ethical) issues in LIS

We concentrated on health library issues to bring a new dynamic

- Defining the scope of the profession in relation to other bodies operating in similar fields
- Funding – what we fund, how, CPD, technology, self monitoring, efficiency, legacy systems
- Shared understanding of terminology
- Data protection vs. data analytics (balance between the two)
- Health and well being of patrons we support
- Quality of information: abundance, value
- Million decisions campaign
- Recognition of facilitation information learning
- Digital literacy – technology enhanced literacy, tech ready, confidence to use, training
- Support received from the professional body

Table 10

See visual representation on sheet

Software companies

- FILTERING
 - internet access
- CENSORSHIP

- Who is making the decisions?
- How can librarians raise privacy issues?
- Where's the control?
- LEGAL COMPLIANCE, GDPR, COPYRIGHT
 - Relationship between legal and ethical
- PREVENT AGENDA
 - Items borrowed
 - Universities
 - One size fits all?
- IT INFRASTRUCTURE WiFi
 - Locations and range
 - Digital services and exclusion
- MONEY
 - Costs go up funding doesn't
 - Paying for services (Hobson's choice)
- EQUALITY OF SERVICE
- VOLUNTEERS
- PRIVACY
- PROFESSIONALISM
 - Trusted place of sanctuary – community

Table 11

Confidentiality

- User records/ information
- Data protection
- Staff information

- Borrowing records

Equal opportunities

- Accessibility eg physical
- Charging for devices
- Being advocates for literacy to improve opportunities in life
- Challenge ideas

User satisfaction

- Provide info/ devices people want

Safe space/ place

- Non judgemental
- Supportive environment
- Physically safe place

Collection management/ censorship

Respect

Professionalism/ keeping knowledge up to date

Table 12

Ethics in working lives

- Who determines what is ethical?
- Individual professional ethics - ethics may conflict with institutional ethics
- Privacy

- Confidentiality
- Need to review how to apply ethics of ongoing governance and legal and technological changes
- Sufficient transparency for informed consent
- Ethics need to cover choice not to give consent or where informed consent is not possible
- May be competing ethics
- Limitations on information provision imposed by local government politics
- Preserving content impartiality

Broader issues

- Current ethics based on former governance model and Charter and role of CILIP
- Does service user take precedence over profession?
- How much will CILIP influence other institutions ethics?
- How will CILIP work with employers?
- Could CILIP partners sign up to institutional ethical principles?

Table 13

In secondary schools, tension between safeguarding and avoiding censoring (eg. Pressure to create non-existent age restricting/ council firewalls)

- Accessibility of resources/ content (censorship/ firewalls)
- Funding
- Need to be non-political
- Image – irrelevant/ replaced by machines?
- Student perception – They are funding education not learning from it
- Plagiarism
- Fostering independent thinking/ creativity
- Self help vs. spoon feeding
- Not enough resources to have the mechanisms in place for training/ user education
- Easy target for savings
- Interpretation of “statutory service”
- In order to safeguard relevant services
- Inability of users to “Assess” info they access/ user education.