DRAFT IFLA RESPONSE TO THE GLOBAL DIGITAL COMPACT CONSULTATION

CONNECT ALL PEOPLE TO THE INTERNET, INCLUDING ALL SCHOOLS

What Principles Should Apply

1) **We must see universal internet connectivity as part of the universal human right of access to information**: above all, the internet is a means of accessing information, a task that libraries have throughout their existence sought to deliver on. Through doing this, we 'import' the same logic as applies to the Universal Declaration, i.e. that everyone's needs need to be met before we can declare success or victory. Drawing this parallel is also helpful in allowing us to make connections between longstanding debates around information access and ethics and current discussions around connectivity and how it is used.
2) **School and education connectivity must include good quality (school) library connectivity**: school librarians play a crucial role in supporting teachers, as well as often carrying out teaching work themselves. They are a key source of materials for teachers, offer a space for homework and expanding learners' horizons, and can be an internet access point of last resort for children who lack the connectivity, devices, or space to get online at home. Furthermore, by developing children's information literacy, school libraries are arguably an increasingly essential part of the education infrastructure.
3) **School connectivity must include connectivity for public and community libraries**: public and community libraries play an essential complementary role to schools and other education institutions in supporting education, and one that is enhanced by the access to materials and communication that the internet offers. From supporting literacy and school readiness at the youngest age, to complementing schools and education institutions during formal education and then acting as a venue for, or portal to lifelong learning opportunities subsequently.
4) **Connectivity is only one piece of the picture – it needs to be accompanied by investment in skills and support**: we cannot only help people to get online, but have to offer a 'wrap-around' set of support in order to help them make the most of the internet, as well as to stay safe online. This implies ensuring not just a one-off investment in physical connectivity, but also investment in people and institutions which can deliver over time. It does also imply a responsibility on individuals and others providing training and support to adapt and build around the needs of individuals, rather than third party interests.
5) **We need to provide public internet access options, including through opening school libraries up for community use**: it is clear that public internet access is not just a stepping stone towards 'private' access, but rather has an ongoing value as a complementary means of connectivity. In other words, universal or near-universal home connectivity does not remove the need for public access – people use each for different purposes, and with the internet and services in continuous evolution, there will always be the need for a place to adapt and learn.
6) **We need to recognise and support the value of community connectivity:** the internet, despite the many advantages it brings, can risk being a factor in leading to a greater compartmentalisation of society, with different individual experiences. As such, we need to

pay attention to the value of connecting as a community, for example through initiatives such as community networks, or mixed in-person and online activities that realise the potential of the internet to support not just individual, but community development.

7) **We should treat the internet as a utility, along the same lines as water and electricity, without forcing everyone to connect**: the library field echoed the point made by many others that we need to confirm the frequently made assertion that internet access should be seen as a basic universal service. At the same time, a number of recipients underlined that no-one should be forced to connect, given the concerns that many have about the internet and the digital world.
8) **We should consider participation in the information society as a right**: such an approach covers a wide range of internet governance issues, but goes to the heart of what we should be trying to do through the Global Digital Compact. Just as it is not possible to shut someone away from society, except in exceptional cases, it should not be possible to leave them in a situation of being unable to benefit from the possibilities that the information society brings.
9) **We should encourage methods for cyber safety**: library access points should not be used cybercrime activities and libraries can provide training in acceptable use and cyber safety in accessing internet resources.

What Actions Should Governments Take?

1) **Ensure that access to information and participation in the information society is part of any national bill of rights or constitution**: while this access is part of the Universal Declaration, it would send an important signal to citizens to include access to information in constitutions or other basic laws.
2) **Commit to connecting all of their own schools and libraries, and once this is done, work to ensure continuous improvements in connectivity and available hardware**: governments should establish and publish roadmaps to achieving these goals, using a standard template that best allows for comparison and mutual learning.
3) **Establish a suitable and dynamic definition of broadband connectivity:** this should reflect the quality of connectivity needed to make full use of the internet, and evolve over time to reflect new uses. A set of steps within this may be desirable in order not to ignore the value of even basic connectivity vis-à-vis none at all. Such a definition should also include access to connectivity in different forms, such as libraries, given that these complement home connectivity, and can offer critical resilience in times of crisis (see below).
4) **Disaggregate connectivity data in order to allow for meaningful policy responses:** there needs to be effective testing of the quality of connectivity. in particular, it is important to be able to understand the situation facing people in remote areas, as well as people and communities at risk of marginalisation. This data should be published regularly, in a timely fashion, and publicly in order to allow for third party oversight.
5) **Launch a renewed drive on literacy and integrate information literacy into curricula**: basic literacy skills remain a determining factor in being able to realise the full potential of connectivity, despite the exciting possibilities available to use the internet to support oral traditions and help people with low skills. Achieving universal literacy, including for adults, must receive a renewed focus.

6) **Make meaningful universal connectivity a core pillar of development assistance programmes**: those countries which are active in supporting development elsewhere in the world should look to support connectivity as a key precondition for the achievement of other goals, not least around education, health and beyond. Ideally, the connection between connectivity and the effectiveness of other policy agendas should be taken into account, and tools such as UNESCO's Internet Universality Indicators applied to assess where investment may be needed.
7) **Support strong and connected library fields**: As highlighted, libraries are a key part of the broader connectivity infrastructure, not only offering the only or a complementary venue for getting online, but also supporting effectiveness by providing help and resources which make connectivity meaningful. This can be about updating existing locations, providing mobile services, adding or strengthening library services in schools and other education institutions, or building new locations and ensuring they have the resources to operate over time, with trained and dedicated staff.
8) **Provide and protect public access options in times of disaster or crisis:** Recent disasters have demonstrated the degree to which people rely on libraries when things turn bad, as a shelter, source of electricity, and place to access the internet. With disasters likely only to get more common in coming years, public access options which can act as a secondary connectivity network are essential.
9) **Maximise the value and attractiveness of connectivity by supporting the creation of relevant services and content:** once people are connected, they should be able to do things online, such as engage with government services or access public information. A parallel key issue is to invest in making content available in different languages. Crucially, we must promote openness in this – there is no point developing a variety of content if it is subsequently reserved only for the wealthiest thanks to the over-application of intellectual property rights. Furthermore, there needs to be investment in providing accessible content for people with disabilities. This will be aided by an expansive implementation of the Marrakesh Treaty.
10) **Always ensure that there are fallback options for the unconnected:** with the above all being said, we must respect the right of people not to be online if they wish, as well as those who are not capable of digital only. This should not lead to exclusion from society however – 'Digital only' can be a risky way forwards.
11) **Legislate to protect net neutrality:** this remains a key determinant of the value of connectivity with the risk being that violations of net neutrality, including through zero-rating, lead to a skewed experience of the internet, driven by private rather than public interests. The internet should be regulated like a utility.
12) **Regulate to enable experimentation and alternative means of connectivity**: governments should not be protecting the monopoly or oligopoly positions of legacy internet providers, not only in situations where they are failing to deliver, but also where innovation could deliver better experiences. Newer forms of connectivity – community networks, TV white space, and low-earth orbit satellites should be enabled to demonstrate their potential to bring people online.
13) **Build trust in the internet**: the internet is too vital a resource for it to be desirable that lazy criticisms, fear-mongering, and over-simplification shake people's confidence in it. At the same time, there clearly are challenges to trust that need to be addressed, including

anti-competitive behaviours, a sense of a lack of transparency, and worry about loss of privacy or individual choice. Governments should maintain a constructive attitude towards the internet, in order to avoid undermining people's incentives to connect, while taking proportionate actions to address challenges.

What Actions Should Libraries Take?

1) **Embrace their role in meaningful connectivity**: supporting meaningful use of the internet should become a key mission of libraries, as already set out in the IFLA-UNESCO Public Library Manifesto. This should be accompanied by planning and action to realise this role, for example through delivering ICT training and digital literacy support, as well as provision of content. Clearly, there should be an ongoing focus on basic literacy as a gateway to these other forms of literacy. Achieving this may require hiring or training skilled staff in order to deliver.
2) **Coordinate the field through national libraries or national library agencies**: libraries should see supporting meaningful connectivity as a systemic mission. In order to meet this, it will be valuable to build coordination and collective action and reflection on priorities and challenges. Plans and policy documents should be developed both to guide this, and to provide transparency to others, including potential partners.
3) **Advocate for connectivity:** given their focus on access to information, libraries should join in national efforts, both governmental and non-governmental to act in favour of connectivity. This can also be an opportunity to set out how public access through libraries is a vital part of any universal connectivity strategy. Libraries and their associations/agencies can strengthen advocacy by gathering and publishing data about connectivity in libraries and use (without violating privacy).
4) **Draw on their own understanding of local information needs in order to deliver the most effective support:** libraries should be responsive in the support they offer to members of the community, and as far as possible tailor their offer to these, rather than trying to offer one-size-fits-all solutions. The same applies to the spaces and equipment that they offer, which should be as adaptable as possible.
5) **Libraries should offer free WiFi and other access to users, with as few restrictions as possible**: no-one should be unable to connect to the internet due to a lack of resources. Filtering obligations should be kept to a minimum. Where they are unavoidable, they should be applied in a transparent manner, and as predictably and objectively as possible.

AVOID INTERNET FRAGMENTATION

What Principles Should Apply?

1) **The internet by its nature is borderless:** it is always worth reiterating this point, in the light of efforts to create specific national internets. Its lack of borders is central not just to its operation, but also to its value to people.

2) **The governance of the internet should be multistakeholder**: the internet does not lend itself to being led by national governments alone, and it is far more efficient and effective for the interests and needs of stakeholders to be heard directly rather than channelled through others. Such an approach should nonetheless be organised in a way to promote maximum participation.
3) **Decisions cannot only be national/regional, without consideration of wider repercussions:** as far as possible, internet governance decisions should not be taken in isolation. This not only creates issues of disconnect between jurisdictions, but also effectively leads to the rules implemented by larger economies or blocs being imposed on others. The best response to this is close and ongoing collaboration, involving stakeholders.
4) **Access to information is a cross-border right**: it must be made clear that the right of access to information spreads across borders, and so blockages (both explicit, and those created by other policies, such as copyright) at frontiers should be avoided, and subject to strict conditions of necessity and proportionality. Blanket restrictions should be rejected by default, while the fragmentary effects of policies such as those on data protection should be explored carefully.

What Actions Should Governments Take?

1) **Write into agreements that the internet is indivisible and borderless**: a key part of the value of the internet is the possibility it creates to share with people around the world. Restrictions at borders serve to undermine this, and need to be well justified or otherwise condemned.
2) **Adopt and uphold the Manila Principles on intermediary liability**: the ability of intermediaries to bring people together remains vital for the work of libraries and the potential of the internet to fulfil its potential. Regulation of them should stick to the principle of necessity and proportionality, and not serve to oblige them to create borders between users in different countries (or at least registered there)
3) **Develop mechanisms for learning and discussion globally**: these proposals imply a strong degree of policy coordination between countries. Achieving this will require structures that facilitate this work between authorities, in order to build understanding and look for the least disruptive responses to concerns raised in terms of cross-border information flows.
4) **Develop international instruments that make clear that copyright exceptions should be enjoyed across borders**: highly valuable cross-border activities such as education and research can be made uncertain or impossible through the over-application of copyright protections, leading to internet fragmentation. This needs to be addressed through action at the World Intellectual Property Organization.

What Actions Should Libraries Take?

1) **Make the case for openness**: in order to support cross-border access to information, libraries should be active in building understanding of the contribution this makes to the fulfilment of their missions, and advocate in this sense. They can, in particular, highlight the impacts of not being able to work across borders, in order to help policy makers understand the costs of inaction.

PROTECT DATA

What Principles Should Apply

1) **Attacks on privacy have a significant chilling effect – this must be recognised**: taking away people's privacy can have a major impact on the way they take decisions. Particularly insidious can be the likelihood of self-censorship or actions intended to avoid any risk, going well beyond what is and isn't allowed under the law, and without possibility to monitor or understand what is going on.
2) **Cybersecurity is there to protect people, not just infrastructure**: as set out in IFLA's own statement on cybersecurity, the primary goal of this must be to ensure that personal data and other interests are well protected. As such, cybersecurity must be designed around people, as well as being available to them.
3) **Surveillance requires oversight and transparency**: the right to a private life is a fundamental right, and so any infringement of this must be strongly and strictly justified. It is nonetheless clear that meaningful use of data can be a driver of progress, and so a balance must be found. For example, it should be made clear when data is being collected, in order to allow individuals to make informed and conscious choices about which services they use or not. This should happen through visible and easy-to-read data policies. Save in exceptional circumstances, decisions to carry out surveillance should be transparent and open to challenge or appeal. There should be particular care for services, such as EdTech, which are used by children and students who may be unable – or feel that they are unable – to opt out; the most privacy-protective option of such services should be offered by default.
4) **The right to anonymity is an important one, and restrictions on this should not be made without serious reflection**: online anonymity is an important way of safeguarding rights, especially for people or groups at risk of persecution or unreasonable discrimination otherwise. While it is important to be able to ensure that actions that are illegal offline are also illegal online, efforts to identify perpetrators should be strictly proportionate and necessary, and not jeopardise the rights of others. This is likely to require further reflection and discussion on how best to do this.
5) **People should have an idea of how their data is being used**: it is important that there is transparency around data and collection and use as a precondition for people to be able to exercise their rights and choice. This should include the possibility to refuse data collection, as well as choose which uses are made of data.

What Actions Should Governments Take?

1) **Both in their own services, and in the rules they impose on others, ensure strong data governance and protection**: Governments are already heavily engaged in use of data and so should be models both of respect for privacy and proportionate use, and in the way they communicate about this. It should be easy for citizens to know what data is held about them and how it is used. Similar obligations should be placed on other operators, in line with the level of risk that they may bring, and good practices encouraged. Breaches and abuses

should be meaningfully punished. Policies should be flexible enough in order to adapt to evolving technologies.

2) **Support awareness raising and mobilisation in favour of the protection of data**: through education and wider communication, people should be conscious of the sort of data that is collected about them, and how it may be used. This is an essential part of wider digital literacy, and so should be integrated into efforts in this area. Crucially, people should be given the knowledge and confidence to be active in determining how their data is used.
3) **Avoid solutions to problems of internet governance that jeopardise the right to privacy:** as indicated above, anonymity is an important factor in allowing individuals and groups who may otherwise be subject to unjustified discrimination to express themselves. As such, any efforts to strengthen enforcement of the law, for example to catch criminals or tackle illegal hate speech, should take place without breaking the right of everyone to engage online anonymously

See also suggestions around the application of human rights online.

What Actions Should Libraries Take?

1) **Raise our game on data protection**: given that this is an evolving space, libraries should keep up to date about the way that their patrons' data is being used by third-party vendors. They should not sign contracts which have major privacy implications without proper consideration and application of library values.
2) **Be a model as regards our own users' data**: while it is acceptable to use data-based insights in order to support better service delivery, this should be done in a way that is respectful of privacy, and transparent to users. In doing so, libraries can offer a valuable lesson to others.
3) **Discuss privacy in the community, and advocate for cybersecurity**: arguably, protection of personal data is one pillar of wider digital literacy. Libraries should not only explain why data protection is important and promote good digital hygiene in this respect, but also promote a more active approach to data, helping citizens themselves to mobilise in favour of privacy.

APPLY HUMAN RIGHTS ONLINE

What Principles Should Apply

1) **Regulation to protect human rights should be dynamic, evolving with time**: the evolution of technology means that the way in which rights are protected necessarily needs to evolve, in order to avoid becoming out of date. As a result, it is important to have an approach that can adapt over time, and so ensure that rights themselves – and in particular those areas where rights need to be balanced against each other – evolve with the times.
2) **It is essential to listen to groups which are at risk of having their rights not respected**: it is a basic principle that we can best understand impacts of action (or inaction) on people's rights by talking to them. As such, groups at risk of seeing their rights put into question need structures and opportunities to raise their voices, and for these to be taken seriously.

3) **Awareness of human rights is an essential step towards their achievement**: we need to invest in building people's understanding of the rights they have, and promoting a critical approach in their engagement with the internet and the wider digital world. This is a precondition for promoting active digital citizenship, as well as fuller respect for the rights of others.
4) **Freedom of speech should not be abused in order to normalise hate**: freedom of expression is a key and fundamental right, but like all other human rights must be applied in ways that recognises that other rights exist and deserve protection. Therefore, while simply disagreeing with someone else in no way represents a reason for trying to censor them, where speech does – or incites others to – leave others less able to enjoy their own rights, there is reason to act.
5) **Violation of human rights should lead to corrective action**: there need to be clear penalties for actions that unjustifiably infringe the rights of others online. Ensuring the rule of law on the internet is also important for overall confidence in the internet as a space for economic, social, cultural and civic life.

See also answers above concerning the importance of the right of access to information, the right not to be online, net neutrality, and privacy.

What Actions Should Governments Take?

1) **Explore the opportunity of producing digital constitutions or bills of rights**: it is important always to reaffirm that human rights apply as much online as they do offline. Working towards digital constitutions or bills of rights can be a helpful way of focusing attention and addressing key difficult issues.
2) **Establish principles around treatment of hate speech online**: the internet should, as far as possible, not serve to propagate hate or discrimination. Governments should look to act in this area in ways that respect the principles of proportionality, and the maximum respect for both sets of rights. For example, it is important to avoid situations where platforms are incentivised to go too far in one direction or the other. Automated policing should be avoided as far as possible, given the weakness of algorithms in making difficult judgements. In parallel, further efforts to promote citizenship and social cohesion are necessary – not all of society's problems are going to be solved through internet governance!
3) **Provide simpler mechanisms for people to uphold their rights online**: it should be possible for people to seek redress in situations where their rights have been unjustifiably infringed, without the complexity of a long court case. A form of digital rights defender or ombudsperson could be helpful in this respect, providing an initial means of assessing whether further legal action is needed, or, preferably, finding a rapid solution.
4) **Support human rights literacy work**: governments should provide support for initiatives that deliver human rights literacy for all, in forms that work best for learners. It may be best for such education to come through more neutral or third-party sources in order to be most effective. Such efforts should not only be targeted at school-age children, but at people of all ages.
5) **Obligation on governments themselves companies to set out how they intend to uphold human rights**: in addition to human rights impact assessments on digital legislation, larger

companies themselves should be obliged to develop documentation where they set out how they will uphold rights in their activities. This will allow for greater accountability and clarity for users.

6) **Implement pro-equality legislation**: one particular human right that is still too often violated is that of people with disabilities to information. Governments can help here by accelerating efforts to ratify or accede to the Treaty of Marrakesh, and then to implement it in an expansive and positive manner. This will remove harmful copyright-related barriers to providing access for beneficiaries, and will be complemented by meaningful investment in the creation of accessible format works, and support for those institutions and organisations working with people with print disabilities.

What Actions Should Libraries Take?

1) **Take a leading role in promoting human rights in the information space**: as institutions founded in the first place in order to deliver one fundamental right – that of access to information – libraries should look at taking a more proactive role in promoting and defending other rights in the information space, building on longstanding work around information policy and ethics. Through this, they can support digital citizenship efforts, as concerns people's ability to recognise and defend both their own rights, and those of other people. Such efforts can be proactive (training, events) but also more reactive (ensuring availability of resources, operating a rights helpdesk).
2) **Advocate for the defence and promotion of rights online**: at the systemic level, library associations and agencies can bring much to policy discussions, again drawing on libraries' expertise and experience in defending rights in the digital space.
3) **Ensure maximum access to information for people with disabilities**: libraries have a particular responsibility to support access to information for people with disabilities and should therefore both maximise the range of accessible content they can provide, and address any factors in their buildings and programming that may serve to exclude people from enjoying this right.

See also answers above concerning protecting data, ensuring connectivity

ACCOUNTABILITY FOR DISCRIMINATION AND MISLEADING CONTENT

What Principles Should Apply

1) **The principles of the Christchurch Call should be endorsed**: the principles set out in the Christchurch Call are valuable and relevant in their focus on addressing extreme and violent content in a way that protects rights online.
2) **Everyone has a right of access to inclusive and accurate information**: it is important to remember that a key function of the right of access to information is to empower and enable people to fulfil their potential and realise other rights. As such, it is worth underlining the importance of accuracy and relevance in the information people receive, rather than just assuming that any information is good information.

3) **Act to resolve problems at the root as a priority**: as set out above, it is not through internet governance that we will resolve all of the problems of the world. The best defence against discriminatory and misleading content is to develop the skills, values and reflexes people need to defend themselves.
4) **Governments must lead by example**: as set out in Our Common Agenda, it must be unacceptable for governments to mislead their own people. This is not just a case of ethics, but also of policy effectiveness, given that if people do not believe decision-makers, they are less likely to trust or follow them.
5) **Voluntary codes of conduct can play an important role**: as highlighted above, a first key step is to encourage a proactive, transparent approach by companies themselves. Published voluntary codes of conduct can help in this respect, providing a reference point and allowing for accountability.
6) **There needs to be a balance between free speech and action**: closely linked to the above, and to points made repeatedly above, there are rights here that are in tension, and simply defending one at the expense of the other is not a good idea. Furthermore, it is clear that accusations of discrimination or misleading content can be used maliciously to silence dissent or disagreement, including by government. The principles resulting from this process should in no way justify such behaviour.
7) **The interests of researchers, today and tomorrow, should be remembered**: it is important to acknowledge that a first step towards addressing the phenomena of discrimination and misleading content is understanding them. For this, researchers need to be able to access, copy and hold content that may indeed not be appropriate for public consumption.
8) **Combatting misinformation, in part, is a collective responsibility**: we do need to do what we can to build respect for accuracy in information, as well as help people to cope with inevitable uncertainty, rather than reaching to simple but wrong solutions. For example, people do need to understand better why they should check things before they share.

What Actions Should Governments Take?

1) **Adopt the Christchurch Principles**: these offer a valuable overall approach to addressing questions around extreme content which at the same time recognising the need for proportionality and respect for other rights.
2) **Support reliable sources of information like libraries, as well as promoting open access**: in order to deliver on the right to accurate and relevant information, libraries have a key role to play, especially for those who do not have the resources to buy or licence materials. For them to do their job, they need to have the resources and staff to meet the (accurate) information needs of their communities. There should also be further moves to drive forwards open access, including meaningful open science (open research) plans, secondary publication rights for publicly funded research, and pursuit of green or diamond open access plans that do impose costs on researchers, as well as reforms of copyright to allow libraries to support people's information in a digital world.
3) **Make media and information literacy a key skill in curricula for learning throughout life:** such skills are also key for wider engagement with the internet, but are particularly useful here. Clearly, such skills need to be taught effectively, and so there needs also to be investment in understanding what works best.

4) **Avoid unnecessarily politicising the concept of misinformation**: governments need to adopt a high level of honesty and accuracy in their own work. They should be held to a high standard of integrity, and avoid using accusations of 'fake news' to dismiss legitimate criticisms and dissent. More generally, they should work to reassert the value of facts, including through better education around how to manage inevitable uncertainty.
5) **Meaningful action against those guilty of discrimination and deliberately spreading harmful misinformation**: laws against these should be enforced properly, in parallel with more positive efforts to build skills. Original culprits should be the prime target of such efforts, rather than just social media platforms, although these too should be expected to show a level of responsibility commensurate with their size, and without undermining other rights.

What Actions Should Libraries Take?

1) **Maximise access to information in their collections**: libraries should reflect on what more they can do to facilitate access to reliable information by users, including through programming, doing more online, and awareness raising in general. Hand in hand with this, promoting critical thinking through courses and the availability of materials represents a further contribution. This work does not need to be a solo effort – there are possibilities to work with partners, as well as to design systemic efforts within the field.
2) **Reflect on the needs of people facing marginalisation**: efforts to combat misinformation and discrimination are universally relevant, but it remains the case that some will have more access to other source should be targeted, as far as possible, at those who may have low skills.
3) **Advocate for effective, balanced approaches**: libraries are very well placed to join campaigns for stronger media and information literacy, more comprehensive open access policies, and copyright reforms that will enable them to give greater access to their own collections, rather than leaving people to rely on what they find on the internet.
4) **Ensure up to date training for library staff**: library staff themselves need to be up to speed on the way the internet works, and in particular how misinformation and other damaging content spreads. They would benefit also from training on how best to share this knowledge with users.

REGULATION OF ARTIFICIAL INTELLIGENCE

What Principles Should Apply

1) **Tools using algorithms and big data should be subject to regulation:** as with any other activity, it is important to have rules and principles that help ensure that the public interest is safeguarded, and that we do not lose control. Used in certain ways, AI does have the potential to lead to a loss of control by communities, making this all the more important.
2) **Rules around artificial intelligence should be based on strong ethical principles**: AI clearly has the potential to provide a major boost to research and service delivery, in libraries and beyond. At the same time, in order to avoid a loss of credibility, it needs to work in ways that are demonstrably in line with ethical principles, and which certainly do not work to create or

extend discrimination. Regulation therefore needs to take a proportionate, principles based approach, in line with the approach to any other new technology.

What Actions Should Governments Take?

1) **Act to ensure that an ethical approach is followed in the development of AI**: this does not mean that there necessarily needs to be specific legislation for AI, rather that there is more general legislation applying to any new technology that looks to safeguard human rights and ensure that ethics are applied in decision-making, rather than letting efficiency and profit guide things. Ensure that this framework is clear and easy to apply, and has adequate monitoring and oversight possibilities. At the same time, remove unnecessary barriers to Ai research, such as those created by copyright laws that hinder text and data mining.

What Actions Should Libraries Take?

1) **Apply AI technologies ethically in the context of library operations**: libraries have a duty to their users to provide the best possible service, and AI tools can certainly contribute to this. At the same, time, libraries need also to be models of how to apply such methods in ways that respect ethics and contribute to wider development, for example through understanding as far as possible how they work, and what potential risks there might be.
2) **Support education around AI**: libraries in some countries have already started to offer training around AI in order to help users become more aware of what it means, and so better able to make conscious decisions. The same goes for librarians themselves, as data creators and facilitators of use by others.

DIGITAL COMMONS AS A GLOBAL PUBLIC GOOD

What Principles Should Apply

1) **We need to consider knowledge – and in particular open science (open research) – as a global public good**: as underlined by UNESCO in its Future of Education Report, we need to consider knowledge itself as a global commons – a public good that serves to advance humanity as a whole, and to which everyone should have access, both for reasons of equity, but also practicality, given that we can best build the knowledge commons when everyone is able to contribute. Open science (open research), as promoted in UNESCO's Recommendations, is a key part of this, making a recognised contribution to supporting the achievement of the Sustainable Development Goals for example.
2) **We need to consider the implications of sanctions and other intergovernmental restrictions on individuals' ability to benefit from global public goods**: one point raised by contributors was the fact that benefitting from the public goods depends very much on the possibility to access hardware, connectivity, and research information itself. While sanctions targeting individual leaders responsible for criminal acts may be justifiable, when these serve to shut out ordinary citizens from participating in the knowledge commons, this is more troubling.

3) **We need to promote community ownership and open licensing by default**: we need to recognise that public goods need governance and support in order to ensure adequate and sustainable supply. As set out in the UNESCO Recommendation concerning open science, it is important to support and encourage community ownership of relevant infrastructure. Similarly, open licensing has major benefits both as a basis for building public goods, and in maximising access, and so should be encouraged, including through research and monitoring demonstrating the benefits of openness. Similarly, the costs of being closed should also be made clearer.

What Actions Should Governments Take?

1) **Support Open Science/Open Research**: in line with the UNESCO Recommendation, governments should develop plans and take action in order to facilitate open science (open research), both within their own borders and in collaboration with others. This includes funding infrastructures, adapting research policies, adapting evaluation frameworks to favour contributions to open research and education, and ensuring pro-openness mandates for research funding, as well as to consider the impact of other policies on open science. For example, platform regulation in the European Union has been driven forwards with next to no consideration of the impact of such steps on open access and open educational resource repositories. Clearly, too, copyright policies must be reformed to ensure that openness is not considered as an exception, but rather as
2) **Support key knowledge commons infrastructures such as libraries**: we would argue that libraries themselves are effectively a digital public good, given their role in facilitating access to the internet and content, as well as encouraging and supporting people to contribute. Through this, they help deliver on the goal of other digital public goods. Key ways of doing this are set out above already, and including connecting all libraries and providing adequate resources to ensure good connection quality, staffing and support. A particularly important aspect is to ensure inclusive access to technology.

What Actions Should Libraries Take?

1) **Promote openness and diversity, and advocate for access to the public goods**: libraries themselves should embrace their role in supporting digital public goods and the knowledge commons, and integrate this into their own planning and policies. They should be active in identifying what restricts this access, and find solutions to these, either through their own work, or through advocating change more broadly.
2) **Ensure all communities can benefit**: closely linked to the above, libraries should lead, or contribute to efforts to assess where particular individuals or groups (such as indigenous communities) are being excluded from digital public goods.
3) **Contribute to openness infrastructures**: in many cases, libraries themselves host, organise or curate digital public goods, such as repositories. These should also be run with the concept of a global public good in mind, i.e. in a way that maximises interoperability.

OTHER

1) **Ensure copyright frameworks fit for the digital age**: a key challenge at the moment is that much of what takes place on the internet does so in a climate of uncertainty around copyright, making connectivity less valuable. The nature of the internet fits badly with an approach to copyright policy built around the assumption of a relatively small number of creators and publishers delivering information, in a one-way fashion, and working within national markets. We need a fundamental overhaul of copyright that recognises the rights and interests of users and the public policy goals that can be achieved through wider use of copyrighted content, without taking away from the need to ensure that creators are rewarded for their work, and the value added by publishers and others in the chain is paid for.

Governments should:

1) **Act promptly in order to remote unnecessary impediments to the ability of libraries to carry out their missions in an online world** by updating copyright laws
2) **Work together to pass an international legal instrument that would both ensure a minimum set of digital-ready provisions for research, education and access to culture**, and enable cross-border activities such as remote teaching, research collaboration, and collaborative preservation networks.

Libraries should

1) **Advocate for such reforms, in the interests of their users**, in particular those who are particularly disadvantaged by steps that discriminate against those who live in remote areas or who otherwise have challenges with mobility
2) **Use provisions that exist in a positive fashion** in order to deliver on the rights of citizens, while also respecting the legitimate interests of rightholders