#critlib chat: net neutrality

This chat is based around net neutrality, primarily focusing on the context of recent governmental decisions/stances and organizational responses regarding net neutrality laws, with net neutrality literacy and net neutrality education being primary themes/talking points. The goal of this chat is to show what libraries are actively doing and thinking now, and what next steps are needed to follow-up on these issues.

For more information and a list of resources, visit [critlib.org/net-neutrality-...](https://critlib.org/net-neutrality-...)

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**Greg, Bem @bembrarian**

Hello #critlib! We’ll be getting started with our #NetNeutrality conversation in 15 mins. More info here: [critlib.org/net-neutrality...](https://critlib.org/net-neutrality...)

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**Franny Gaede @mfgaede**

Hi all & welcome to #critlib #NetNeutrality. I’m Franny, one of today’s mods, here with @bembrarian. Let’s get started with introductions!

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**Franny Gaede @mfgaede**

If you would like to participate in today’s #critlib chat but would prefer to do so anonymously, check out the relay [bit.ly/2vTaeq7](https://bit.ly/2vTaeq7)

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**Introductions**

**Curtis Tenney @CurtisTenney**

I’ll be lurking in #CritLib #NetNeutrality today. very much looking forward to the convo

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Franny Gaede
@mfgaede

Hi #critlib! I’m Franny Gaede, Scholarly Communication Librarian @ButlerLib in Indianapolis. I’m one of your moderators today. #intro

7 MONTHS AGO

Greg Bem
@bembrarian

@mfgaede Greetings, #critlib! In addition to co-moderating today, I'm a faculty librarian at Lake Washington Institute of Technology!

7 MONTHS AGO

Kat Bell
@katkimbell

Hey #critlib, I'm Kat from the DC-area. I grew up going to the ballet where @mfgaede works!

7 MONTHS AGO

Max Bowman
@maxgbowman

I'll be lurking today #critlib #netneutrality looking forward to this conversation. Oh, and academic librarian in Virginia 📚

7 MONTHS AGO

Jenna Freedman
@zinelib

Hi there #NetNeutrality #critlib! I'm poking my head in and out of today's chat from Morningside Heights, NYC. Office temp: scarf & hat.

7 MONTHS AGO

Kate Kitchens
@infinity_Dots

I'm Kate: reference & instruction librarian at University of Dubuque in majestic Iowa. Mostly lurking today Thanks for moderating! #critlib

7 MONTHS AGO
LLAMA New Pros
@LLAMA_NewPros

@kittyBBQ here tweeting for LLAMA New Professionals Community of Practice. We help stdnts & newbies gain ldrshp&mgmt skills #critlib twitter.com/mfgaede/status...

7 MONTHS AGO

Lisa Hubbell
@lisahubbell

Hi #critlib Academic librarian in California.

7 MONTHS AGO

Diana Bowers-Smith
@infomartian

Hi #critlib! Diana at Brooklyn Public Library lurking on today's #NetNeutrality chat.

7 MONTHS AGO

Teresa Schultz
@tschultz0

Hey, I’m Teresa, scholarly communication librarian at UNR. Likely lurking. #critlib

7 MONTHS AGO

Meghan Dowell
@librarianmegs

Hi #NetNeutrality #critlib! I'm an academic librarian who will be popping in and out of today's chat.

7 MONTHS AGO

Zoe Fisher
@zoh_zoh

Hello from Denver, #critlib! I'm Zoe, a redheaded academic librarian currently observing my last day as a 30-year-old.

7 MONTHS AGO
Hi #critlib! I'm the Outreach Coordinator at an academic lib in VA. Mainly lurking & learning today!

7 MONTHS AGO

Hi #critlib! I'm Olivia, Scholarly Communication Associate @ButlerLib! I'll be lurking during today's chat on #NetNeutrality

7 MONTHS AGO

Q1. How does net neutrality relate to equity and how is it a social justice issue?

A note for new #critlib folks, please use the prefix A1, A2, etc when responding to the questions! We'll get started with Q1 in a moment.

7 MONTHS AGO

Here we go! Q1. How does net neutrality relate to equity and how is it a social justice issue? #critlib

7 MONTHS AGO

A1 bc no one should be relegated to re-living that scene in "Hackers" where they marvel at a 28.8bps modem #critlib

7 MONTHS AGO

A1 on a more serious note, Internet-based info whether it's cat videos or recipes or Twitter should be equally available to folks. #critlib

7 MONTHS AGO
A1 #netneutrality ensures equal treatment of all internet content, ISPs can’t slow/increase speeds just cause #critlib

7 MONTHS AGO

A1. Personally I’m concerned w/ the issue of access, and how that connects to literacy. Throttle speeds, charge more = less access #critlib twitter.com/bembrarian/sta...

7 MONTHS AGO

A1 When ISPs start interfering w connections to content, that becomes an uncomfortable proposition. Who chooses? What’s privileged? #critlib

7 MONTHS AGO

A1 It provides another outlet for corrupt people in power to widen the opportunity gap #critlib #NetNeutrality

7 MONTHS AGO

A1: Access to info should be available to everyone. Limiting internet is like limiting book access. Knowledge is power #critlib ~@kittyBBQ

7 MONTHS AGO

A1 continued: Charging for faster speeds leave those in poverty unable to "google that" to solve easy probs like those w/ $ can #critlib

7 MONTHS AGO
Zoe Fisher
@zoh_zoh

A1 I’m not always on board with ALA statements, but this connects #netneutrality to intellectual freedom. #critlib ala.org/advocacy/telec...

7 MONTHS AGO

Franny Gaede
@mfgaede

A1 If we end up subscribing to tiers of Internet like cable, how do those tiers get established? Opaque processes driven by $$ #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

There are already issues of slow speeds, monopolization of networks/infrastructure with ISPs, and restriction on content. #critlib

7 MONTHS AGO

Curtis Tenney
@CurtisTenney

A1 - #NetNeutrality is essential for greater equity and successes in social justice, especially in FAIR access #critlib

7 MONTHS AGO

Diana Bowers-Smith
@infomartian

A1 Lack of #NetNeutrality stifles innovation. not only blocks access to certain content/services but prevents their creation #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

@infomartian Agreed. Creativity is at a very good space right now with so many platforms available for creating content. They are all at risk. #critlib

7 MONTHS AGO
Meghan Dowell
@librarianmegs

A1: the cost of internet is high enough (even from pub. libs) increasing fees or privileging information prevents equitable access #critlib

7 MONTHS AGO

Franny Gaede
@mfgaede

@librarianmegs Important point! "Free" has hidden costs.

7 MONTHS AGO

Franny Gaede
@mfgaede

A1 We already have a major problems w a broadband gap, add in artificial throttling? Yikes #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

Smart throttling, algorithmic assessment of use. All very dystopian. A1 #critlib twitter.com/mfgaede/status...

7 MONTHS AGO

Diana Bowers-Smith
@infomartian

A1 Without #NetNeutrality, big corporations are favored, and the digital divide will only increase. #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

This could easily become a norm that extends to our vendors . . . different packages from ProQuest, for example, based on speed. #critlib twitter.com/LLAMA_NewPros/...
Curtis Tenney @CurtisTenney

A1 - The Internet Should not Have Defined Lanes of Access #NetNeutrality #critlib

7 MONTHS AGO

Violet Fox @violetbfox

#critlib A1. #NetNeutrality battle continues fight against corporate media conglomeration. Addresses right to control who tells your story.

7 MONTHS AGO

Greg Bem @bembrarian

I imagine who becomes newly silenced, who becomes further silenced thru a systemic abandonment of access #critlib twitter.com/violetbfox/sta...

7 MONTHS AGO

Franny Gaede @mfgaede

A1 This is a future we need to work to prevent: jointhefastlane.com #critlib

7 MONTHS AGO

LLAMA New Pros @LLAMA_NewPros

@mfgaede That website is scary. #critlib

7 MONTHS AGO

Franny Gaede @mfgaede

A1 And we know this will come packaged as consumer convenience, save on content/speed/bandwidth you're not using #critlib

7 MONTHS AGO

Franny Gaede @mfgaede

See Comcast, "net neutrality supporters": corporate.comcast.com/comcast-voices...

7 MONTHS AGO
Q2. What is/should be libraries/library workers' role(s) in the conversation about net neutrality?

Let's continue with Q2! What is/should be libraries/library workers' role(s) in the conversation about net neutrality? #critlib

A2: Closest to home &on daily basis is to make it easy for the public to use a computer with internet access or access the wifi. #critlib

This is important. I also think we should be very open about #NetNeutrality issues, including any incoming connectivity changes. #critlib

Establishing a convo with IT so you get updates as they get updates. Otherwise, you might not know when "it" happens. #critlib
Violet Fox  
@violetbfox

#critlib A2. Education, of course. Putting the issue in context so people understand what is at stake and how it affects them.

7 MONTHS AGO

Violet Fox  
@violetbfox

#critlib A2 (cont). And how net neutrality affects us! Changes will affect GLAM ability to provide access to cultural heritage.

7 MONTHS AGO

Diana Bowers-Smith  
@infomartian

A2 On a basic level, information. Educate patrons abt the issue. Communicate how they can make their voices heard. #critlib #NetNeutrality twitter.com/bembrarian/sta...

7 MONTHS AGO

Kat Bell  
@katkimbell

A2 Understand how #netneutrality is linked to access to information, help educate our communities, and advocate for equality #critlib

7 MONTHS AGO

Diana Bowers-Smith  
@infomartian

A2 We should also be making our voices heard. Advocate, organize, protest, petition. #critlib #NetNeutrality

7 MONTHS AGO

Greg Bem  
@bembrarian

@infomartian A2 Further evidence that librarians cannot be neutral? #critlib

7 MONTHS AGO
Diana Bowers-Smith
@infomartian
absolutely. #critlib twitter.com/bembrarian/sta...
7 MONTHS AGO

Curtis Tenney
@CurtisTenney
A2 - Advocate for #NetNeutrality Information Professionals have a privileged role to articulate and champion #critlib
7 MONTHS AGO

Diana Bowers-Smith
@infomartian
yes. and an understanding of privilege and how it functions is also key to this conversation. #critlib #NetNeutrality twitter.com/CurtisTenney/s...
7 MONTHS AGO

Franny Gaede
@mfgaede
A2 Lots of jargon tied up in #NetNeutrality discussions, need to decode and make relevant to all. Because it is relevant to all. #critlib
7 MONTHS AGO

Greg Bem
@bembrarian
@mfgaede This reminds me of Chinese students I taught last quarter, who were very well informed about access issues in China. #critlib
7 MONTHS AGO

Zoe Fisher
@zoh_zoh
A2 as an #infolit librarian, I think it's important to teach abt *information* (including the Internet!) -- not just lib resources. #critlib
7 MONTHS AGO
Zoe Fisher
@zoh_zoh

A2 so for me, #NetNeutrality is an #infolit topic as well--students need to understand how the Internet works in order to use it. #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

@zoh_zoh Do you pull Internet/communications policy/governance into your instruction? If so, I'd love to know more! #critlib

7 MONTHS AGO

Zoe Fisher
@zoh_zoh

@bembrarian I haven't done so recently--most of my in-class convos have been focused on how Google works and algorithm bias. Always more to do! #critlib

7 MONTHS AGO

Franny Gaede
@mfgaede

@zoh_zoh Yes! So important! Love to have discussions about how search engines work and return results. Understanding processes at the core.

7 MONTHS AGO

Greg Bem
@bembrarian

@zoh_zoh That is a start! It might be cool to deconstruct the ISP your school uses, to your students, focusing on bandwidth, etc. #critlib

7 MONTHS AGO

Franny Gaede
@mfgaede

A2 I'm interested in connecting to discussions about algorithmic neutrality - different kinds of infrastructure, but similar issues #critlib

7 MONTHS AGO
Q3. What are effective resources for exploring/explaining net neutrality that have you have successfully shared in your library?
Zoe Fisher
@zoh_zoh
A3 I'll be honest that I don't have a good answer here—I feel like I really fumble in my explanation sometimes. Love to hear ideas! #critlib

7 MONTHS AGO

LLAMA New Pros
@LLAMA_NewPros
I'm finding myself in this same camp. Also open to ideas! 🤔 #critlib twitter.com/zoh_zoh/status...

7 MONTHS AGO

Greg Bem
@bembrarian
A3. I wonder about LibGuides, the digital items linked on the #critlib site, and handouts--what's most effective? twitter.com/bembrarian/sta...

7 MONTHS AGO

Curtis Tenney
@CurtisTenney
A3 - No specifics here, but I suspect exploring issues in ways that are relevant/timely and participatory #NetNeutrality #critlib

7 MONTHS AGO

Diana Bowers-Smith
@infomartian
A3 I can't say much on this but want to give a shoutout to @InfAgit and the great workshops and programs at the @BKLYN_IC #critlib

7 MONTHS AGO

Greg Bem
@bembrarian
@infomartian @InfAgit @BKLYN_IC Oh, thanks for the shout! @InfAgit, do you have open materials on your workshops/programs? Would love to adapt. #critlib

7 MONTHS AGO
Franny Gaede
@mfgaede

A3 The website I linked earlier (jointhefastlane.com) gets the point across chillingly to anyone who's paid a cable bill #critlib

7 MONTHS AGO

Alex Gil
@elotroalex

@bembrarian A3: at our Studio we usually rely on @mozilla for net neutrality and a host of other issues #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

@elotroalex @mozilla @mozilla is great. A lot of my school's students intentionally use Firefox because of Mozilla's commitments to this advocacy. #critlib

7 MONTHS AGO

Alex Gil
@elotroalex

@bembrarian @mozilla Absolutely. Here's a great place to start for folks new to @mozilla advocacy: advocacy.mozilla.org/en-US #critlib

7 MONTHS AGO

Franny Gaede
@mfgaede

I thought the Battle for the Net web hub did a good job bringing together resources for learning & advocacy battleforthenet.com #critlib

7 MONTHS AGO

Greg Bem Bem
@bembrarian

@mfgaede Yes! And it was certainly very popular a couple of weeks ago during the national digital protest. #critlib #netneutrality

7 MONTHS AGO
Q4. How do you balance providing service, using patron data for better service, and protecting users' privacy?

And onward to Q4! How do you balance providing service, using patron data for better service, and protecting users' privacy? #critlib
Violet Fox
@violetbfox

#critlib A4. Libraries don't do a good job of explaining why we're not as good as Amazon/other recommendation engines (i.e. b/c privacy). twitter.com/bembrarian/sta...

7 MONTHS AGO

Violet Fox
@violetbfox

I suspect users think we’re just not very good at our jobs, when the reality is that we take their privacy very seriously. #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

@violetbfox A4 I agree. We could all be a lot more transparent about the systems, products, services, we use and how they work. #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

@violetbfox A4 (cont) We need to be open about how patron data informs decisions that are getting made, including subscriptions to the Internet #critlib

7 MONTHS AGO

Franny Gaede
@mfgaed

A4 #privacy & #netneutrality get linked together for me w FCC guidance impacting both - shifting control to ISPs/vendors #critlib

7 MONTHS AGO

LLAMA New Pros
@LLAMA_NewPros

A4: I <3 data we use to improve services for patrons. Many patrons expect data to be collected, but an opt-out option would be nice #critlib

7 MONTHS AGO
@LLAMA_NewPros I envision a world w/o #NetNeutrality where opting out would damage our capacity to have certain access. Data = power, perhaps? #critlib

7 MONTHS AGO

LLAMA New Pros
@LLAMA_NewPros

a4 cont: I think some patrons would prefer an opt-out option, but agree w/ @bembrarian that it can damage access #critlib

7 MONTHS AGO

Franny Gaede
@mfgaede

A4 As a #scholcomm person, I run into this a lot with repository vs. ResearchGate. We're not here to make $ on your personal data #critlib

7 MONTHS AGO

Alex Gil
@elotroalex

A4: protect privacy 1st, then we worry about data. we have a 3 tiered system: green (open data), orange (let's talk) and red (no). #critlib

7 MONTHS AGO

Alex Gil
@elotroalex

No automatic opt-in. That's a red no-no. #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

@elotroalex Sadly, I know that usage data does inform most of our systems (like Alma/Primo)---might not be sensitive details, but UX-related. #critlib

7 MONTHS AGO
@bembrarian It all started when we did The Library Project: spatialinformationdesignlab.org/project_sites/... #critlib

@bembrarian we do UX related stuff, as long as in the green or cleared the orange. but nothing with individual users checkouts. we burn those #critlib

@bembrarian in other words, we keep totals and categorical usage, but no individual data #critlib | hope y'all keeping it clean like that elsewhere

@elotroalex We anonymize loans too; however, can't prove it's not being taken off the cloud in other spots via the vendors. #conspiracytheory #critlib

@bembrarian I bet a solid $20 vendors are keeping ALL the data. #critlib

@bembrarian vendors don't do ethical, they do legal (one hopes) and profits #critlib 😞
@elotroalex @bembrarian ALL THE DATA. Sadly, you’re probably right in majority of cases. #critlib pic.twitter.com/NXltdybMAs

@elotroalex If anything, the #NetNeutrality convo/story has raised questions of what the new face of *legal* will become. #critlib

@violetbfox @mmkocher was telling me abt product that doesn’t provide user stats--lib can’t justify purchase w/out evidence of use.

@violetbfox @mmkocher Exactly. And that will get even more grueling when throttling/tiers begin. #critlib
Q5. How is data valued at your library? Do you know what your vendors do with your data? Do these factors affect vendor choice?

Anonymous Critlib
@CritLib_anon

Q5 I wish my libr paid attention to how vendors collect patron data - had vendor brag abt access to individual user watch history #critlib
That's just gross. #critlib twitter.com/CritLib_anon/s...

@CritLib_anon A5 Maybe we'll get to a position requiring a Watchdog group for vendors, if one doesn't already exist in LITA/ALA/etc. #critlib #privacy

A5 I think about the AOL data dump and how even "anonymized" search data was traced back to individuals en.wikipedia.org/wiki/AOL_search... #critlib

#critlib A4/A5. Check out ALA's Library Privacy Guidelines--great practical advice about posting policies, etc. ala.org/advocacy/privacy...

A5 Back to Q2, I think we're in a privileged position as people who esp understand metadata to comment/advocate about data collection #critlib

Farewells

Before y'all have to head out, wanted to put a call out for a Storify volunteer for today's chat! Is anyone interested? #critlib
@mfgaede A good time to shoutout the @duckduckgo privacy newsletter, which covers similar problems w/data, browsers spreadprivacy.com/privacy-newsle... #critlib

7 MONTHS AGO

Franny Gaede
@mfgaede

We’ve hit our time for #critlib #NetNeutrality! Thank y’all so much for coming and for a great conversation.

7 MONTHS AGO

Diana Bowers-Smith
@infomartian

I’ve got to sign off now. Thanks for the #NetNeutrality chat, #critlib!

7 MONTHS AGO

Christian Lauersen
@clauersen

Hi all, fab #critlib chat and thx for moderating @bembrarian et al. Running a calendar on library related chats: christianlauersen.net/library-twitte...

7 MONTHS AGO

Christian Lauersen
@clauersen

@bembrarian @mfgaede Pls ping me if I miss any #critlib chats there or if you got chat details up on your site I can link to

7 MONTHS AGO

Franny Gaede
@mfgaede

@clauersen @bembrarian More information & resources available on the #critlib site, as well as upcoming chats critlib.org/net-neutrality...

7 MONTHS AGO
LLAMA New Pros
@LLAMA_NewPros

Much thanks to today's #critlib mods @mfgaede & @bembrarian! Leaving with some great resources.

7 MONTHS AGO

Franny Gaede
@mfgaede

@LLAMA_NewPros @bembrarian Thanks so much for coming out and for your wonderful contributions! #critlib

7 MONTHS AGO

Violet Fox
@violetbfox

@mfgaede Thanks @mfgaede & @bembrarian! Grateful for the excellent resource list--I learned a lot this week about why this is so important. #critlib

7 MONTHS AGO

Greg Bem
@bembrarian

It's been a pleasure, #critlib. Please don't hesitate to keep conversing past the hour. Let's push things forward! twitter.com/mfgaede/status...
Opinions voiced in today's #critlib chat were that of @kittyBBQ! Hope to be part of more discussion in the future. Thanks y'all! pic.twitter.com/NMOVdbFItL

@LLAMA_NEWPROS · 7 MONTHS AGO