

# The Balancing Act of Digital Privacy and Digital Services in Libraries



## ALA Code of Ethics

### Links

- Slides—<http://goo.gl/2tb9rZ>
- ALA Code of Ethics — <http://goo.gl/uI5jrx>
- ALA's Resources on Privacy — <http://goo.gl/1RUdy>
- Arstechnica Risk Assessment/Security — <http://goo.gl/Tbwel>
- Sans Security Resources — <https://goo.gl/XFdRw3>
- Library Freedom Project — [libraryfreedomproject.org](http://libraryfreedomproject.org)
- Patron Privacy ALA IG Listserv — <http://goo.gl/U6u8FA>
- Library Digital Privacy Pledge (draft) <https://goo.gl/JzzShI>

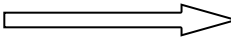
Other places to get information: Facebook groups, Twitter, RSS feeds from tech blogs

The principles of this Code are expressed in broad statements to guide ethical decision making. These statements provide a framework; they cannot and do not dictate conduct to cover particular situations.

- I. We provide the highest level of service to all library users through appropriate and usefully organized resources; equitable service policies; equitable access; and accurate, unbiased, and courteous responses to all requests.
- II. We uphold the principles of intellectual freedom and resist all efforts to censor library resources.
- III. We protect each library user's right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted.**
- IV. We respect intellectual property rights and advocate balance between the interests of information users and rights holders.
- V. We treat co-workers and other colleagues with respect, fairness, and good faith, and advocate conditions of employment that safeguard the rights and welfare of all employees of our institutions.
- VI. We do not advance private interests at the expense of library users, colleagues, or our employing institutions.**
- VII. We distinguish between our personal convictions and professional duties and do not allow our personal beliefs to interfere with fair representation of the aims of our institutions or the provision of access to their information resources.
- VIII. We strive for excellence in the profession by maintaining and enhancing our own knowledge and skills, by encouraging the professional development of co-workers, and by fostering the aspirations of potential members of the profession.

Adopted at the 1939 Midwinter Meeting by the ALA Council; amended June 30, 1981; June 28, 1995; and January 22, 2008.

## Action Plan

- 1) Review Contracts and Terms of Services
- 2) Ask Questions of Vendors 
- 3) What information are you trading for digital services and is the trade-off worth it?

## Vendor Questions

1. How is our data secured on the server and during communications to other devices?
2. Is our data easily & quickly portable?
3. How often is our service monitored for security threats?
4. How is our data backed up?
5. Who has access to our data?
6. What are the browser & security recommendations for local computers using your service?

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