

# stop serving customers (up on a platter)

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**introduction**

**digital literacy  
@ our library**

**a problem:**

**a problem:  
can't sign into email**

**the problem:**

**the problem:  
big tech doesn't care**

**a bigger problem:**

**a bigger problem:  
customer service mindset**

**the biggest problem:**

**the biggest problem:  
capitalism**

**complications**

**technomoral education**

**what does that look like?**

**example:**

**lynda -> linkedin learning**

# **digital librarianship & agriculture**

**thank you**

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