
PUBLIC ACCESS TO INFORMATION & ICTs
PHASE II REPORT

ALGERIA

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1 Extended Executive Summary

1.1 Research Project Overview

This research focuses on the public access to information and communication landscapes in 24 countries, with specific focus on public libraries, to understand the information needs of underserved communities, public access to information and communication venues, and the role of ICT.

Through field research in 24 countries conducted by local research partners, and cross-country comparative analyses based on common research design elements (see list of countries and research design overview in Appendix), the project aims to contribute to the knowledge in the field of information and ICT for development. Of particular interest and value are: the comparative look at key venues (libraries and other), and the mix of depth of in-country knowledge with breadth of global comparison to elicit success factors and scenarios to understand how diverse populations can and do access and use ICT to improve their lives. All outputs of this research will be broadly disseminated to interested stakeholders and placed in the public domain.

1.2 Introduction

This research focuses on the public access to information and communication landscapes in Algeria, with specific focus on the information needs of underserved communities, public access to information and communication venues, and the role of ICT. We examine the physical infrastructure and human resources of a variety of such venues, information content and service usage patterns, communication & knowledge production, as well as environmental factors such as governmental policies, geography, ethnic and linguistic differences etc. we finally suggest a set of recommendations that stakeholders, decisions makers have to follow in order to improve the situation.

1.3 Country Overview

Algeria is located in North Africa having boundaries with Morocco from west, Tunisia from East Mali and Mauritania from south. It occupies a surface of 2.381.740 km². Regarding the local Administrative organization, in Algeria there is a system of provinces (wilayas) containing dairas and each दौरا is covering a set of Municipalities. There are 48 wilayas, 160 dairas and 1541 municipalities. Population is about 33,3 millions inhabitants and people from 15 to 60 years represent 70% of the population. 60% of them are concentrated in urban areas (Algiers, Oran, Constantine, Blida, Bejaia, Annaba, Tlemcen and Setif). These last years and thanks to the increasing of quotations of a Petroleum in an international market, Algeria is currently in a very comfortable financial situation. Other economic important data to keep in mind is the PSRE plan 2001-2004 (6,9 billions USD) and the PCSCE 2005-2009 (55 billions USD) undertaken by the President Bouteflika in order to Promote the increasing of the public Sectors especially those out of Oil and Gas. In plus of oil market; telecommunications; and civil construction are coming in a second position. However Algeria stills depending on oil and gas exportations.

1.4 Research Rationale, Sample, and Methods

To be able to draw a landscape of public access to information in Algeria we identified a set of four important locations where people are supposed seek for information. it consists on public libraries, cybercafés, private and worship libraries and few NGOs information services. We excluded academic, school libraries and documentation centers located inside economic enterprises. in other aspect and as algeria is a very large country and because of the deadline of the study it's impossible to cover all the 48 provinces so we selected the following 14 provinces: Algiers, Blida, Boumerdes, Tizi ousou, Tipasa, Ain Defla, Tamanrasset, Djelfa, Ghardaia, Laghouat, Bouira, Bejaia, Medea and Bechar. These provinces can be considered as representative because it consists on very important provinces such Algiers the capital, Bejaia, Blida and so on; also less important cities such Ain Defla, Laghouat, Medea; and also provinces where exist urban, non urban areas, and extreme desert such Tamenrasset province. of course we each time focused on investigating disadvantaged people.

In order to gather the Information about the situation of Public access to information and ICTs in Algeria we combined many ways:

- 1) Living with people and observing how they access to information and live difficulties they live.
- 2) Surveys inside information venues. This includes: Interviews of public libraries and cybercafés managers, Users of libraries (with or without internet services) and users of cybercafés. Exchange with academics having experience with public libraries, with many intellectual in Algeria (from different field such sociology, economics, and so on). For every type of venue we identified a set of samples to survey and to investigate. the main criteria for sampling is the "variety" of its public. It means we give priority to venues frequented by different kind and categories of populations and of course we selected venues where managers are more collaborative.

So we conducted a survey among 145 municipalities distributed among 14 provinces (from north, center south and west of Algeria). But the main sample we focused on is the set of cybercafés and libraries in the province called BLIDA where 12 cybercafés and 11 libraries were surveyed. Most of libraries are either municipality libraries or youth house libraries or worship libraries or small information services of local associations. The advantage with Blida is the fact that is rich in term of geography and diversity of regions urban, sub urban and non urban (mitidja plaine, Chrea and Chiffa mountains, hamam melouane river, rural areas such chebli). Also Blida province is concerned by terrorism and poverty phenomenon. Blida is also a place where exists universities so high education level people but also isolated areas where illiteracy is high. So we consider that this province is the best sample.

For the particular case of Worship libraries we focus on a survey in a site of the library of ElFourkane mosque in Mohamadia (Elharrach) city (located in Algiers province).

- 3) Secondary research and Analysis of existing reports and document. This is including local and international sources. Such a set of government reports (Ministries of ICTs, of culture) reports and websites of many libraries and specialized associations such Iqraa "for the literacy"; articles published by local news agencies, newspapers, magazines, and databases but also international reports like a set of reports of the World Bank, UNDP , the "missions économiques" of the France embassy in Algeria, the infoDev program study, etc.

1.5 Information Needs of Underserved Communities

Within this context most important kind of information that meet interests of people needs are those closely concerning their daily life. Mainly those related to official administration and agencies:

- a) Opportunities and different kind of fund being decided by different departments and agencies of the government (job opportunities, financial aid, social housing, social security opportunities, etc.).
- b) Administrative folders (so called "dossier administratif") people must prepare to get a given card (identity, passport, retreat, etc.).
- c) Information about the statement of a Postal Bank so called "solde compte CCP".
- d) "Communication" needs. We must insist on this. People are suffering by the dominance of an informal information instead of a formal information. The underserved citizen would like get an official version of event happening in their small city with a cool, smart and easy way . these are some important (examples: weather, seismicity, security, black point of the traffic roads, electricity and gas cuts, rights and duties, holidays in schools, strike periods.; etc).

Our surveys in land show also that there is another kind of information related to escaping misery conditions of life (so called here "miziriya"). Let us focus on the two followings:

- a) Visa procedures to travel and immigrate (especially to Europe, Canada).
- b) Entertainment information as a strong mean to overpass a hard daily life conditions. To this we attach the needs on materials that cover their "curiosity feelings" about the daily life stories in a small location they live.

1.6 Strengths, Weaknesses, and Opportunities in Key Public Access Venues

There are at least four main opportunities in a way of promoting Public access to information and ICTs in Algeria:

1) A geographic opportunity: The wide surface of Algeria is in one way a constraint factor of large dissemination of ICTs but in other way is an opportunity for business issues. Thus because of a concentration of libraries and ICT facilities in a north band of the country this wide surface is also a real motivation and justification of recommending few technologies such e-libraries, e-government and e-administration, e-shopping, e-learning, e-libraries,...) to connect populations of south and isolated areas.

2) A demographic opportunity: Comparing to other Maghreb countries (Morocco, Mauritania, Tunisia, Libya..) Algeria is more populated and the major part of its population is composed by youth. This is constituting a potential market for ICT suppliers. And this is why Many international brands are more and more penetrating Algeria.

3) An economic opportunity: the well financial situation of the country and the fact that the ICT sector in Algeria is a successful investment one (After Oil and hydrocarbon sector). The World bank recognizes that ICT sector is one of the rare fields where the Algerian Government success its restructuring plans.

d) The political opportunity: in plus of the significant improvement of security situation since President Bouteflika election and his campaign of "Reconciliation nationale" and recently two interesting political decisions were taken by the government:

- The campaign of "Library for each municipality" (planned for 2009) launched by the ministry of culture on the occasion of "Algeria: capital of Arab culture Year" on 2007-2008.
- The serious program of "renouveau rural (2007-2013)" PSRR launched by the current government for a development of rural communities based on the concept of integrated rural development proximity projects (PPDRI)".

1.7 Salient Findings

One Important thing explored in this study is concerning the Inequity Environment of Public Access to information in Algeria. In fact all people in Algeria consider that they have difficulties and not satisfied in term of the conditions that they are obtaining and processing information. However, in the reality of things and within this "general non satisfaction" there are some people who have more difficulties than others, in a way that we can really speak about "disadvantaged" populations. Let us insist on the following categories:

a) Unemployed populations (persons without regular monthly salary. their revenues are under the SMIG minimum scale decided by the government).

b) Disabled peoples (blind, deaf and dumb persons, etc.).

c) Citizen living in south provinces (the Sahara band plus rural zones of the west and east of the country).

d) Citizen living in north but in mountain regions (especially in provinces of Tizi ouzou, Bejaia , Bouira,) and non regions.

Among these categories more disadvantaged are: females; Illiterate people; Children and under 18 years people then seniors being under the information access "dependency".

The second important and salient finding of this study is about the different venues that people use to meet their information needs.

In Algeria there are four main categories of Public access venues:

1) Public libraries: it includes

It consists on Libraries available for every citizen and which belong to the government and affiliated to the ministry of culture. (few public libraries are affiliated to municipalities which are in the field of the Interior affairs Ministry). It is important to establish that most of these libraries are concentrated in the capital. However, few cultural public libraries may exist in Oran (west) and Constantine (East) big cities of the Country. Some of these libraries include corners for kids. In Algeria, exist some of 752 Public libraries which are distributed on multiple forms:

- a) municipality libraries
- b) A cultural center library (such "Lamine Laamoudi" in El-Oued city (East of Algeria);
- c) The library of the youth house (ex: in BeniYeni (in Tizi Ouzou) ;
- d) Libraries of museums
- e) Libraries of "Islamic cultural centers"(ex: Abdelkrim ElMeghini islamic center in Ain Salah city (South of algeria);
- f) The library of "Palais de la culture" (cultural palace of Moufdi Zakaria) in Algiers;
- g) the National Library (Bibliothèque nationale d'Algérie).

2) Private and worship library: It comprises libraries hosted inside mosques, zaouias and schools of Quran. And Personal libraries of scholars and political personalities. Examples are those of "Elghofrane Mosque" in Ghardaia province which is offering library and internet services for all their visitors. In a same region of Ghardaia and exactly in Guerrara there is a very successful center of Dar El Imam which offers a set of facilities for local researchers (such a library and cybercafé in plus of accommodations). Also in Tlemcen (extreme west of Algeria) there is a very big private information center of "El-Achaachi" which is offering a library service for local citizen and researchers. In general these libraries aren't concerned by financial problems. Also Private libraries and worship libraries are more appropriate to partnership and networking and benefit of the high "social value" but they still limited in term of physical access and quality of their collections.

3) Cybercafés

This is a most important venue giving internet access to large populations. A Commercial venues. Dominant in term of number (about 7000 according to many sources). Their most important advantage is the presence near people (inside habitation areas) and easy entrance. In general the cost of their services is available to a large part of public (from 40 Da to 70 Da).

Even if a history of "cybercafés" is nothing comparing to public libraries which exists since 1835 cybercafés are more used and known because there are no need of any card nor bureaucracy procedure. Of course people need freedom, intimacy so what they find in cybercafés and internet. However public libraries have opportunities to emerge next upcoming years as an alternative of "cybercafés" because people are being more and more disappointed about cybercafés (no control and preservation of moral values) and the expected increasing of fixed telephone line network so possibility to get internet at home through ADSL. But this is depending on the following:

- Efficiency in executing strategic plans designed by the government. Does the government will be successful in executing the project of "a library for each municipality"?
- Quality of librarians and information professionals. Do they will be able to follow a change in an Algerian citizen who is more and more open to internet and international information venues and do they will be able to operate a marketing of their libraries and their services?

4) NGOs and Specialized associations

Many of special associations are giving access to information (but rarely ICTs) to their specific publics. Strengthens of these venues is mainly the fact they are directly serving disadvantaged populations (rural populations, then youth, kids, women, disabled people) So more appropriate to receive funds. But according our land visits and phone calls to a hazardous sample, the part of those associations giving ICTs facilities can't overpass 15%. So they must do lot of investment to reach satisfaction of people.

We identified four trends in the use of these venues:

- a) Cybercafés are more used than public libraries (except in Ain salah city in extreme south west of Algeria. This is not due to the efficiency of public libraries but because of the deficiency of connectivity and low bandwidth in this city).
- b) Educated people are dominant the use of public libraries.
- c) Youth in general and especially secondary schools student's (15- 20 years) are dominating the use of cybercafés and public libraries.
- d) females are more dominants as a users of public libraries
- e) males are more dominants as a users of cybercafés

Moreover and despite the good role these venues are playing but getting access to their services is not easy for every people. There are at least three kind of barriers:

a) Physical barriers, such lack of telephone line (59% of local associations and NGOs still without telephone line) more than low connectivity quality. Recently introduction of ADSL technology is improving this situation In many libraries and NGOs information services and because of limited number of computers, users haven't direct access to content in internet and databases but they must give their queries to staff and operators who are supposed to threat them. But this is something discouraging people to use these services.

b) Soft and intellectual barriers

Even if Google is a very popular source for people (youth and educated) when they go to cybercafés but ICTs illiteracy (interrogation techniques of databases and search engines), and dominance of English in internet are constituting a serious barriers and make people disappointed.

c) Social and political barriers

Many sources of information (mainly government information) aren't disseminated in a equal way but through informal and "friends" channels. For many sources holders keep information is an opportunity so may be a good to be sale (but in illegitimate way).

1.8 Key Recommendations

Algerian decision makers and stakeholders must undertake a set of actions,, in a short, medium and long term:

- a) Designing a policy and strategic plan related to public libraries development. Within this policy we want insist on few important suggestions:
 - Libraries must offer for public an "add values" comparing to cybercafés. For instance we suggest ti include inside libraries an internet corners but with an organized content (ex: portals, web engines, etc) and with training sessions and librarianship supervising.
 - Libraries must do a serious improvements in term of simplifying procedures of subscription and popularizing the venue by attractive techniques. This with introducing a "marketing" concept.

- Networking public libraries (give a national library of Algeria a pilote role).
- b) Promoting networks between public libraries and NGOs information services.
- c) Promoting networks between public libraries and cybercafés.
- d) Promoting the concept of public “telecenters” widely in the country. In this way lobbying must be undertaken in order to link business stakeholders with dynamic NGOs in order to build telecenters as a tool of giving information access to specific communities (especially underserved). keywords for this is a “sponsorship” and “donation”.
- e) Making information sources and facilities as free as possible for citizens and closely (or inside) public offices and populated locations ;
- f) Investing Wireless technology in rural, mountains and sahara provinces and areas.
- g) Use the “integrated rural development proximity programs (PPDRI)” as a platform to dessiminate ICTs facilities among rural communities.
- h) Doing concretes actions in a way of e-administration.

2 Methodology

2.1 Venue Selection

2 paragraphs

Brief description of the selection process: how you selected the types of venues to be studied, why they were included, why others were left out.

Note: this data collection template is designed to capture info about 4 venue types. If you study in detail more than 4 venue types in the country, include a full description of the 5th one as an appendix, using the same set of questions.

Our selection was done by using two main methods: a) observation of people around us especially where we live and travel during the year (Algiers, Boumerdes, Ghardaia and tizi-ouzou). With these cities we have the representatives advantage as they contain both urban and non urban areas, also both rich and poor populations; etc b) analysing newspapers articles and government reports when it consists on people and information in Algeria. Combining these two methods it becomes obvious that public libraries, cybercafés, private libraries and some NGOs services were the most dominating types of venues. other type of venues exist such internet corners within fairs and exhibitions, rare bookshops and phone cabins offering internet services but these were excluded because not frequent and may disappear at any time. We also excluded all of "archive institution" and "document centres" hosted inside government bodies, economic institutions and SMEs. Because academics and professional can be considered as a well served population comparing to other people.

2.1.1 Venues studied

Enter the details to complete the table based on the venues studied in this country (more details will be filled in other sections):

	Public Libraries	Private and worship libraries	cybercafés	NGOs Information Services
Total number in country	752	500	7000	2739
A. # in urban location	500	400	5000	2200
% offering ICT	35	10	100	10
Total # of people served (annual)	95200	12000	756000	ND
B. # in non-urban location	252	100	2000	539
% offering ICT	05	02	100	05
Total # of people served (annual)	5500	3000	84000	ND

Comments (comment especially on definition of urban/non urban in the country):

- By urban we intend cities with minimum of modern facilities such roads, electricity, telephone and gas networks. Cities where offered basic administration facilities and where important demography density and concentration exist.
- By non urban areas we include mountain regions in some of northern provinces (such in Tizi ousou, Boumerdes, Blida, Chelf, etc) and desert, sahara and isolated areas (Major of them are located in south provinces of Algeria. We also intend by non urban “sub urban” areas (such habitation areas around the urban cities so-called “bidonvilles”).

ND= Non determined.

2.1.1 Other experiences of public access to information that are not quite “venues”

Basic information about other experiences with potential to make a difference to the public access landscape (tea rooms, Wi-Fi hotspots, coffee houses, web information portals) although they are not quite a “public information venue” in the sense defined for this study (see research design document for definition).

Other public access experience #1: internet corner in fairs and exhibitions

Description :

Since many years major fairs and exhibitions specialise on ICT issues are including corners for visitors to connect to internet. Sometimes these corners are more frequented than exhibitor stand. Most important events are the 04 following: SICOM; SIFTECH; HiTECH; DJAZiT

All of them 100% are offering ICTs services especially internet access. More details about these details can be found through SAFEX (government body of exhibitions) and WTC organization.

But these venues are ephemeral one's. So why we are not encouraged to include them in the study.

Total number in country: 10

% offering ICT access: 100

% in urban location: 90

Comments on how it is influencing public access venues in the country:

As it's free and cool, it usually serves for illiterate people as a “starter” and a first moment to discover and to broke psychological barrier face to ICTs especially internet.

Other public access experience #2: School and academic libraries

Description :

Libraries located inside primary, CEM and secondary schools and those located inside university campus are the most operating in Algeria but not available for a large public. According the survey we did among the 13 provinces (in north, center and south of Algeria) there are some of 600 school libraries but majority of these libraries are a simple cupboards and rarely with reading rooms. To these we must add more than 56 university libraries and 15 research center libraries. They are exclusively used by students and teachers. So why we will not focus to the these libraries and we consider that they are an advantaged people. By the way even in a literature devoted to libraries in Algeria, academic and school libraries are dominating the theses and research studies (surveys, evaluation, etc). Rare those affecting public libraries and cybercafés and other venues that available to large population especially disadvantaged populations.

Total number in country: 600

% offering ICT access: 30

% in urban location: 80

Comments on how it is influencing public access venues in the country:

In one way these venues are satisfying an information need of a part of population so more chance to other category of people to use other public venues, but sometimes when these schools arent equipped in term of internet and computer students are obliged to seek for venues outside to cover their needs and this exactly what's happening with secondary school students dominating "cybercafés" in order to execute their homeworks.

2.1.2 Other existing public access venues, not included in this study

Basic information about other public access venues **not** included in the study (e-tuktuk, school or other private libraries not open to the public, health centers, etc), although they could play a role in public access information in the country. Indicate rationale for NOT including them in the study.

Other venue not studied #1: A Bookshop (commercial venue to sell books) which offers internet access to its customers.

Total number in country: 01

% offering ICT access: /

% in urban location: /

Description of the Venue:

It concerns an Exceptional case of the bookshop situated in Bordj menaail city located in Boumerdes wilaya. This bookshop which give customers an access (through 2 PCs) to Internet.

Reason why it was not included in the study:

Even if it's a smart experience but it's an exceptional one. and after the visit of this site it appears that this service (of computer connected to internet) suggested is not to improve access to information but just a marketing tool to attract customers and let them to sale books.

Other venue not studied#2: - A pohne cabine. So-callaed "Taxifone" with internet service.

Total number in country: 01

% offering ICT access: /

% in urban location: /

Description of the Venue:

It concerns an exceptional case of it's situated in Badjerah city located in Algiers (capital).

Reason why it was not included in the study:

This taxifone is an exceptional phenomenon and not a generalized one's. and after a visit of this site it appears that this service (of computer connected to internet) suggested is not to improve access to information but just a marketing tool to attract customers and let them to sale phone service.

2.2 Inequity Variables

1-2 paragraphs each.

Describe how each variable affects equitable public access to information and ICT in this country, and what you did in this study to make sure each one was addressed (for example, if you visited venues in both urban and non-urban locations).

Also include additional variables of local relevance to your country, as you listed in Form 1, section 1a.

2.2.1 Socio-economic status

Of course income level is influencing access to information through public venues (even if in general public libraries are offering services for a symbolic costs). Because for a less income people going to some venues to seek for information is very often something like "luxury". The most important is to seek for housing, foods, clothes, medicine, transportation, how to pay the electricity bill etc. But what's

really hard is that even for these basic needs information is often necessary (for example where is the less expensive area of houses renting?; where is the less expensive store of the city?; when will be the departure time of the train or bus?, etc.). But what if the information itself is necessary to feed, to cloth, to seek for heal, to move and so on. In such a situation this category of people think that if the information is existing in the place of food, shopping, hospital, and bus station, they will spend short time to consult it otherwise they operate without using information. For example they prefer walk to the bus station early and to wait in a very hard conditions until the bus came than seek for the bus schedule in order to save time and go in a right departure time. Also there is a general atmosphere of non respect of time so why people don't believe on the information (as a mean to save time) they got but on what their eyes see.

But let us mention that an important number of persons aren't employed at all. They are a real unemployed people. Means without job so without any revenue. They are so-called here "Choumaras" or "Hitists" (wall keepers). Most recent Validated data right now is: 15,3% for 2005. (equiv. 1,45 million of people). source: ONS (national statistics office of Algeria).

Very interesting is to know that according to CENEAP Survey of 2005 cities of Tiaret, Adrar and Tissemsilt are the most poverty one's. Some 36 % of families are under the poverty lines. And the most reduced Poverty rate (richness of families comparing to other Algeria zones) is in the El-Tarf departement. Moreover interesting to mention that according the World Bank report of 2006, poverty rate is growing in urban area and decreasing in rural area. They benefit by a special bonus by the government (through municipalities) but the sum is really insignificant comparing to the life level expenses. Municipalities are supposed help those people to work through what's called "filet social" but this is not enough and the salary they obtain is largely under the SMIG (minimum of salary rate) So they are (in general not systematic) the first victims of all social problems (begging, drugs, criminality, etc).

Thus, in Algeria, an unemployed persons are the most disadvantaged people in term of access to both of public libraries and other venues services.

In plus of their financial poverty and because of the bureaucratic characteristic of the majority of administrations, these unemployed persons aren't able to present a "work attestation" (which is usually requested to get the "reader card" which is necessary to get access into building of the venue then to the service of the venue). And this is why unemployed persons are usually obliged to use a cybercafés services which don't request any paper. However they pay cybercafés using their restricted revenue.

As a social inequity criteria There is also a case of disabled people (blind, deaf and dumb..), whose are rarely served in a same chance of non disabled people. In a public venues where information is given this last one is usually displayed in a printer format without a "Braille" format. Yes we must mention that in many venues "sound" format (through high mics) is wide used so it gives help to such category of people but unfortunately for them not all kind of information can be sounded.

The social status is another criteria of inequity access to information and ICTs. In this way we

establish that there is a difference between single people and marital people. The source of inequity in this specific case is not necessarily something coming from Public venues and agencies but from disadvantaged people themselves. Single people in general have more time to devote to information access but marital people have a pressure of his “partner” or family members to restrict a time devoted to seek and process information. The same thing can be said about the personal budget devoted to seek for information. This is more significant for “marital people with children” or “without children”. Of course this isn’t the rule all the time because some marital people with children have more possibility to devote more time and more money to information access than marital people without children because they are more organized and they manage their budgets better. Another factor may influence this inequity: “the kind of Living status”. It is quite different to live alone in his own house and to live with parents (and a big family) such major part of young people who aren’t able to build or to buy their house. In this last case the time they devote to do access to information access through public venues is more difficult than those who are living alone. In certain regions such in kabylie traditions oblige man to put his monthly salary revenue under the full handle of their parents.

2.2.2 Educational level

The education level is obviously an important indicator of inequity in term of access to information. Because the information process is an intellectual exercise. Lot of skills are basic for this process. So in Algeria we have to distinguish between people who have:

- No formal education and “Completely Illiterate”.

This category (so-called “analphabets”) never followed an education nor in public schools nor in informal and social one’s (such in mosques) is doing an auto censure in term of access to public information venues. They feel themselves unable to process information so they don’t need to request and go seek for it in public locations. Most important of them are females and located in rural areas.

Of course the Algerian society is being less and less literate but illiteracy rate is still serious level. Also we have to mention the importance of the phenomenon of “school hemorrhage” that is being more and more serious in Algeria. The “Iqra association” one of main stakeholders in this field (<http://www.iqraa.asso.dz/>) alerted the Government about the negative impact of this phenomenon for the whole of the society on the 16 january 2006 (conference on school hemoragy).

- Basic education (approximate elementary level).

Major part of population having this level is composed by those born during the colonization period (by France). It means before 1962. Some of them are following “literacy” courses given by different NGOs and local associations. The major part of these population have no more interest to go seek for information in public libraries and so on, but their information habits are dominated by Radio, Television

and newspapers (especially Elkhabar and Elwatan) as a main source.

- Intermediate education (approximate high school level)

In this category we can include those followed a secondary schools (chat we called in Algeria “Lycee”) but stopped their studies before a Baccalaureate. Many of them prefer go to learn a practical profession (carpenter, housepainter, mechanic, etc.) in centers affiliated to the “ministry of professional education” or in a private schools (accounting technics, marketing, etc.).

In Algeria they are populated as a very requested people (in some areas they are compared to doctors and physicians because they are very demanded by people, so they create a queue phenomenon behind their houses or their telephone).

This category of population can be considered as “mid-advantaged” people because in one way they aren’t concerned by the auto-censure phenomenon in term of using information utilities offered by public venues (because they were found in municipality library and cybercafés) but in other way they are concerned by the bureaucratic procedures to get access to some buildings and services.

- High education level

Those having diplomas of Baccalaureate, Licence, Engineer, Master, Doctorat . These categories of people can be relatively considered as an advantaged people because either they have information access and ICTs facilities in organization where they work (economic and public enterprises, private companies,) or their salaries are “relatively” adequate to spend money in commercial venues (mainly cybercafés).

But regarding the less quality of education in public school and trend of development of a new private schools markets we expect that in few years it will be significant to distinguish between people receiving education from public schools or private schools.

Moreover and because of the fact that schools (we focus on primary, CEM, and secondary one’s) dont invest lot of in term of computer and ICTs (equipements, reeducation of teachers..) we expect that this will be another criteria of inequity in future, a “computer culture”, among educated people. Educated People who got a high ICT culture and skills and educated people who got a low ICT culture and skills.

Other factor being more and more inequity criteria is the “English language”. People handling English are more advantaged in term of exploring internet content and opportunities. Because in Algeria and in plus of local vernacular of “Berber”, the main manipulated languages are “Arabic” and “French”.

2.2.3 Age

We consider that in Algeria young people under the 18 year age and seniors are relatively the most disadvantaged people because of the administrative bureaucratic mentality that dominates institutions included public libraries. Also they don't consider them through information need studies before acquiring books and materials. This is why the most dominant category of visitors of Cybercafés (more smart and pragmatic venue) is the secondary school students (between 15 years and 18 years).

Senior (approximate over 60) especially those without a good retreat salary, or without a good education level or without good health conditions (or those concerned by all of these problems) are also concerned but we can qualify as a "dependence" to other in term of access to information. Dependence either to younger people (in general their child's and family members) or the government media (radio, Televisions) contents.

2.2.4 Gender

Our survey shows that right now male is more advantaged to benefit from public information access venues especially in south and rural areas of Algeria. But more and more female is improving his position in this side and this is something increasing in a parallel way with the importance given by Algerian families (especially in south and rural communities) to the education of their daughters as a mean to preserve their future and interests. Sometimes and under a specific conditions (that we will discuss later in this report) female are more present in some venues (cybercafés for instance) such in Algiers (the capital) and in kabylie department. Other important detail is regarding the inequality between female working and female in house. The first kind is concerned by advantages given to workers through their document center (if they are labour or administrative staff, engineers, etc.) or academic libraries (if they are teachers or students).

2.2.5 Location

There is no doubt that the location and the geography is something very influencing access to information in Algeria. Three domains are to be distinguished: Urban, Rural (include mountain populations) and a Sahara (desert in south of the country).

What is fundamental to know is the concentration of major libraries (all kind of libraries) and information sources bodies in a north band of the country. And the capital Algiers is the most advantaged city by different ministries and government institutions. Even in an urban areas, sometimes there is an inequity between inhabitant of residential districts and inhabitant of shantytowns. In the capital some districts and "quartiers" are more privileged than other areas. Let us give example of Hydra where major personalities and diplomatic representations are located. Many tentative programs are used (since early 1970 through Houari boumedienne "decentralization" plan until Bouteflika "développement programme") but right now citizen still moving more and more to Algiers the capital.

2.2.6 Other inequity variables

Other Inequity Variable 1: the activity economic field

In this way and because of the economic model adopted we establish that among workers who are in general an advantaged people comparing to an unemployed people but even in working environment we are remarking that people working in the field of "Oil and Gas" (for example within the SONATRACH Naftal, Haliburton, BP and other international companies which are investing in Algeria) are more advantaged than other category of professionals.

2.3 Data Gathering Techniques

Describe the different data gathering techniques you used to conduct this study. Provide specific examples and sample selection criteria.

2.3.1 Literature review

Describe the type and approximate number of documents reviewed. Include detailed references of the most useful ones. Include valid links for all online sources.

50 number of documents reviewed.

Reviewed documents include some published books and diaries about Algeria but major of these documents are articles (local newspapers and magazines); Reports published by the government agencies and UN organizations and World Bank. In plus of these we analyzed few academic theses defended within the Department of Library sciences at the university of Algiers through "Memobi" database. We also scanned and visit more than 30 websites of government institutions, associations, libraries and information venues.

2.3.1.1 Most useful bibliography:

1- Dictionnaire Encyclopédique de l'Algérie. by Achour Cheurfi. edited by ANEP Publisher (2007) . 1230 Pages. A dictionary and thesaurus of Algeria. used especially for the word "Algeria" (pages 66-71) and the word "communication technologies situation" (pages 1094-1096).

2- "ALGEROSCOPE 2007". Published by the ACOM Agency. 84 pages. : a diary of the socio economic situation of Algeria In 2007

3-"ALGEROSCOPE 2006". Published by the ACOM Agency. 94 pages. a diary of the socio economic situation of Algeria In 2006

4- Algérie: revue à mi parcours de la stratégie de coopération 2004-2006. World Bank report N°32956-DZ. 47 pages. Very important report about the situation in Algeria especially inequity issue.

5- Schéma Directeur de l'aménagement numérique Algérie 2025

(<http://www.mptic.dz/power/STRATEGIE20253.ppt>)

6- Le phénomène associatif en Algérie by Omar Derras. Published by Friderich Ebert Foundation; Algiers, 2007. 153 pages. Good report about the situation of Associations in Algeria

7-Official Websites of Algerian government institutions:

- Ministry of ICTs (<http://www.mptic.dz/accueil.htm>)
- Minsitry of Culture (<http://www.m-culture.gov.dz/>)
- Ministry of rural developement (<http://www.mddr.gov.dz/>)
- Ministry of religious affairs (<http://www.marwakf-dz.org/index.php>)
- Journal Officiel de la République algérienne (<http://www.joradp.dz/HFR/Index.htm>)

8- Press paper of IT Mag magazine archives (<http://www.itmag-dz.com/>)

- De nouvelles médiathèques pour la capitale Sur décision de la wilaya d'Alger/ Ahmed Gasmia in : IT Mag n°99 samedi 4 novembre 2006.
- Installation d'un observatoire de la société de l'information: Haichour l'a annoncé lors de la réunion des cadres du secteur. / Nina S. in : IT Mag n°129 vendredi 28 décembre 2007, .
- Pour une forte implication de l'Etat: Afin de mieux appréhender les problèmes inhérents à l'évolution scientifique et technique du secteur des télécommunications /Houti Fouad in : IT Mag n°97 du mercredi 27 septembre 2006,
- Réduction de 20 % pour les cybercafés Annoncée à la veille du lancement du Carrefour des TIC IT /Ahmed Gasmia ; in : Mag n°115 du mercredi 6 juin 2007,
- 30% de la clientèle des cybercafés sont des femmes Une enquête d'opinion dans l'Algérois le révèle / Sabiha A. in : IT Mag n°98 mercredi 1er novembre 2006
- L'APW d'Alger dégage un budget de 33 millions de dinars l'outil informatique dans l'administration de la capitale. /Ahmed Gasmia. In : IT Mag n°95 du dimanche 3 septembre 2006

- La société de l'information passe par le développement du contenu » : Conférence de presse de Nouar Harzallah, PDG de l'EEPAD. par Ahmed Gasmia. In : IT Mag n°103 du mardi 26 décembre 2006,
- Haïchour annonce de nouvelles mesures incitatives Qualifiant le projet Ousratic d'utopique / Nina S. in : IT Mag n°112 du mardi 24 avril 2007,
- Première étape vers l'administration électronique : Conférence sur les logiciels d'application en langue arabe. /Samira Amrouche . in : IT Mag n°129 du dimanche 30 décembre 2007
- Les municipalités d'Alger loin des normes ». Informatisation des APC de la capitale. Ahmed Gasmia in: IT Mag n°95 mardi 5 septembre 2006,
- Quel avenir pour les cybercafés . Techno-chronique/ Kacem Mimour in IT Mag n°97 du dimanche du 1er octobre 2006,

9- Academic works of the institute of library science at The University of Algiers

- Needs of the Algerian citizen on information and ICTs between cybercafés and public libraries: case of Blida province. By Belkacemi A. and Saiti Aboubakr. Alger . 2008. 266 pages. Document in arabic
- Représentation de la bibliothèque et la lecture au lycée : Enquête auprès d'un groupe de lycéens/ Oumelkhir zitouni; zahia ouali; dir.par : Rabah allahoum.- Alger: [s.e.], 1994.- 79p. ; 30cm. Mem. de fin de licence: Bibliothéconomie: Alger: 1994
- Les motivations ... la lecture en milieu scolaire/ BENSEBTI,Abdellah; dir.par : TIAR, Malek.- Alger: [s.e.], Juin 1983.- 67p. ; 30cm. Mem. de fin de licence: Bibliothéconomie: Alger: Juin 1983
- La bibliothèque communale d'Oran : Organisation et fonctionnement/ MAKHLOUFI,Abed; dir.par : SOUFI,Fouad Mustapha.- Alger: [s.e.], .- 80p. ; 30cm. Mem. de fin de licence: Bibliothéconomie: Alger
- La lecture et les jeunes : enquête auprès des bibliothèques publiques de la région d'Alger/ Mohammedi fairouz ; Ramdani nadjjet; meradi saida; dir.par : Chekouche.- Alger: [s.e.], 1996.- 68p. ; 30cm.
- Que lisent les lycéens? : Enquête par échantillon aléatoire/ SADEG,Djamel; dir.par : CHAFAI,Rochdy.- Alger: [s.e.], Avril 1987.- 52p. ; 30cm. Mem. de fin de licence: Bibliothéconomie: Alger: Avril 1987
- La lecture publique dans la région d'Alger : La bibliothèque municipale et ses annexes/ TOBBICHI,Zineb; dir.par : CHAFAI,Rochdy.- Alger: [s.e.], 1982.- 101p. ; 30cm. Mem. de fin de licence: Bibliothéconomie: Alger: 1982

- La bibliothèque du Centre Culturel de la Ville d'Alger/ ZIANI,Nabil; dir.par : BOURAHLA,Fatiha.- Alger: [s.e.], Octobre 1988.- 88p. ; 30cm. Mem. de fin de licence: Bibliothéconomie: Alger: Octobre 1988
- Bibliothèques publiques en Algérie (deux journées d'études). Bibliothèque nationale, 26-27 Avril 1997

2.3.2 Individual interviews

Describe the type and approximate number of individuals you interviewed. Include detailed contact information for the most useful ones (indicate for which topic, if appropriate). Discuss how representative is this sample of people you interviewed in relation to different opinions and perspectives in the country.

310 number of individuals interviewed.

Describe

In plus of more than 290 managers of libraries, cybercafés and NGOs interviewed, concerned directly by the subject of our research, we discussed with other people (20) like M. Aboubakr Salah a parliament member, journalists like Bahlouli Abdelhadi, intellectuals and academic teachers like professor Bouizeri about the goal of the research. Thanks to these discussions we learned lot about inequity issues and key solutions to improve the situation.

2.3.3 Group interviews and focus groups

Describe the type and number of group interviews or focus groups you conducted. If available, include detailed contact information for the most useful informants (indicate for which topic, if appropriate).

03 number of group interviews or focus groups.

It consists on:

- Librarians and Managers of libraries
- Cybercafés managers
- Users of libraries and cybercafés

2.3.4 Site visits

Describe the number and location of site visits you conducted. If available, include detailed contact information for the most useful informants (indicate for which topic, if appropriate).

50 number of site visits.

As the observation and in site visit was adopted as one of important information gathering tool, we did visit to:

- Libraries (especially the national library of Algeria)
- Cybercafés
- Post office in different cities in north and south of Algeria
- Airport, bus and train station
- Mountain and isolated cities (especially in Boumerdes and Tizi ousou provinces where terrorism and poverty still operating).

2.3.5 Surveys

Describe the location and number of respondents to surveys you conducted for this study. Indicate their relative distribution across venues (for example, 30% in telecentres, 20% in cybercafés, 50% in public libraries), and how they were selected.

Describe the venues, their locations and the sample size for each:

	Public Libraries	Private and Worship libraries	Cybercafés	NGOs info Services
# of urban venues surveyed	100	10	180	15
# of non-urban venues surveyed	55	10	100	05
# of respondents in urban venues	2200	170	3500	300
# of respondents in non-urban venues	1000	150	2000	100

Survey description and comments:

We conducted a survey among 145 municipalities distributed among 14 provinces from north, center south and west of Algeria. These provinces are: Algiers, Blida, Boumerdes, Tizi ousou, Tipasa, Ain Defla, Tamanrasset, Djelfa, Ghardaia, Laghouat, Bouira, Bejaia, Medea and Bechar.

But the main sample we focused on is the set of cybercafés and libraries in the province called BLIDA where 12 cybercafés and 11 libraries were surveyed. Most of libraries are either municipality libraries or youth house libraries or worship libraries or small information services of local associations. The advantage with Blida is the fact that is rich in term of geography and diversity of regions urban, sub urban and non urban (mitidja plaine, Chrea and Chiffa mountains, hamam melouane river, rural areas such chebli). Also Blida province is concerned by terrorism and poverty phenomenon. Blida is also a place where exists universities so high education level people but also isolated areas where illiteracy is high. So we consider that this province is the best sample.

Also an importance is given to the consistent survey done at the national library and library of the cultural palace.

For the Worship libraries we focus on a survey in a site of the library of EIFourkane mosque in Mohamadia (Elharrach) city (located in Algiers province) and Elghofrane Mosque in Ghardaia province.

For NGOs information services we focused on the survey done among three associations at Ghardaia

province (Abou ishak association for preservation of the heritage; Tofola Saiida and Chiekh Kechar association library)

First we used an adaptation of the questionnaires designed for the phase 2 of the project (arabisation, French version, style modification). Printed questionnaires were distributed among people using libraries and cybercafés and other venues (at least 30 questionnaires for each venue and we asked the help of the manager of the venue to let the user more motivated to answer. Majority of Managers of libraries and cybercafés preferred to fill out the given questionnaire but in some venues especially in Ghardaia province (in south of Algeria) they preferred the oral way so we did interview of them and we recorded the session using MP3 recorder. Of course these managers were interviewed in their local language (berber, Arabic) and sometimes in French. Some difficulties were met concerning the budget declaration (considered as a secret for majority of them) and the respect of deadline to submit the filled questionnaires.

However there is a problem with the generalization of worship libraries because there is something non natural with the sample. i.e in reality females aren't really composing 50% of users but in general less than 30% because most of mosques open their libraries between the sunset prior (Maghrib) and the night one's (elichaa). In this time and because of Algerian traditions no many females go to mosques at that time. But in order to understand and to get idea about females information behavior within these libraries we interrogated a maximum number of ladies. Of course the agent of survey must be a female student.

2.3.6 Other data gathering techniques

Other Data Gathering Technique 1: Observation

One technique we consider very fluent is to observe people how they operate in their daily life when communicating and seeking or exchanging information. The advantage of this technique is the high level of objectivity. This was applied in Boumerdes, Algiers, Tizi ousou and Ghardaia.

2.3.7 Most useful contacts

List here some of the most knowledgeable and useful contacts that can provide additional information and insight, in case someone else wants to gather additional information about this topic in the country.

1) Name: Mrs Boutaba Messaouda

title: Teacher

contact information: Institute of library sciences; University of Algiers

particular area of expertise: The National Library of Algeria

2) Name: Dr Fateh Lagab

title: Lecturer

contact information: department of information and communication sciences

E-mail: lagabm@maktoob.com

particular area of expertise: history of internet in Algeria

3) Name: Ms Chekouche yamina

title: teacher

contact information: Institute of library sciences; University of Algiers

particular area of expertise: public libraries in general and kids libraries in particular.

4) Name: Ms Lamia Ladjouzi

title: Manager of a Multimedia library

contact information: Bibliothèque Multimedia Rachid Kouache ; 2 avenue Mohamed Boubella Bab el Oued ; Algiers.

Tél : 21321961555

E-mail: lamia.ladjouzi@hotmail.com

particular area of expertise: launching a quarter's librarian thank to international fund.

5) Name: M. Bahlouli Abdelhadi

title: journalist

contact information: Radio Chaîne I

E-mail: hbahlouli@yahoo.fr

particular area of expertise: Cybercafés phenomenon in Algeria

6) Name: M. Mohamed Imanassen

title: Executive Manager of the Tefayech Association for preservation of heritage

contact information:

About Ishak Ibrahim Tefayech Association

for the service of heritage

P.O. Box 334, CTR, Ghardaia 47000, Algeria

Tel/Fax :+231 29 88 91 60

E-mail: info@elminhadj.org

web: <http://www.elminhaj.org>

particular area of expertise: local private libraries in south of Algeria especially those containing ancient manuscripts.

2.4 Research Trustworthiness and Credibility

2-3 paragraphs

Describe any steps you took to minimize your own bias in conducting this study, and to increase the credibility and trustworthiness of the results you are presenting.

We mobilized more than 280 students to distribute and collect questionnaires among venues located in their living cities. We start by doing a general speech to let them understand well the goal of the

survey and the component of the questionnaire and we gave them simple and clear recommendations how to select the venue. Important criteria were: a) priority to the following type: “public library” or cybercafé”, “private or worship libraries”; b) choose the venue frequented by several kind of people (in term of sex, age, education level, income level, etc); c) choose the venue where you are familiar with its manager and visitors. Then we try to mobilize at least two students for venues located in a same city in order to compare statistics of venues. When statistics are the same it's ok but when there is a contradiction we provoke a face to face debate between these two students and after the discussion we let them to agree. If they don't agree we choose the more pessimistic data. Another credibility instrument we used is the validation by other Teachers at the university of Algiers within the thesis Jury. This was applied for one important survey done by two of my best students in Blida province (among 13 municipalities) and after their defending they obtained 17/20 the best score at the library science department of the university of Algiers not obtained before. PhD Akbal was the President of the Jury and was extremely interested by the work.

2.4.1 Research limitations

Describe important limitations you encountered in conducting this research, and limitations in drawing generalizations or broader conclusions based on the findings you report.

The limitation of the current study is about the uncertainty is characterizing the government actions and the market rules For example during the phase 2 of this project, the government did a national demography statistical campaign (an every ten years operation). Official Sources we used during the project shows 33,3 millions inhabitants. But after the recent statistical campaign and according to daily newspapers it's around 35 millions inhabitants. However official data are not published yet (and will not published before one year). and according to the government declarations it seems that the administration organization will change in few years (new provinces will be created). Another concern is about the recent change of the minister of ICTs. So a risk of change of a strategy 2025 (drawn by the previous minister) in which we emphasis to generate some of the key recommendations of this study.

2.4.2 Team qualifications

1 paragraph

Description of the research team and its qualifications to undertake this study.

The team was composed by Yahia Bakelli as a main researcher and the survey team composed by 290 students at the library science department. In plus of a fluent academic career of the main researcher an important qualification was the fluent network of persons among libraries, cybercafés, NGOs, academics and government agencies. more than 12 years as a researcher on Information issues with a rich experience in conducting national dimension studies (see details in RFQ and Team bid), but also an experience in term of supervising students works (included the best choice of interesting and serious students, validation of their results..).

3 Country Assessment

3.1 Overall Country Assessment

Provide a broad picture of the public access information landscape in the country, informed by the results of this research. In 2-3 paragraphs, what is your overall assessment of public access information venues in this country?

In Algeria a most important information need of people is about a better communication with administration and how to obtain official data about their daily life issues. Unfortunately informal sources dominate former and official sources and there is no serious volountee from Government to heal this situation. Moreover, we have to establish the presence of public access information venues but “cybercafés” (even if they appear very recently and even if it’s not free) still dominating the scene comparing to public libraries and thank to them information is obtained. All the population is concerned by what’s called “inequity” but some populations are more seriously affected (unemployed, illiterate, females, kids, seniors). NGOs which have opportunity to be close to underserved communities don’t find yet the best way to handle this issue. Private libraries are more efficient in term of communicating with people but they still limited in term of considering ICTs and connectivity platforms.

However opportunities exist. First of them the well financial situation of the country thanks to Petroleum (but this not forever). Also a success of a ICTs market development. Public libraries seem in historical moment to improve their position in the scene but this depends from the awareness and competencies of librarian’s communities.

3.2 Real Access Framework

Summarize the key findings and your assessment of each dimension in the Real Access framework used in this study. You will provide more details later.

3.2.1 Access

2–3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in the country (physical access, appropriate technology, affordability)?

Most ICT access is concentrated in urban areas. Geographic conditions form a substantial hindrance to ICT access. There are two significant mountain ranges in Algeria, as well as the Sahara Desert and transportation systems do little to make up for lack of access in less advantaged and rural areas. There is a need for populations to simplify in maximum a technology and let it more adapted to local geography and urbanism.

3.2.2 Capacity

2–3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in the country (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

Local content at all levels is limited mainly due to language barriers. Social traditions discourage female usage of cybercafés, consequently females constitute less than 30% of the users in urban areas and less than 10% in the rural and desert regions, although females constitute a majority of the users when the venue is run by a woman.

Cybercafés are losing favor due to their low quality of management, lack of technical assistance, and absence of moral values. There are increasing rates of pornography viewing and students paying the cybercafé owners to do their homework.

3.2.3 Environment

2–3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in the country (local economy, national economy, legal and regulatory framework, political will and public support, regional and international context)?

Although the number of cybercafés has jumped in the last five years, there is a trend towards the increased support of public libraries by the Ministry of Culture, with bigger budgets and professional staff.

There is also a trend towards opening the telecommunication sector and attracting foreign investors; fixed-line phone networks are increasing Internet access at the household level.

3.3 Information Needs of Underserved Communities

Describe the specific information needs experienced by underserved populations, based on the results of your research. Who could benefit from better public access to information? This could relate to e-government services, health or agriculture information, job training, employment search, among many others. Include reference to the key inequity variables in your country.

- (i) If appropriate, indicate any specifics that apply to Digital ICT services alone.
- (ii) Indicate the sources of data for this assessment

Most important kind of information that meet interests of people need are those closely concerning their daily life. They are mainly related to relation with official administration and agencies. Let us insist about “communication” needs. People are suffering by the dominance of an informal information instead of a formal information. The underserved citizen would like get an official version of event happening in their small city with a cool, smart and easy way . these are some important examples:

- weather,
- seismicity.
- security
- black point of the traffic roads,
- electricity and gas cuts,
- rights and duties,
- holidays in schools
- strike periods.
- Etc.

- b) Opportunities and different kind of fund being decided by different departments and agencies of the government (job opportunities, financial aid, social housing, social security opportunities, etc.).
- c) Administrative folders (so called “dossier administratif”) people must prepare to get a given card (identity, passport, retreat,..).
- d) Information about the The statement of bank so called “solde compte CCP”. CCP is a public savings bank which is offered by the Algerie Poste of the ministry of MPTIC (Ministry of Post and ICTs). It’s the most important widely network in Algeria. It was always credible and major part of citizen (especially those working in public offices) are saving their salaries in CCP. This is why one daily life dominant scene is this big queue behind CCP cashiers to be informed about the amount of the account. Now this very important information service is possible by internet (<http://www.poste.dz/eccp/>) but major people don’t know it or aren’t able to do. Others don’t believe on it. Because they aren’t already familiar with electronic transaction and for them serious information is the information they receive from the agent of CCP and not from his own PC at home (or from cybercafés) and when it concerns their salaries they prefer wait for a long time within long queues.
- e) Entertainment content (especially mp3 music,) and new friendship relations. These entertainment content are considered as a mean to escape a misery conditions. as a strong mean to escape a hard daily life conditions. Especially among youth communities who seek for information
- f) Information about immigration, Visa forms (especially Schengen),
- g) Many Seniors look for technology like skype to keep in touch with their family members abroad (especially in France and Canada).
- h) Moreover surveys shows the dominance of “homeworks” as an important issue that make youth (CEM and secondary schools) use internet sources.

Source: *compilation of responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in provinces of Blida, Tizi ousou, Bouira, Boumerdes, Ain Defla, djelfa, Tipasa, Ain salah..*

3.3.1 Information sources

4.2b) What are the current sources for this kind of information in the country? Are these sources adequate (current, appropriate to the population, etc.) In sum, does the locally-relevant content exist?

- (i) If appropriate, indicate any specifics that apply to Digital ICT services alone.
- (ii) Indicate the sources of data for this assessment

- Informal sources is still dominating as a mean to meet information needs of underserved people. It mainly consist on person to person exchange in a public place such public coffee, hair cut saloon, taxi, stadiums, etc.

- Then the most important locally relevant source adequate are daily newspapers especially Elkhabar (www.elkhabar.com) and Elwatan (www.elwatan.com) daily newspapers:

A relevant newspapers for all daily events. Very often these two titles are out of print early on the day. Since two years Elkhabar is being more and more credible in view of people. So people are more and more trusting and

confident to use this newspaper as a channel of their requests and complaints. Elwatan is capturing readers by a set of regular weekly sections especially education and multimedia. A daily "culture" section is interesting but in general we can't use it to plan his own program (of theatre, bookselling, exhibitions and so on) because information about events are reported in a day of event and not before. So it's more useful to be informed about what's happened than to be informed about what will happen (means can't be used as a decision making tool). Also these two newspapers are covering entertainment information needs through "Ayoub" a well known caricaturist of Elkhbar and "dessin du jour" in Elwatan. Of course cross words game is also one of the most important thing which motivate people (especially young people) to buy these newspapers.

Also newspapers are used to seek for job positions and houses location but because in the global mentality people believe that job is something allocated by affinity (friendship, family members) and not by competencies so they don't invest lot of time in reading job announces in newspapers.

Also these newspapers are being accepted socially because of the pages devoted to regional news. In opposite of the past when only the capital Algiers dominated news, ELkhbar and Elwatan and since many years devote some important central pages to what's called the "deep Algeria".

So journals are may be very adequate for local news curiosities, entertainment.

- The national Television through local channels (ENTV, Canal Algerie).

Even if Algerian citizens are less and less watching local TVs (so called "elyatima" means "orphan TV") and are preferring those of HotBird and ArabSat or NileSat, but "the TV journal of 8 pm" is still regularly and widely seen because it's for the citizen the occasion to know what's happen locally and what government is deciding concerning salaries, prices of foods and such practical information they need.

But Eljazeera TV and those of France (TF1, F2, M6, Canal+,...) are a serious international competitive sources.

- Radio stations:

We have been surprised to discover that radio stations (especially Elbahdja; Radios Chaine I, II and III then Quran Karim Radio) are still listen by people. Especially old people and conductors. One indicator is the number of calls to congratulate I received after being invited by one of these channels to debate about the future of ICTs. Old people consider radio a cool and practical tool to be informed about what's happened and what's written in newspapers without buying newspapers. Traffic jams is also one important factor that "oblige" people to listen their radios.

Source: *observation and responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in provinces of Blida, Tizi ousou, Bouira, Boumerdes, Ain Defla, djelfa, Tipasa, Ain salah.*

3.3.2 Key barriers to accessing the information that underserved communities need

Are the people who could benefit from this information getting access to it? Why or why not (e.g. content exists but not in the right language, print media exists but has not been distributed appropriately, digital media is available but people do not have access points, etc.)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

People who could benefit from this information is in general getting access to information but in hard conditions, with difficulties and for a bad quality of information. For instance:

a) Information about opportunities announced by the government. Local government agents are supposed to disseminate the information they receive from high level with equity to all citizens but this isn't always true. Major of them use an informal networks to distribute it and of course priority for family members and friends. Sometimes and depending to the nature of the opportunity the information is object of sale. A non legal sale of course.

b) Information concerning administrative procedures may exist in a Website of the concerned administrative offices but these last one's never inform nor encourage citizen to go seek for this kind of information in internet. Usually the executive staff aren't acknowledged that what they request from people is listed in website of their institution.

Also citizen are systematically obliged to do a big queue just to reach the administrative agent in order to get the list of papers to prepare. In some offices such lists are of course displayed in a wall but this make a mess of people who try to read it. No existing of interactive device inside these offices where people may get the information directly.

Very Often information concerning administrative procedures are given orally so when citizen be back to deposit his folder and application he can be surprised by the agent (who isn't necessarily the same one) asking him other papers.

Source: *Book « le phénomène associatif en Algérie by Omar Derras. 2007 » ; plus a responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in 14 provinces.*

3.3.3 Ways users experience different types of public access venues

Based on responses to the open question in user surveys, how do users experience different types of public access venues? Are there any trends or preferences for kinds of information, services or activities in one type of venue over another?

After we cheked that users use different types of venues we asked them how and when they switch from one venue to other. What's surprising is the fact that only a few part of people do balance between cybercafés and libraries and judge that both of them are necessary (one complete other). Major part of them either prefer cybercafés either libraries. For these people libraries are more adequate for books and valid information, in opposite of cybercafés adequate for internet and virtual non valid information. They consider internet more adequate when they need fresh data to take decision or to entertain. And libraries are more adequate when they need data for a pure knowledge or for more culture.

3.3.4 Inequity environment in the country

2-3 paragraphs

What does inequity look like in the country? Using the inequity variables described in section 2.2, provide a short overview of the main underserved groups, regions and/or other locally-appropriate segments of the population.

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Globally all people in Algeria consider that they have difficulties and not satisfied in term of the conditions that they are obtaining and processing information. But within this “general dissatisfaction” there are some people who have less difficulties than others, in a way that we can really speak about “disadvantaged” populations.

Let us insist on the following categories:

- a) Unemployed populations (persons without regular monthly salary over the SMIG scale decided by the government).
- b) Disabled peoples (blind, deaf and dumb persons, etc.).
- c) Citizen living in south provinces and wilayas (the Sahara band plus rural zones of the west and east of the country).
- d) Citizen living in north but in mountain regions (especially in wilayas of Tizi ousou, Bejaia , Bouira,) and non regions.

Among these categories more disadvantaged are:

- females
- Illiterate people
- Children and under 18 years people

3.3.5 Freedom of press and expression and the right to information

What is the overall perception of freedom of press, censorship and right to information in this country?

In general people feel that a freedom of press is existing but in a form and not in a serious questions. When it's question of comparison to African countries for example, there is no doubt that Algerian press is quite better but comparing to all of serious subjects and problems (in economics, politics, education and all of fields) there is a censure of information in upstream that obliges journalists and writers to give a poor and non updated information.

Each day newspapers announce that this journalist or this other one is called by the “tribunal” to justify the information he published in previous edition and so on.

Another big domain of censorship is concerning business information. Of course many interesting efforts are done by different agencies such “chamber of commerce” to supply commercial information but according to dialogues with business man serious and relevant business information is circulating only in an informal circuits and networks. It seems that this is one of the important reasons behind the less level of IDE in Algeria (Direct Investment by foreigners).

3.4 Charts: Information Needs, Users, and Uses

Based on the results of your research (especially user surveys and interviews with librarians and operators), complete the required data to chart the information needs of underserved communities using the following examples. Provide any explanatory comments as needed.

(if appropriate)	other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Ethnicity (if appropriate)	Dominant	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
	other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Source: compilation of responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in the 14 provinces with a focus on the large survey done in Blida province. This last one is documented in the thesis defended at the university of Algiers by A. Sitti and A. Belkacemi (see details on Section 2.3.1.1; For worship libraries we focused on the survey done at the Mosque Elfourkane in Mohamadia; Elharrache city, Algiers the capital.

Also an importance is given to the consistent survey done at the national library and library of the cultural palace.

For NGOs information services we focused on the survey done among three associations at Ghardaia province (Abou ishak association for preservation of the heritage; Tofola Saida and Chiekh Kechar association library).

Comments, including comments on other inequity variables.

ND: Non defined. In major part of worship libraries and NGOS information services access to ICT is not done directly by the user but by intermediation of the operator of the library. So difficult very to measure some uses.

NA: Non Appropriate for the Algerian context

3.4.1.2 Information People Seek, by type of venue

(estimated proportion in each category, %)	Public Libraries				Private and worship libraries				cybercafés				NGOs information services			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Education	70	40	80	80	85	ND	ND	85	35	35	30	30	30	30	30	30
Health	00	00	00	00	00	00	00	00	00	00	00	00	00	05	00	05
Agriculture	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00	00
Government services	01	01	01	01	00	00	00	00	02	02	05	05	15	10	15	10
Entertainment	01	10	01	05	00	00	00	00	40	40	30	30	05	05	05	05
News	03	20	10	10	20	ND	ND	20	03	03	05	05	10	10	10	10
Personal	01	30	01	01	35	ND	ND	35	10	10	10	10	30	30	30	30
Other	25	02	08	03	10	30	30	10	10	10	20	20	10	10	10	10

Source: Compilation of responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in the 14 provinces with a focus on the large survey done in Blida province. This last one is documented in the thesis defended at the university of Algiers by A. Sitti and A. Belkacemi (see details on Section 2.3.1.1). For worship libraries we focused on the survey done at the Mosque Elfourkane in Mohamadia; Elharrache city, Algiers the capital. Also an importance is given to the consistent survey done at the national library and library of the cultural palace. For NGOs information services we focused on the survey done among three associations at Ghardaia province (Abou ishak association for preservation of the heritage; Tofola Saïda and Chiekh Kechar association library).

Comments: (Include description of “other”. Suggested headings based on frequently reported topics in other research and may vary across countries).

Important is to include (in public libraries context) under “education” “homeworks” and “group preparation of exams”.

Other in public libraries includes “open and friendly discussions”. In private and worship libraries other includes “doing services scanning, photocopy, downloading, printing and technical and administrative assistance”.

In cybercafés “Other” includes “downloading” files and docs. “Personal” includes emails, intimate browsing but “Health information” too. Entertainment includes chat, skype, youtube and so on.

Form many associations and NGO information services serves “education” may be assimilated as classrooms to educate people especially those preparing exams such BEF and BAC. But also it means scientific information for specialists, academics and researchers.

3.4.1.3 Uses of ICT, by type of venue

(estimated proportion in each category, %)	Public Libraries				Private and worship libraries				cybercafés				NGOs information services			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Email	10	10	10	10	02	02	02	02	10	10	13	13	10	10	10	10
Chat	20	20	20	20	00	00	00	00	20	20	21	21	10	10	10	10
Web browsing	70	70	70	70	10	10	10	10	35	35	30	30	80	80	80	80
Blogs & social networking	00	00	00	00	02	02	02	02	02	02	00	00	00	00	00	00
Commerce & business	00	00	00	00	00	00	00	00	02	02	00	00	00	00	00	00
Phone or webcam	00	00	00	00	00	00	00	00	NA	NA	NA	NA	00	00	00	00
Games	00	00	00	00	00	00	00	00	30	30	20	20	00	00	00	00
Other	00	00	00	00	00	00	00	00	01	01	16	16	00	00	00	00

Source: Compilation of responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in the 14 provinces with a focus on the large survey done in Blida province. This last one is documented in the thesis defended at the university of Algiers by A. Sitti and A. Belkacemi (see details on Section 2.3.1.1). For worship libraries we focused on the survey done at the Mosque Elfourkane in Mohammadia; Elharrache city, Algiers the capital. Also an importance is given to the consistent survey done at the national library and library of the cultural palace. For NGOs information services we focused on the survey done among three associations at Ghardaia province (Abou ishak association for preservation of the heritage; Tofola Saïda and Cheikh Kechar association library).

Comments: (Include description of "other". Suggested headings not exhaustive, based on frequently reported topics in other research and may vary across countries).

As indicated in section 2.1.1 not all Public libraries aren't offering ICTs. 35% in urban locations and only 05% in non urban locations. So a given statistics and pourcentages are concerning those libraries offering ICTs. Please understand that in term of numbers there is a big difference between users of ICTs in urban public libraries and non urban public libraries. But Pourcentages of usages are very similar.

Other in cybercafés indicates in general “downloads of mp3 music and files”

NA: non appropriate. Important is to understand that in reality of what's happened in cybercafés that “chat” and “phone and webcams” are assimilated for the same item and people refused to separate them (when answering questionnaires). This is why we indicate non appropriate for “phone and webcams”. Important thing is to consider that these services may be replaced by “skyping”.

For NGOs information services a survey was very difficult but in general it looks like what's happen in public libraries.

3.4.1.4 Frequency of Use for each type of venue

(estimated proportion in each category, %)	Public Libraries				Private and worship libraries				cybercafés				NGOs information services			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
First visit	02	02	01	01	60	60	ND	60	01	01	03	03	40	05	70	ND
Rarely (less than monthly)	10	10	02	02	25	25	ND	15	01	01	03	03	13	10	15	05
Occasional (about once a month)	13	13	02	02	10	10	ND	10	01	01	02	02	40	05	10	03
Regular (about 2-3 per month)	10	10	40	40	03	03	ND	05	02	02	13	13	05	35	03	02
Frequent (about once a week)	15	15	55	55	01	01	ND	05	50	50	47	47	01	30	01	02
Daily (about every day)	50	50	02	02	01	01	ND	05	45	45	32	32	01	15	01	02

Source: Compilation of responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in the 14

provinces with a focus On the large survey done in Blida province. This last one is documented in the thesis defended at the university of Algiers by A. Sitti and A. Belkacemi (see details On Section 2.3.1.1). For worship libraries we focused on the survey done at the Mosque Elfourkane in Mohammadia; Elharrache city, Algiers the capital. Also an importance is given to the consistent survey done at the national library and library of the cultural palace. For NGOs information services we focused on the survey done among three associations at Ghardaia province (Abou ishak association for preservation of the heritage; Tofola Saida and Cheikh Kechar association library).

Comments:

ND: Non determined. We got difficulties to identify the use of ICT proportions of users in non urban private and worship libraries.

3.4.1.5 Barriers to use for each type of venue

(estimated proportion in each category, %)	Public Libraries				Private and worship libraries				cybercafés				NGOs information services			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	ICT use	General use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Location, distance	25	25	30	30	03	03	15	15	01	01	08	08	10	10	15	15
Hours of Operation	20	20	10	10	50	50	35	35	01	01	02	02	20	20	25	25
Cost	01	00	03	03	00	00	00	00	08	08	10	10	05	05	10	10
Lack of skills/training	10	10	14	14	05	05	02	02	20	20	15	15	05	05	05	05
Not enough services	15	15	20	20	10	10	13	13	10	10	05	05	10	10	15	15
Not in right language	01	01	01	01	02	02	05	01	40	40	40	40	05	05	05	05
Not enough content	15	15	10	10	15	15	10	10	00	00	00	00	15	15	05	05
Other	15	15	12	12	15	15	20	20	20	20	20	20	30	30	20	20

Source: Compilation of responses to questionnaires distributed among people inside cybercafés and libraries of municipalities in the 14 provinces with a focus on the large survey done in Blida province. This last one is documented in the thesis defended at the university of Algiers by A. Sitti and A. Belkacemi (see details on Section 2.3.1.1). For worship libraries we focused on the survey done at the Mosque Elfourkane in Mohammadia; Elharrache city, Algiers the capital. Also an importance is given to the consistent survey done at the national library and library of the cultural palace. For NGOs information services we focused on the survey done among three associations at Ghardaia province (Abou ishak association for preservation of the heritage; Tofola Saïda and Cheikh Kechar association library).

Comments: (Include description of "other". Suggested headings not exhaustive, based on frequently reported topics in other research and may vary across countries).

What we noticed is the fact that the identified barriers have the same impact both for the general use and for the ICT use. So why proportions are the same. Also we noticed that there is no difference between urban and non urban users in term of importance of the barriers. Also cost isn't a problem for using public libraries (with little exception for students).

"Other" In Public libraries includes responses like "lack of equipments", "internet is enough", "library is a boring place", "libraries are for intellectuals and not for us", "I have no time to go to the library»; "complication to subscribe"; "bad welcome from librarians".

"Other" in private and worship libraries is mainly related to lack of equipments , tables and large reading rooms, computers, internet and automated catalogs,

Other in cybercafés includes: "cut of connection"; "low connectivity and bandwidth"; "massive flow of information"; "spasm and virus"; "noise in a cybercafé"; "kids games"; "non trivial information"; "porn and illicit information".

3.4.2 Salient initiatives to help meet critical information needs by underserved communities

What are the most salient initiatives in the country (past, ongoing, or planned) that aim to meet the information needs of underserved communities in the country? How important are they? In what ways are they successful or not? Where can more information about them be found?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

3.4.3 Past initiatives:

There is no serious initiative devoted to underserved populations, except some small operations of “bibliobus” of the national library of Algeria in suburban and rural locations around Algiers the capital, and the “reading centers” of the Tofola saida association in Ghardaia provinces which will be detailed on section 4.1 and on section 4.4 respectively.

More information: See section 4

3.4.3.1 Ongoing initiatives:

a) Internet Access in all blind schools. A project between The ministry of “solidarité” (joint of responsibility) and the “HESS Algeria” a branch of the US company to give access to internet services in all the 18 schools of young blinds existing in Algeria. Recently a convention was signed between the Minister and Mr Peter Bird a chairman of Hess Corporation to build a Brail library and a central library producing content in audio format in a three languages Arabic, English and French.

b) Program called “each library for each municipality”. The ministry of culture just commanded the printing of 1500 copies of each of the 1180 book titles published by local editors within “Algiers the capital of the arab culture”. These copies will be distributed to all of these public libraries.

More information: a) *INFOSOIR journal of 3 - 4 May 2008 , P. 4;* b) *Elkhabar journal of the january 15th 2008;* c) *Ministry of culture website*

3.4.3.2 Historical trends and opportunities to serve information needs

Based on the above, what is the general trend in the country in relation to provision of public access information services? Are there any important upcoming opportunities (for example, upcoming regulatory changes, infrastructure enhancements, etc) that can impact public access information (include services through libraries and other public information venues)?

i. If appropriate, indicate any specifics that apply to Digital ICT services alone.

The last five years can be titled as the period of “cybercafés emergence” and the “stagnation of public libraries”. Cybercafés is a spectacular phenomenon in Algeria. It jumped from 100 cybercafés in 2000 to 5000 cybercafés in 2005. More than 50% are operating without trade register and official declaration but they are doing business well because people are more and more expressing need to access to internet without restriction nor bureaucracy. Daily Newspapers and channel TVs are also dominated as a privileged source of general information by large publics.

As a trends of public access to information and ICTs infrastructures indicators shows that something is promising a better change of the public libraries situation. For instance: Khalida

Messaoudi the Ministry of culture announced that her department received 284 new public libraries at the end of 2007 and this within the project of 473 public libraries, to be build until 2009. The Ministry promised to design the executive law of public libraries which will follow the UNESCO recommendations and they will affect for each library a specific budget with recruiting no less than 05 professionals in opposite of the past when public libraries haven't a budget and a lack of professional staff. But she mentioned the problem of overlapping of the duties between ministry of culture and executive governors of wilayas concerning the management and affiliation of local public libraries.

Concerning Cybercafés major people are expecting that they will seriously decrease depending to few factors:

a) the high financial investments undertaken by providers operators (mainly EEPAD, Algerie Telecom) thanks to the hard competition to offer ADSL and Wifi connections. So people are already encouraged to connect individually (at home) and it seems that it's a serious trend so in future we will assist to an intense home connectivity so more home access and less and less of public access.

b) the education ICTs program of the government. In theory governors claim to connect a maximum of schools to internet but we aren't sure that this will be proved. So if concrete actions are done in this way it will certainly have a serious impact on cybercafés phenomenon because more than 190 surveys through different regions of Algeria show that the most important category of people using ceybercafés are: First) students in a secondary schools; Second) students in CEM schools (level between primary and secondary) then adult then seniors. So the equipment of secondary schools will certainly influence the future of cybercafés. But let us mention that secondary schools means "future venue of public access to information".

c) The cybercafés behavior regarding the evolution of needs of their customers (populations). Right now of course cybercafés still the most preferred public venue to access to internet because it's free of administrative and bureaucracy but more and more people are criticizing the low level quality of management of these cybercafés. No technical help, non respect moral rules (because every one can connect to porn sites without control and this is shocking some people especially seniors and ladies). And cybercafés managers are doing profit to a bitter end (pupils aren't doing their home work as they can outsource their works to the manager of cybercafés in counterpart of money). Families and teachers are developing a new discourse discrediting cybercafés. Also government rules to open cybercafé is being more and more complicate in opposite of the early 1997 when opening a cybercafé was a simple act of subscription. However and because the fact that usually transformations are operating slowly in Algeria cybercafés still play a major role for the short term (three upcoming years) at least.

In other level, another factor may influence the future is the webhosting service companies. If improvement done in this field we will assist to an improvement of condition of capturing needed information. We expect that high competitive atmosphere that characterizes the current mobile telephone sector will be extended this sector. The current government initiative to open the capital of "Algerie Telecom" (which owns a monopole of the fixed lines market) to private business will certainly contribute to change the map and to make the telecommunication scene

more opened.

Source: Elkhbar journal of the January 15th 2008, and ITmag papers.

3.4.3.3 *Planned initiatives:*

a) "Sidi Abdellah cyberparc". The ANPT government agency designed to manage technological parks of Algeria has just published a call for tender to draw a strategy of attraction of international investors to develop Sidi Abdelah Cyberparc. But this will certainly take a time (between drawing and executing) at least 5 years. So a serious change can't be expected before 2013.

b) RIG "Réseau Internet Gouvernemental" announced by the Minister of ICTs something like an Intranet of all official departments affiliated to the government. This will be a very strong and useful bridge of population to what we can qualify as e-administration. But RIG still "under construction" ???

More information:

<http://www.mptic.dz/>

see links to "cyberparc de sidi abdelah" and "rig".

3.5 Economic, Policy, and Regulatory Environment

3.5.1 National and local economic environment

Describe the national and local economic environment and how it affects public access to information and communication in the country.

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Algeria is a country long regarded for its fertile soil, rich in resources and minerals. For this reason, agriculture and Hydrocarbons have contributed to the GDP, making up 7.7% and 45.1%, respectively. Overall, the fossil fuels energy sector is the backbone of Algeria's economy, accounting for roughly 60% of budget revenues, 30% of GDP, and over 95% of export earnings. Real GDP growth plummeted in 2006, to just above 2%, but has since recovered.

The 2008 budget proposed to offset what is in effect a reduction in fuel subsidies by easing the tax burden on low-income earners and through increases in public-sector salaries scheduled for the start of 2008. The threshold for general income tax is to be doubled, from AD60,000 (US\$870) per year to AD120,000, and the minimum wage will also be increased, to AD25,000 per month from AD12,000. The government has also decided to provide an interest rate subsidy of up to 2% on loans for the reconstruction of properties damaged in earthquakes and for mortgages provided to state employees. Another important economic data to note is The PSRE plan 2001-2004 (6,9 billions USD) and the PCSCE 2005-2009 (55 billions USD) Undertaken by Bouteflika in order to Promote the increasing of the public Sector especially those out of Oil and Gas. These last years and thanks to the increasing of quotations of A Petroleum in an international Market, Algeria is becoming in a very comfortable financial situation. Other important markets are increasing these last years are telecommunications; and civil construction. However Algeria stills depending on oil and gas exportations.

Trends:

Except a surprise in an international petroleum market, Algeria financial situation will still in increasing direction. A next presidential elections expected for 2009 will be an important event and if Bouteflika is reelected (something highly possible) this means that the current program will continue so we have to expect interesting evolution of ICTs sector and let us insist on the interesting Sidi Abdellah Cyberparc realization. But also a WiFi and ADSL markets expanding. Moreover we expect a better situation of public libraries.

Source: Algeroscope 2007

3.5.2 National and local policy (legal and regulatory) environment

Describe salient features of the policy and regulatory framework in the country (and if applicable, locally) that affect delivery and access to information (e.g. censorship, Wi-Fi bandwidth regulation, etc). What is your assessment of the general trend on this matter?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The most important regulatory framework is the set of Ministry PTIC following laws:

- August 1998: the government published a law allows a creation of private ISP providers. Before this date CERIST research center affiliated to the Higher Education Ministry was the only institution supplying access to internet.
- August 05th 2000 Law N° 2000-03 defining general rules of Postal Services and Telecommunications.
- February 5th 2003 Executive text definition the missions of the Ministry of Post and Information and Communication technologies (MPTIC).
- September 5th 2004 executive text to state the creation of the Sidi Abdellah Cyber City.
- November 7th 2005 Ministry text defining the organisation of the central administration of MPTIC

Add to this a set of the national office of copyrights of intellectual property, called ONDA :

- November 21th 1998 Executive official regulatory defining the status of the national office of copyrights and intellectual property.
- November 4th 2003 approving the official ordonnance n° 03-05 of the July 19th 2003 concerning copyrights and intellectual property
- March 6th 1997, official ordonnance n° 97-10 about royalties of personal copy of document.

About public libraries The most dominant official texts are

- Those concerning the National Library. Its creation, organization and composition of its management council, etc
- those of 2005 and 2006 about creation of branches of the National library.
- Executif decret text n° 07-275 of 18 Septembre 2007 (through a Ministry of Culture) published in JO N° 58 of 19 Septembre 2007, and concerning the status of " bibliothèques de lecture publique » (libraries of public reading).

- Ordonnance n° 96-16 of July 2d 1996 related to the legal deposit.

Trends:

If Algeria ratifies the WTO convention this mean more opening laws especially for international operators and many of these current laws will certainly be modified and probably simplified.

Source: <http://www.mptic.dz/>

3.5.3 Regional and international policy (legal and regulatory) environment

Describe salient features of policy and regulatory framework in the region and internationally that affect the delivery of public access to information and communication in the country. What is your assessment of the general trend on this matter?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

As Algeria isn't a member of World Trade Organization yet so international rules can't be imposed or can't be controlled. However Algeria is a member of the IUT (international union of telecommunications) but right now policies And the most important regulatiry frameworks are those defined by the international funds of the government such World Bank, UNDP, European Commission.

Trends:

This subject will be more serious and Regional regulatory framework may influence a reality of public access to information when Algeria ratify with World Trade Organization. According to governors this will be done before the end of 2008. within the next few years we expect a certain impact of this ratification in a way to give more oppourtunities for international ICTs companies to penetrate the local market so increasing of the information facilities but this will not serve necessarily a disadvantaged people.

3.6 Collaboration Practices and Opportunities Across Venues

Linkages and collaboration between different types of venues was identified as a **strong emerging theme in the preliminary analysis**. Please provide as much detail as possible to help understand existing and potential collaboration opportunities and linkages among and between public access venues, and how they can improve the quality and relevance of information access to underserved communities.

- i. Include reference to existing as well as potential collaboration opportunities.
- ii. If appropriate, indicate any specifics that apply to Digital ICT services alone.

In Algeria this is one of the very hard thing to do. Since the independence in 1962 there were many experiences to network libraries but majority of them failed. In a domain of public libraries there is no former libraries network right now. The only serious tentative is currently happening is the project of the network of Mzab private Libraries in Ghardaia piloted by the Abu Ishaq

Association Library. Some 18 private libraries (heritage of manuscripts collections of local scholars such Tefayech, Elbikri, At Khaled, Hadj Said, etc). the first action of scanning all ancient manuscripts hosted inside these libraries is actually finished but it still under cataloguing before put them available to a public through internet. So let us wait and see.

The rare “relatively” successful cases we can be mentioned happened in the academic libraries sector. Those of Union catalogs of Academic libraries undertaken by the CERIST with a participation of some 56 institutions. This project was recently substituted by the RIBU (Inter academic libraries network) at <http://www.ribu-dz.org/>

Two factors behind such the “relatively” successfulness experience (it must be evaluated before giving the definitive judgment, as the RIBU union catalog is in its first operating phase) are:

- 1) The funding of the project by European commission within TEMPUS program.
- 2) The dynamic librarian designated to pilot the network. The manager of the central library of university of Boumerdes was successful in doing a good lobbying with her University staff first then with other managers of academic libraries. Of course most of them have a quite librarianship education so it was in certain degree encouraging to go ahead.

As future opportunities we expect two scenarios:

- Public Libraries and cybercafé networks would be a starting point to promote public access to ICTs. Public libraries will be useful in term of transfer of librarianship skills and appropriate framework (social legitimate and official legitimate). Cybercafés will be useful for computers and equipments facilities and presence near people.
- Private libraries and NGOs in one part and public libraries in other part. We expect that the national library of Algeria may play an important role as a starter and pilote of the network. Private libraries and NGOs have the big key of being more close to underserved and isolated populations. The national library may operates as a government stakeholder so more opportunity to obtain funds for improving access and connectivity platforms inside NGOs and Private libraries. This networking may be for instance very interesting to use the operation of “bibliobus” (mobile and bus libraries) to give isolated people access not only for readings and books but also for ICTs, computers and internet. Something like etuk-tuk which will be detailed in recommendations chapter.

3.7 Buzz Factor: Public and Government Perceptions About What is “Cool”

The “buzz factor”, i.e., public and government perceptions about what is “cool” in relation to public access venues, where to invest resources, what places to hang out in, was identified as a **strong emerging theme in the preliminary analysis**. Please provide as much detail as possible to help understand how these perceptions about what is “cool” offer new opportunities or obstacles to strengthening public access information venues in the country.

Our surveys show as a dominant perception that libraries are for intellectuals, for serious readings and for students to prepare exams. But It emerges also that in rural regions parents accept without any problem that

their daughters move to public libraries but not cybercafés. (By the way in many regions both urban and no urban females have to be at home at the sunset). Cool spaces are those inside public places such post office, bus station, business centers, mosques and so on. But for youth public they have no objections about cybercafés, public libraries (youth houses, cultural centres, etc) and schools. Other issue important to consider is the location of peoples in difficult geographic areas such in mountains (kabylie region for example) and desert (south provinces) and where weather is difficult. In these places the government must investment in mobile cool technologies in a cool mobile venues (such bus, and so on).

Regarding the government we noticed that there is preference to schools, “mediathèques”, cybercafés. public libraries are unfortunately rarely mentioned. But it’s not excluded for some prestigious cases such the national library or the cultural palace. However important is to mention that if we consider the most serious government report about the ICT strategy 2025 (see the link [strategie 2025.ppt](#)) and in many other documents focus on a “citizen” notion as individual and not groups and communities. The notion of disadvantaged peoples don’t exist yet in a government vocabulary. And this why many past and ongoing initiatives focus on “at home” venues. Let us give the example of “ousratic” program which is considered by Dr Haichour the previous minister of ICTs as a failed experience. But still focusing on “access of every citizen to ICT”.

3.8 Legitimate Uses

The difference between “legitimate” or “non-trivial” uses of information in public access venues was identified as a **strong emerging theme in the preliminary analysis**. For example, uses of social networking spaces (Facebook and similar), blogs, chat, video games, as well as opportunities to download, install and run open source software applications in public access computers poses new challenges to traditional notions of “legitimate” information needs for development, and “trivial” uses of information for development... Please provide as much detail as possible to help understand how local definitions and restrictions based on what is “legitimate” or “non-trivial” information or communication practices offer new opportunities or barriers to public access information venues in the country.

Pornography is a major concern of the general public with Internet usage. But also the non valid Internet content in opposite to traditional books and traditional libraries sources. But in opposite libraries are considered a host of ancient information and archives. Other issues are challenging cybercafés: a) how to modify the perception that they are a zone for boys games and only entertainment.

3.9 Shifting Media Landscape

The ever-changing media landscape and the new opportunities brought about by new media such as mobile phones, SMS, GPS, and even renewed roles for community radio open, was a **strong emerging theme in the preliminary analysis**. Please provide as much detail as possible to help understand how these new technologies and media offer new opportunities or barriers to public access information venues in the country.

3.9.1 Mobile phones

If appropriate, describe salient uses of mobile phones, text messaging, SMS and similar technologies, in relation to public access information venues and information needs of underserved communities.

Yes of course Algerian people are more and more popular with mobile phone and in recent months we noticed the use of SMS as a mean to communicate especially as a marketing tool and information for example about trainings services. The security department is the only government service using this techniques to communicate with citizen.

3.9.2 Web 2.0 tools and use

If appropriate, describe any salient uses of Web 2.0 tools among users of ICT in public access venues. (Web 2.0 refers to evolution of web-based communities and hosted services, such as social-networking sites, wikis, blogs and others. [Wikipedia](#)).

Weblogs and social networking are a new phenomenon for Algerian communities. But youtube is more popular and used especially to express individual opinions on politic issues and to describe social facts..

3.9.3 Combination of different media

If appropriate, describe creative ways in which different media are being combined to meet information needs of underserved communities, and the ways they affect public access venues. Different media include community radio and TV, other print media, street theatre, songs, etc.

The only creative way observed is the use of mobile phone to do marketing of youtube content. Small parts of a Youtube are disseminated through MMS and this encourages people to go visit the full video into internet.

3.9.4 Other shifting media landscape examples

If appropriate, describe other new features and practices in the media landscape that affect public information venues and information needs of underserved communities.

This would be a good place to discuss innovative practices on content creation and production of new messages, media, information and knowledge that are not described elsewhere in this report.

Recently and thanks to the competitiveness between cell phone operators, internet services were introduced on the package of these operators. Some of them like "Mobilis" are giving a smart tool called "Mobicconnect" which is a key giving access to internet and which functions as a USB key. So possibility to move with his laptop with internet connection without need of fixed phone line. But this is encouraging individual access and not public access.

3.10 Health Information Needs

This is an extra contribution to other research on health information needs going on at the University of Washington, based on willing respondents to last two questions on user surveys at the public access venues.

3.10.1 Sources of health information

Where are people most successful at locating useful health information for themselves or their family (% of respondents across all venues):

clinic/hospital	friend	health worker	public access venue (library, community center, etc)
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Comments: Sorry to be unable to fill out this table because rare of people answered to these optional questions. And the answers of these people aren't for all of questions but only for few of them.

3.10.2 Types of health information

What types of health information do they have the most difficulty finding (% of respondents across all venues)?

disease prevention	how to locate healthcare	child health information	remedies/drugs	Other

Comments: Sorry to be unable to fill out this table because rare of people answered to these optional questions. And the answers of these people aren't for all of questions but only for few of them.

4 Venue-Specific Assessments

Complete one full assessment for each type of venue studied in the country.

4.1 Venue 1: Public Libraries

4.1.1 Overall venue assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2–3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

In Algeria, exist some of 752 Public libraries which are distributed on multiple forms: a) municipality libraries; b) a cultural center library (such “Lamine Laamoudi” in El-Oued city (East of Algeria); c) The library of the youth house (ex: in BeniYeni (in Tizi Ouzou) ; d) Libraries of museums; e) Libraries of “Islamic cultural centers”(ex: Abdelkrim EIMeghini islamic center in Ain Salah city (South of algeria); f) The library of “Palais de la culture” (cultural palace of Moufdi Zakaria) in Algiers; g) the National Library (Bibliothèque nationale d’Algérie). It is important to establish that most of these libraries are concentrated in the capital. However, few cultural public libraries may exist in Oran (west) and Constantine (East) big cities of the Country. Some of these libraries include corners for kids. In Algeria. Only 40% of libraries publics are offering ICTs

In average 60 % of users of Public libraries are females. Many factors are encouraging people to use this venue: “silence and respectfulness of the space”; “best appropriate space for preparation of exams”; “valid content”; “best space to improve his culture”. However many barriers still exist and discourage people to use libraries and prefer cybercafés: “no proximity of libraries to people”; “inadequate opening hours”; “bureaucracy”; “no internet corners”; “no updated collections”; “no enough services”. Moreover, libraries staff consider that librarian is not well paid and have a bad career and a bad social status and their libraries have a very less budget’s.

4.1.2 Access

2–3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

In general public libraries may be identified but only by students and intellectuals. Other illiterate people are more able to identify cybercafés. In big cities libraries are known but not always easily reached by public transportation means. Libraries are rarely a bus or train stops. Another important access issue is the subscription complicated procedure and the same thing when to borrow a book. These complications is something making people preferring a “simplicity of access” to cybercafés. The services offered currently are appropriate but people consider that’s poor and request more services. But something important is the inadequate opening hours. For many people especially students libraries are a main and important support but for large populations and especially in rural and mountain areas there is a serious affordability issue comparing to other basic daily needs which still non satisfied (examples: water, electricity,

accommodation and housing, employing, etc)

4.1.2.1 Physical access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Except few libraries located in a residential quarters of Algiers and other capitals such Oran and Constantine; major part of public libraries in the country are far from the city and citizen houses so obliging people to take bus or other common transportation. Then many barriers may discourage people to visit the library. For example: traffic jam; fees of transportation, time requested to move, documents to present to get access, etc. other important issue is the opening hours. Major public libraries open and close exactly in a same time with companies, administrations and schools, so people when finishing their daily work cant go to libraries for readings. They must stop their work or go only on week end holidays (and the problem is the fact that rarely are those libraries opening for all the week end holidays).

4.1.2.2 Appropriate technology and services

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general people insist on the following conditions:

- a) Good quality of catalogs
- b) Extended Opening hours
- c) Extending a delays of book's loan
- d) Good connectivity and high bandwidth
- e) Number of available computers, comparing to a number of users and visitors.
- f) Protected computers (virus)
- g) Extending services (Printers, scanners, air condition, drinks, etc).
- h) Less noise.

4.1.2.3 Affordability

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Public libraries in the capital and in a main big cities where basic infrastructures (electricity, road, gas, housing..) exist are relatively more affordable. In opposite in rural and mountain such in small villages of the kabylie (tizi ousou , bejaia) where water is difficult to guarantee for all the day, and where the city is dark up the sunset, introducing ICTs in public libraries (if exist) is a luxury and difficult an not necessarily a good one. Priority is for media didn't require any apparatus that needs electricity and energy. Chairs and tables are in some cases a luxury too.

4.1.2.4 Fees for services

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

There are fees for subscription (each year).

Indicate amount in local currency 500

Equivalent in US Dollars: 7.5

Date of estimate July 2008

and local currency name Algerian dinars

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

In general the fees of subscription and there are some extra fees for specific and optional services (such as printing, photocopy, or internet access) are the same because these fees are decided by the central administration but in some cases some little differences may exist depending on the service itself.

4.1.2.5 Geographic distribution

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

We are absolutely sure that under the current situation it's impossible to find data about all provinces and regions. Because there is a big problem of systematic statistics mentality in an Algerian administration (any kind of administration) so ascension of information from down to bottom levels (central administration) is not operating in good way. So Right now we obtained the official listing of the ministry of culture about only municipality libraries for each of the 48 provinces (attached to appendix 1). But really even the given former listing is far from the reality and not updated. For instance, the ministry source's mentioned zero reading venue and 01 municipality library and this is quite different to the reality where our land survey shows that there is at least 04 public readings venues. So in order to scan the whole 48 provinces and 1541 municipalities of Algeria we need at least 06 months mobilising at least 200 enquirers. Right now we have a statistics near of the exhaustively level but for 07 provinces (Tizi-Ouzou; Boumerdes ; Medea, Blida, Tipasa, Bejaia, Tamanrasset and Ghardaia). We plan to update and to complete the data for other provinces within the phase II of the current CIS project as an in depth quantitative study.

What we can do is to give an estimation data and not accurate data for a regional level i.m. provinces situated in the North band (or what's so called Tell) of Algeria and those constituting

the South band of the country. In fact, this has a real sense for the Algerian case, especially in term of advantaged and disadvantaged populations.

We do estimate a distribution of public libraries by crossing data of the former list of the ministry of culture and our land scanning in the 07 provinces which represents both of the north and south bands.

The same mention may be addressed to the case of cultural centers and youth clubs According to the official site of ministry of culture houses of culture are for a few 28 units. But in a same province we may find not only cultural centers but also theses houses of culture which mean the same concept of culture venue.

4.1.2.5.1 Map

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

It's impossible to put on the map the position of public libraries. This needs to be a stand alone project with a big team to cover all the territory. The only data we are sure about is the concentration of the major part of public libraries in the north band (and provinces) of Algeria. By north band we intend the set of provinces as shown in the following part map:

Algérie



Few public libraries exist on the south provinces. South band of Algeria may be represented by the following part of the map:



NB: Please Read “Tamanrasset” instead of “Ain salah” (Ain Salah is one of the most important “Dairas” of tamenrasset.)

4.1.2.6 Other factors affecting access

Other factors that affect equitable access to public information in this type of venue, not covered above? If appropriate, indicate any specifics that apply to Digital ICT services alone.

Many people in Algeria especially females living in south provinces (Sahara) aren't literate means they didn't studied at all. Never primary school level. These people are doing an auto censure by avoiding to go to these information venues (psychology reasons) but these libraries do not do any thing to move and to go to them. It's also the case for females living in north and having a reduced education level but staying at home and without works (what we call "femme au foyer"). It's also the case of senior people with illness or in hospital or those deserted by their children.

4.1.3 Capacity and relevance

2-3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

We have to establish Librarians are less considered by the society comparing to other professionals. They are less paid; less positioned in their affiliations, rarely implicated in the core decision making process and their libraries are less funded. So all these are making them discouraged to give their maximum of potentialities. Then we may expect impact of this on user's satisfaction. But we have to mention that not all workers on libraries are libraries and not all librarians are good librarians. Moreover public libraries collections contain local books but in a small proportion. Collections are mainly composed by titles coming either from Europe (France especially) either from middle east (egypte especially). So Capacity and relevance in Algerian Public libraries is a very relevant issue and challenge.

4.1.3.1 Staff size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations; i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Of course there are different situations. It depends on the size of the public library, its location, its budget and a quality of the manager. But the size (building, number of users, missions, surface, etc.) of the library is a big factor because in general when the library is big it supposes that its location, budget, and personality of its manager are quite better than others, and vice versa. Of course there are some exceptions of this rule but in general it's the applied rule. So here There are an average Human Resources of library depending to the size of the library:

Category of the Library	Estimation of a Number of workers	Comment
National Library of Algeria	350 to 400	18 departments and services 70 permanent librarians 04 computer specialists Agents of lending and store of books Administration staff and agents
The library of the Moufdi Zakaria culture palace of Algiers.	15 to 80	Director, Assistant, Kids library animation staff, Librarians, security agent.
libraries of cultural centers and cultural houses	10 to 15	Director; subscription agent, interior lending, exterior lending; agents
libraries if Islamic cultural centers	05 to 10	
Libraries of Youth houses	05 to 10	Tasks are Control; printing services, subscription, training and monitoring
libraries of museums	03 to 05	Responsible, assistants, security agent
Multimedia Libraries called "mediatheques" of Algiers	01 to 03	Responsible, assistant, security agent
Library of municipality	In north provinces from 01-07 In south provinces from 01-03	Director, librarians, security agent Director, librarian

4.1.3.2 Staff training

What is the overall capacity of the staff (i.e., librarians, telecentres operators) to help users access and use public access to information and communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

- (i) If appropriate, indicate any specifics that apply to Digital ICT services alone.
- (ii) For Public Libraries, indicate if Library School training is available and/or required for librarians.

In general staff of public libraries are supposed to be librarians. This is not always true. Also even when they are librarians they aren't always good librarians especially when it consists on encouraging people to use services. And even when they are good librarians they aren't always good in ICTs. So unable to educate ICTs to their users. We exclude some exceptional cases of "Palais de la culture" and "national library" but this is the general screen. We have no doubt that there is a serious question of education and reeducation (continuing education) of librarians in a public libraries and similar venues in order to increase their

capacity to be useful and helpful for their users. Certain librarians may don't recognize this incapacity (they afraid that this will impact their salaries or jobs) but they must receive a serious education campaign.

4.1.3.3 Services offered

What kind of services does this type of venue offer to the public? (i.e., access to books, magazines; meeting and conference rooms; audio/video programs, computers, Internet, other). Include Digital ICT services if offered.

<i>Services Offered</i>	<i>Comments</i>
1. Access to books and magazines	Free
2. Conferences and exhibitions	Free
3. Audio video Room	Free
4. Internet surfing	Under payment of a symbolic fees (50 Da in average)
5. Courses on languages,	Libraries serve as a logistic for training
6. Computers courses	Libraries serve as a logistic for training
7. Drawing	Libraries serve as a logistic for training

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

The difference may exist on the procedure and document composition (to subscribe on courses for example) and fees of the courses (languages, computers, ..).

4.1.3.4 Programs for underserved communities

Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Unfortunately this approach of reaching underserved people is not in the agenda of public libraries because major of librarians aren't educated in marketing techniques so they prefer wait for people to come to them. Of course there are some exceptions. For instance:

a) the national library of Algeria in ElHamma, Algiers:

This library is offering a mobile library service (bibliobus. Bus of books) which are supposed to move to rural and isolated locations. Also this library is launched 14 branches among the country as a mean to decentralize its services for citizens living out of the capital. It also offering a service of "Braille" books to blind people.

b) the association of "Tofola Saiida ("happy kids") in elatteuf ; Ghardaia. Each Last march of the year it organizes a big book exhibition plenty on the center of the village (very small city) where people do shopping and is completely

devoted to kids. Kids is able to obtain free every book that is read. Of course an abstract is submitted.

4.1.3.5 Relevant content

What type of locally relevant content is available? What else is needed? Who is doing it?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Available Content:

In Algeria, contents on human development are in general about the following items;

- e) Information about the statement of a Postal Bank so called "solde compte CCP".
- f) Visa procedures to travel and immigrate (especially to Europe, Canada).
- g) Events and exhibitions (culture, trade fairs, entertainment information..).
- h) Results of main school exams : Bacca-laureate, BEF exams
- i) Education content especially Materials for homeworks (middle and high schools)

Other Content Needed:

- a) Local daily events (weather, seismicity, security, black point of the traffic roads, electricity and gas cuts, rights and duties, holidays in schools, strike periods.; etc).
- b) Opportunities and different kind of fund being decided by different departments and agencies of the government (job opportunities, financial aid, social housing, social security opportunities, etc.).
- c) Administrative folders (so called "dossier administratif") people must prepare to get a given card (identity, passport, retreat, etc.).

Local Initiatives to build needed content:

- Website of SAFEX exhibition center.
- Website of the Chamber of commerce of Algiers
- Website of the ministry of education
- www.ini.dz
- web of the municipality of Bounoura in Ghardaia province (<http://www.communebounoura.gov.dz/>)

Source: *government websites; the survey among libraries in 14 provinces.*

4.1.3.6 Services and information available in local languages

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The only content need public libraries are offering in local language are those related to education content especially for middle and high school students. Its about pedagogic books and what's called in Algeria "livres scolaires et parascolaires" (school books). Especially those of the 4th year of middle scholls (BEF exams).

Instead of libraries people prefer other sources and venues (mentioned previously). Because public libraries since their creation focus only on books and not on local and rarely on daily life data. They target to satisfy a need of people in “reading” and “general culture” so they acquire and offer books on different literature and scientific domains. Of course books in local language (Arabic) and other international languages (especially French). Some rare libraries such the Bibliotheque Nationale (national Library) may offer some brochures about cultural events to be organized in the capital.

4.1.3.7 Types of uses

What do people USE the venues for (most frequent kinds of information and services people seek in them, activities they carry out in them)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed.

Most frequent kinds of information and services that people seek in public libraries and similar libraries are:

information	Services
Culture	- Doing home-works
Science and education	- reading of books
Music	- chat with people
Politics and economics	- emails

4.1.3.8 Number, type, and frequency of users

Refer to section 3.4 Charts: Information Needs. Complement here as needed.

additional details not covered in section 4.2.3

Thanks to the surveys and samples it was possible to determine proportions and relative values about users but number of users (absolute values) is something like impossible in Algeria. However In order to answer to this question we will base on the subscription statistics of public libraries we have been able to obtain. So and as mentioned we may estimate number of users of public libraries at 95200 in urban regions and 5500 in non urban regions. here there are some statistics to serve as relevant indicators:

a) The national library : 15000 subscribers per year.

b) the library of the Cultural palace (palais de la culture): 282 users

c) The library of cultural centers in average: From 50 readers at the library of the cultural center of Boukaid city (in a province of Tisemssilt) to 1200 users per year at the library of the cultural center Lamine Lamoudi (of El-oued in East of Algeria).

Regarding frequency surveys show that middle and secondary schools students are composing the major part of users (because of the lack of real school libraries) and they use libraries for doing their homeworks and for preparing their exams

so they go to libraries every days and very frequently.

4.1.3.9 Users Capacity to use information and services offered

What is the overall capacity of the users to take advantage of public access to information and communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general users of public libraries are mainly school secondary and university students. Majority of them have an average capacity to take advantage of offered resources. We noticed that the most used way to do is to share ideas and astuteness between students and users themselves. Exception can be given through the examples of “Palais de la culture” where kids are received courses on DDC and “the national library” where people are more and more familiar with open shelved collections or in a “central library of the Algiers municipality” where users are assisted by a well organized catalogs and instruments. It’s also the case of the library if the cultural center Mohamed Belkhir in El bayadh (a province in west of Algeria) that gives users courses on Internet services (emails, forums, web..).

4.1.3.10 Training courses for users

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Training courses:

- computer,
- MSoffice

ICT specific training courses:

- Introducing ICT
- Web, email and forum (on counterpart of a “symbolic” fees)
- How to use the OPAC

In general public libraries in Algeria don’t educate and train their users in subjects related to the library (information retrieval, internet, etc). Major of them if they offer courses they train people to language mainly French and English (but sometimes Chinese as in the national library..) or computer and especially MsOffice.

However few libraries did. For instance at the library of Moufdi Zakaria of Kouba (the cultural palace) kids are trained to DDC. In a same library the médiatheque” a multimedia space is offering courses on ICTs.

4.1.3.11 Integration into daily routines

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

This question is more applicable for cybercafés and other venues than for public libraries. Because public libraries are not focusing on contents concerning the daily life decisions of people but on increasing “literacy” of people in term of culture (which is something over the basic daily activities). So it’s very logic to expect that public libraries aren’t something “daily” for people. Moreover the major part of people using

these categories of libraries is a youth (15 to 30) and students (secondary and university). These categories are integrating information in their daily routines through either school libraries or academic libraries (inside their education institution) or cybercafés (especially secondary school pupils). They use public libraries during “school holidays” (end of December, end of March and up to July until September). During these holidays these libraries are full (especially in cities of south Algeria such in ghardaia where there are no many entertainment venues). But in opposite during “school exams” period these public libraries are completely empty.

However in some municipality libraries are attracting people frequently such in Tizirt (located in Tizi Ouzou province east of Algiers the capital) a municipality of 11000 inhabitants. In this library with a 05 staff employees, majority of users are visiting the library two times per week.

Majority of interrogated users at the internet center of the national library said that they use this service for 1hour per week.

4.1.3.12 Users perceptions about the venue

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself: i.e., what do people generally think about libraries? Are they places that are “cool” or “only for elites” etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue...

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Of course people got a certain representation of public libraries depending on their experience story with library and depending on their education level and other criteria. In Ain salah, large and general people think that library is a serious academic venue where entertainment is forbidden.

In Ghardaia, Tizi ousou and Algiers we received common sentences like:

- Library is a more serious place than internet.
- Library is useful for those who are literate.
- Library isn't a lucrative and profitable venue.
- Library is a luxury venue.
- In Library moral principles of the society are more protected and respected (no porn contents in libraries).
- Public Libraries are very bureaucratic.

4.1.3.13 Social appropriation of information and generation of new knowledge

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).

If relevant, indicate any specifics that apply to Digital ICT services alone.

Penetration and presence of ICTs into public libraries doesn't reach a critical mass that we can expect forms of social appropriation, however for the cases we studied (the national library of Algeria, and libraries of

municipalities in Ghardaia, elatteuf and Ain Salah) and where internet access is offered users mentioned that they use internet for searching for information (students, teachers, etc); doing chat and synchronic discussion, entertainment but many of them insist for the “download” as a tool to what we can consider a form of social appropriation:

- Building personal e-library.

In Algeria books are expensive, so it’s difficult to own a personal library of printed books, but thanks to the low price of CDROMs and internet access, electronic books can be downloaded and put in disks. This is sometimes done for a personal use but sometimes for a business use too.

At the library El-Atteuf Cultural centre, we asked 21 users if they feel that internet is really improving and doing change of their social habits and daily life? So 08 users said yes and 13 said no. we did the same thing in a Dhaia ben dehoua cultural center for 33 users. 24 of them answered yes and 08 answered no. 01 without answer.

Those answered yes (both in elatteuf and Dhaia) gave many sentences and most of them are common answers:

- changing and opening our screen of friendship
- subscription in international universities
- traveling without visa
- doing school home works in a reduced time so more time for entertainment

In a Dhaia Bendehoua city one female user who never gone to school said “thanks to internet I became a literate person”.

4.1.3.14 Trust, safety, and privacy

What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?

In general People we met in public libraries have a great respect to information and data included in a printed and traditional books that offered by libraries. In opposite Information tracked by internet isn’t always true. But this is mainly the opinion of adults. Sometimes (not always) young and teenagers are considering information in traditional books something like old and they prefer a fresh internet information.

4.1.3.15 Gaps and opportunities in information and services offered

What other information gaps and opportunities exist, which are not being met? (other information/services people need that are not being met there and could be offered, especially through Digital ICT services).

in Algerian context people request more services than information. So it’s a question of Many service gap. The most important is “Internet access”. Let us remind that only 20% of public libraries are offering this “Internet access” service.

In public libraries where internet service exists, people request:

- Better connectivity and bandwidth

- More opening sessions and hours
- More stations and PCs

In few cases users request: Access to full text (and not only bibliographic data) of what they consider a relevant books or document found in internet. But very often the “English language gap” is mentioned as a gap opportunity. In Algeria, Arabic and French are the main languages. However most important information gap is the “local official information”. People have a very easy access to international information than information concerning their cities and town. Very often they obtain information about events happened in their cities from international sources and websites. Local websites are very often suffering by a serious problem of updated content.

4.1.4 Enabling environment

2–3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will and public support, regional and international context)?

Unfortunately public libraries still less supported in one side by the government because of the lack of national public library policy and in another side by the society because of the lack of donation (of collections or budgets) by social stakeholders.

4.1.4.1 Local and national economy

Describe the local and national economic environment and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Algerian economic system is based on revenues from exportations of oil and gas. Since Last three years and thanks to the increasing of oil rate in an international markets and because the financial law (is in general based on US\$ 19 per barrel), the commercial balance of the state is in its maximum since the independence on 1962. Of course the government is doing a serious advance in term of payment of a public dept but it stills a set of a serious challenges that are making public library and public access to information as a luxury so less priority in term of government and public investments:

- Poverty rate
- Electrification of rural zones
- Handling the Housing's crisis
- Basic infrastructures (roads..)
- Improving salaries of people
- Reducing Inflation rate

4.1.4.2 Legal and regulatory framework

Describe the legal and regulatory framework and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

About public libraries The most dominant official texts are those concerning:

- The National Library. Its creation, organization and composition of its management council, etc
- Of 2005 and 2006 about creation of branches of the National library.
- Executif decret text n° 07-275 of 18 Septembre 2007 (through a Ministry of Culture) published in JO N° 58 of 19 Septembre 2007, and concerning the status of “ bibliothèques de lecture publique » (libraries of public reading).
- Ordonnance n° 96-16 of July 2d 1996 related to the legal deposit.

4.1.4.3 Political will and public support

What is the level of political will and public support for this type of venue? (refer to and complement section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Except some donation operations especially on benefit of the national library, there is no significant political and public support. However, and recently it emerges something we can consider as a serious political will of the government: the campaign “one library for each municipality”. This campaign is undertaken by the ministry of culture.

4.1.4.4 Organization and networking

Describe if the facilities in this type of venue organized in any network, association or other collective body? (i.e., national public library system, telecentre franchise or network, etc)?

NO. Except the network of the national library’s Branches we mentioned (see previous paragraph) there is no network of public libraries in Algeria. Each library works separately. This is something we must insist on the recommendations for a better future of Public Access to information and ICTs.

4.1.4.5 Partnerships

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There are no significant public private Partnership in a finance supporting of public libraries. Sometimes we assist to a form of cooperation in an organization of exhibitions and conference evolving both public and private operators but not financial actions.

4.1.4.6 Other environment factors

Other factors in the environment that affect access and use of information in this kind of venue, not covered above?

Other important factor that affecting quality of public access to information through public libraries is the Human Factor of librarians and managers of these public libraries. In general librarians in public libraries are less paid and not enough motivated to undertake their works well. So why public are sometimes afraid to visit these venues because of the stress ambiance their. Also and one of the negative impact of the “socialist” model adopted by the Algeria after the independence, librarians in public venues don’t give the best of them to satisfy their “customers” (readers) as their monthly salary is guaranteed without importance of the quality of their work.

4.1.5 For publicly funded venues only: Revenue streams

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

4.1.5.1 Budget

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year 2007

Local currency name Algerian Dinar amount (local currency) 104 874 000 000 DA

Approx. equivalent in USD 1577000.000 based on exchange rate of 1 US\$= 66.5 on date Feb. 2008 .

But in general public libraries are less funded. For instance the "library of the cultural palace" received for this year only 300.000 Da as a budget of acquisition of books.

4.1.5.2 Relative size of budget

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (by thousands Algerian Dinars)	Comments
Total national budget	2 017 969 196 000	As planned for 2008 Fiscal year
Education	280 543 953 000	As planned for 2008 Fiscal year
Other (industry)	999 695 000	As planned for 2008 Fiscal year
Public libraries	51214500	Based on the financial law of 2008 fiscal year, ".

Other Comments:

As we didn't find any official document mentioning the budget devoted specifically to public libraries we deduced this average estimation based on the financial law of 2008 fiscal year, where 102 429 000 000 Da were affected to the chapter "socio cultural infrastructures". We considered that public libraries will constitute at least the half part of these "infrastructures".

4.1.5.3 Sources of funding

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
Government sources:	85%	/
International donors:	10%	/
National donors:	01%	/
User fees/services:	04%	/

Other Comments: describe

4.1.5.4 Paths and flows of resources

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

The flow of funds depends on the type of public library. If it's a municipality library the fund come from the municipality council under the chapter of culture. But the budget isn't hosted in the library but the library present orders and bills which will be paid by the financial administer of the municipality. The same thing for cultural center and youth house libraries which depends either from the culture direction of the province or the direction of sport and youth affairs of the province. Now concerning a big libraries especially the national library or palace library, there is a procedure of transfer of the fund from the central administration (head of the ministry of culture) to libraries.

4.1.5.5 Fees and cost recovery

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

Except the subscription fees (each year) and which are non significant, there are no services at all in major part of public libraries (mainly municipality libraries) so no user fees. Then for now, cost recovery is something not appropriate for public libraries In Algeria.

4.1.5.6 Cost categories

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
Staff (salaries, benefits)	25%	
Building infrastructure	NA	NA
Utilities	20%	(energy, phone, transport, etc)
Staff Training	10%	

Computers/technology	15%	Softwares and hardwares acquisition.
other (Book's acquisition and collection development.)	30%	
Total	100%	

Other Comments: Building infrastructure is an item Non Appropriate because there is no standard and it's a question of variation from library to library and even for the same type of libraries it's quite different from city to other. But let us give for instance the cost of building of the national library of Algeria: 2034464000 DA

4.1.5.7 Recent changes and future trends

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

Recently and thanks to the arising of petroleum in international markets and because petroleum is the main exportation of Algeria, the country is in its well financial situation; we expect that in future the budget of libraries will be little more better.

4.1.6 Case example for public libraries

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

« La bibliothèque Nationale d'Algérie » (the national library of Algeria)

<http://www.biblionat.dz/>

Located in a heart of the Algiers in a main road of Mohamed Boulouizeded; in El Hamma quarter of the famous Sidi M'hamed municipality (so called Belcourt). A big white beautiful building surrounded by many useful and beautiful buildings. In the south side (Belouizeded road) many shops, restaurants and one mosque exist near the building. In the north side (sofitel side) there is a big business center where travel agencies, air companies and banks are there offices. The east side it's given a big beautiful screen of the big Public garden of the "Jardin d'essai d'elhamma". This strategic location and architectural domination make people curious and enthusiast to visit the library and use its facilities. Even if it's located in a road full of traffic jam fortunately its not difficult to be there thanks to the big parking of cars situated on the underground. Also there is a bus station near the "bibliothèque nationale". Of course this is the new building inaugurated on the November 1st 1994 but the "bibliothèque nationale" is a building that has been built in 1955 and 1956.

This new building of El Hamma of 64.000 m² and 13 floors is done with a modern architectural design and This new building of El Hamma of 64.000 m² and 13 floors is done with a modern architectural design and realized with a nice addition of marble and glass. Its constituted by three arranged modules:

the library of research and studies (for researchers), the library of public reading (for a large public) and a library for kids (added on the April 16th, 1998). The library has a store capacity of 8 millions books and is able to receive 2300 readers in a same time.



The “bibliothèque nationale” is officially opened to every citizen but in reality major part of users are university students and teachers and also a secondary school students. After a control access and a presentation of the card of Reader in a main entrance, readers have possibility to use both the reading room and the internet rooms. Users may benefit from a facilities and services of three Main departments and from an internet centre service (“cybercafé”):

1) Service of public orientation and lending

The service located in a the 2d floor has been opened for the large public on April 16 1998. Composed by two big rooms, one for humanities books (public available shelves) with 149 seats and the second for books in fields of sciences and arts with 194 seats. Books are classified according the DDC. Also there is a small space devoted to blinded people with 09 seats. The service offers two facilities: Interne lends (reading on seats) and extern lends (at home). Everyone may ask for three books in a same time and benefit of a lending at home of two books for a period of 15 days. To seek for information users may use both automated catalogs and manual catalogs. They may ask help from librarians and ask for photocopy. At the end of 2003 the collections reached 84192 titles (37331 for on seats readings and 44761 for lending to home). The collection is composed about 1500

books in “Braille” both for intern and extern lends. In the 3d floor there is a big Reading Room devoted to a group working with a capacity of 365 seats. Reading Rooms are open for a public from Saturday to Thursday from 08h45 am to 8h pm. And in Friday from 3h30 pm to 6 pm



2) Department of Periodicals:

The room of periodicals in the Bibliothèque Nationale is situated in the 2d floor with a capacity of 60 seats and a counter (présentoire) for a capacity of 500 titles in same time.

The collection of periodicals is covering local and international newspapers from the 19th century up to date. Ancient journals cover essentially humanities (history, anthropology, sociology etc.). Recent journals cover multidisciplinary domains in different language (mainly Arabic, French and English). In total 7509 titles of serials are existing in the Bibliothèque Nationale. 5402 of titles are an ancient titles and 2107 titles of new serials. Most important of serials are acquired thanks to the legal deposit of local publishers publications. International serials are gathered through a donation and exchange with other libraries (Arab world, African, European and American libraries). The subscription is also another way of the collection development. Readers may access to these periodicals just by presenting their “card of reader”. In plus of photocopy users may benefit from Selective analysis in demand.

3) Department of Non book Materials (“Service Audiovisuel”)

This is a very important space which is equal to a library of non book materials. Created on April 2003, the “audiovisual service” is situated in the 2d floor and is open to public from Saturday to Thursday from 9 am to 6

pm. This room is divided in 05 spaces:

- Audio space with 48 listening posts and dedicated to audio tapes and audio CDs.
- Video space with 32 video visioning posts (video tapes)
- CDRoms space with 04 stations for Multimedia documents.
- Microfiche space with 05 consultation posts
- Diapositives space.

In plus of these spaces the projection room with a capacity of 50 seats to project document films. This according a scheduled cycle of projections under the “café son et image”. These projections are generally concerning historical events and followed by a round table discussions. The availability to products and services of this Non book materials department is depending to the rules of the official code of the Library. According to this code this service is available to both teenagers and adult publics. But in a condition to present a card of reader and to fill a printed form. Researchers must present an attestation of research (to explore photography collections) and attestation of volunteer (before doing records for blind peoples). The department doesn't offer a reproduction of tapes and CDRoms. In 2003 this department created a “bibliothèque sonore” (audio library) where recordings are done for blinded people with a cataloguing file in order to offer a lending service.

Internet center:

At the national library there are two internet services centres (cybercafés). In last December we did a survey in this cybercafé among 46 persons and here there are a most important results:

29 of interrogated users were females and 18 males. Major of them have 26 to 30 years, then 18 to 24 years. 38 of these interrogated people have a university and high education level. Concerning their jobs several answers were given: doctors, teachers, researcher, secretary, librarians and administration agent. 33 of them said that they sometimes use internet service of the National library with a frequency of 01 hour per week. About the use of internet all of them mentioned “search for information”; 23 of them mentioned “emails” and 13 of them mentioned “Chat and conversation”. Other uses are: download books and films, listening music, browsing scientific and medical websites. 15 among the 46 interrogated people said that they are satisfied by the manager of the internet cybercafé. But 18 of them consider that the connection and bandwidth bad and heavy. 28 of them consider that the cost of the service available. Most of them consider equipment as old and to be updated and changed. When invited to give suggestions following sentences were reported: extending the service from 6 pm to 10 pm; to improve bandwidth and connectivity; scanners and printers; more computers. About What they motivate them to use internet? Answers are: an easy and fast way to obtain information, easy email communication, internet is covering all disciplines and kind of information; to be in connexion with the world, latest news of the world; entertainment; scientific searching; a best way to lost time. And when we ask them why you go to internet from this centre and not from the cybercafé of your quarter (near of home)? they answered: fees adequate for students, in same place of the library, smoking is forbidden, there are seats and possibility to connect every time; proper, silent and quite area; respectful area as reserved for students and intellectuals; we receive help and assistance by the agent in charge of this cyber; 2in1 (library and cybercafé in a same time and place). Now when we try to understand how they balance between library (readings rooms) and the internet center? 38 of the 46 use both of library and the internet center. 03 of them come especially for the internet center. Majority of them 34 think that library and internet are a

complementary channels. Examples of sentences are: when I want read I use library and when I want to obtain information I use internet; often book are absent in shelves so I go to internet. Which kind of information you obtain from the library and reading spaces? Books on literature, poetry, medicine, accurate and true information; information related to the subject of my dissertation; information about scholars; in library I target reading books than seeking for information. When we ask them about what they obtain from Internet? They answer: news, articles, songs words, videos, games, films, entertainment, job opportunities. The last question was about difficulties in using internet service? Major answers insisted on: frequent connectivity cut; searching without results; an advanced search; when a keyboard is in a QWERTY mode; decoding Arabic emails; exploring website requesting passwords, English is usually requested; being not informed about scientific portals and websites.

4.2 Venue 2: PRIVATE AND WORSHIP LIBRARIES

4.2.1 Overall venue assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2–3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

It's very difficult to identify the exact number of private libraries because there is no former department charged to manage them. In general they depend on private associations. But if we take a Ghardaia province (where practicing donation of private collections is really becoming a social and cultural feature) we have 42 private libraries. Other provinces known as a city of libraries waqfs (local status of donation) such: Adrar, Tamanrasset, Biskra, tlemcen, Laghouat, Medea, Algiers, Constantine, Blida, Bejaia and tizi ousou and in a less degree Oran. If we extrapolate to these provinces we expect that in maximum of 200 personal and private libraries. Concerning libraries in Mosques and according to the ministry of religious affairs (<http://www.marwakf-dz.org>) there are: 10 107 mosques, 257 zaouiya; 2 269 schools of Quran. Of course libraries don't exist in all of these mosques, zaouias and schools of Quran. The survey we did through 13 provinces of Algeria shows that there are 120 mosques that hosted books and collections their. Extrapolation to other provinces may extend this number to 300 Mosque's libraries in a max.

These libraries are very often rich in term of collections like ancient manuscripts but they still limited in term of technologies. 10% in max of these libraries are offering ICTs and most of them are between private libraries and not worship libraries. Concerning inequity, these libraries are in general located very closely to citizen but still limited to the "intelligentsia" especially researchers, academics, but sometimes libraries are frequented by a non literate people (looking for family genealogy and so on). But many mosque libraries are such public libraries dominated by school students who use collections and rooms to do homework's and prepare exams

4.2.2 Access

2–3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

In general worship and private libraries are available in term of location and geography (except few cases in kabylie region and other hard mountain regions) but there are many inequities related to the specificity of collections developed by these libraries: seniors, intellectuals and academics on history and religion.

4.2.2.1 Physical access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general these libraries are available through subscription process. This one is different from library to library. In general a folder (of civil status paper, photos, student certificate, working certificate, fill out of a formula including intern rules and code to sign;...). In a few cases this process is more simple and sometimes is completely informal.

Other specific phenomenon for this kind of libraries is the difficulties with the reduced staff. In general it consists on a man (so called "Qayim") who is charged to open, to register, to catalog, to classify and to serve users. Then other problem is arising "the restricted time and hours of opening (of these venues)". In general these venues are opened just after a collective prayers (executed in a mosque 05 times per day). Of course more advantaged time is immediately after Maghrib (sunset) prayer. But keys of the library are in hands of this "qayim" so if this one isn't a serious one, this will negatively affects the frequentation of the library. But in general they are well selected so serious but a short time is given to users because they have to leave when is the time of the next prayer (in general 1.30 hour after the Maghrib one's).

4.2.2.2 Appropriate technology and services

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

When inside library users are confronted to factors that encourage or factors that discourage users to use ICT services to access to information. For instance: In a plus of factor related to connectivity, number of computers, quality of computers, protection of computers (as in a public libraries) in this venue people insist on a seats, tables and photocopy apparatus in order to read, take notes and reproduce in a safe and comfortable conditions.

4.2.2.3 Affordability

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

We noticed that in a case of a private and worship venues the age and education domain are influencing this affordability. Many of these venues are frequented by seniors and adult people that familiar with classic and traditional techniques of seeking for information. Also major of theses venues and because of their content are useful for people studying and working in theology and Islamic sciences.

4.2.2.4 Fees for services

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

FREE in general

Indicate amount in local currency

Equivalent in US Dollars:

Date of estimate

and local currency name

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

No fees requested but communication restrictions are. In general not all people are informed that special libraries are there and can be available. In general these libraries are a set of manuscripts and books in islamic sciences and civilization available through listings. These libraries are in general more frequented by researchers, historians, religious men, students in islamic sciences but rarely citizen and simple peoples. There are rare and few exceptions of this kind of inequity as in the private library of the "El achaachi islamic center of Tlemcen". Also we can mentioned the kind case of Elghofrane Mosque in Ghardaia. The library is opened and popularized and very frequented by citizens and students especially women (something extremely exceptional not only in south provinces but in all the country).

4.2.2.5 Geographic distribution

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

In Algeria, 340 private and worship libraries exist in urban areas, 150 in rural and mountain regions and 50 in desert and sahara zones.

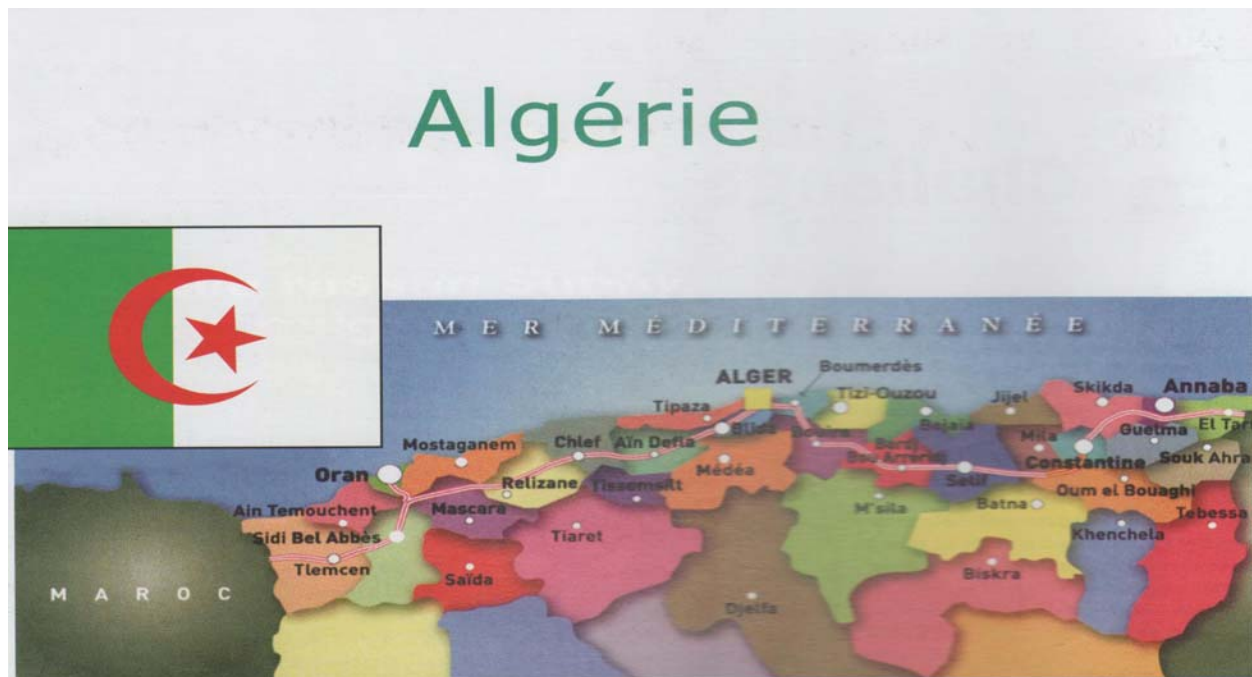
4.2.2.5.1 Map

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

It's impossible to put on the map the position of private and worship libraries. This needs to be a stand alone project with a big team to cover all the territory. The only data we are sure about is the concentration of the major part of private and worship libraries in the north band (and provinces) of Algeria. By north band we intend the set of provinces as shown in the following part map:



Few private and worship libraries exist on the south provinces. South band of Algeria may be represented by the following part of the map:



NB: Please Read “Tamanrasset” instead of “Ain salah” (Ain Salah is one of the most important “Dairas” of tamenrasset.)

4.2.2.6 Other factors affecting access

Other factors that affect equitable access to public information in this type of venue, not covered above?
If appropriate, indicate any specifics that apply to Digital ICT services alone.

A serious other factor of equitable access is a gender one. In general and because of anthropological reasons, worship and private libraries are easily available to male. However, in recent years there is a little change in this way as females are more and more encouraged to use such libraries separately, in an adequate time in general morning when men are at work. A more interesting experience is the experience of el-ghofrane in Ghardaia (in south of Algeria) where female students are more frequenting the library than males.

4.2.3 Capacity and relevance

2–3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

Major Private and worship libraries in Algeria are using one main staff manager called “Qayim” who is very often the player of a role of desk reference librarian. Major of them are not specialist on librarianship but on human and sociology sciences. They are sometimes supported by other agents when the library is either big or either very equipped in terms of hardware and software. Local content are highly represented in Collection. Content from these libraries are truly appreciated and considered as true, sacred, respectful.

4.2.3.1 Staff size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations, i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Because of the restricted budget of these private libraries in general an organization (or a family) in charge of these libraries designates a man (so called "Qayim") who is charged to open, to register, to catalog, to classify and to serve users. In few cases we noticed the use of university students as a volunteers or "stagiaires" to accomplish presence (so called "moudawamah") and reception of visitors. But this especially during unverified holidays in March and summer. This is counterpart of a per diem equivalent to a university bursary (sometimes they work for free).

4.2.3.2 Staff training

What is the overall capacity of the staff (i.e., librarians, telecentres operators) to help users access and use public access to information and communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

(iii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

(iv) For Public Libraries, indicate if Library School training is available and/or required for librarians.

In general "qayim" (manager) of the library is fluent in the main field of the collection but this is not always true for the ICT tools. In many times users are more familiar with internet than the staff of these libraries.

4.2.3.3 Services offered

What kind of services does this type of venue offer to the public? (i.e., access to books, magazines; meeting and conference rooms; audio/video programs, computers, Internet, other). Include Digital ICT services if offered.

Services Offered

Comments

8. Listings and titles of books

9. Catalogs of publishers and other libraries

10. Ask a librarian

11. Conferences

12. Others facilities

Photocopy; internet, loan of document; Scanning and

imaging

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

Of course big size library offers a rich set of services mentioned above and small libraries offer only a collection (sometimes without lists and catalogs). But no significant difference between venues from different regions.

4.2.3.4 Programs for underserved communities

Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In fact these libraries haven't this perception of "served" and "underserved" communities. It's a question of communication and transparency about the availability to the library. It means a serious problem of Marketing of libraries.

4.2.3.5 Relevant content

What type of locally relevant content is available? What else is needed? Who is doing it?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Available Content:

- Ancient Manuscripts,
- Families paths and genealogies.
- records of oral knowledge and stories of people
- photos of local events
- microfilms of academic works defended in local and national universities
- conferences given inside mosques

Other Content Needed:

- Internet content about local civilizations
- International academic works about local issues
- Intelligence and about current and recent researches about their topic

Local Initiatives to build needed content:

- The library of Elachaachi private cultural center (in tlemcen) and the research center and

the project of Islamic erudition encyclopedia and tlemcen history

- The library of Elghofrane mosque in Ghardaia province and the internet facilities and instant access to conferences and religious talks done inside the mosque. A special library is build around these content.

Source: *in site visits to mentioned venues*

4.2.3.6 Services and information available in local languages

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Because of the historical context of their creation and traditions concerning these venues, we cant expect to find information concerning the daily life of people in these libraries. These venues are mainly devoted to satisfy a scientific and cultural needs of teachers, religious scholars and students on history, literature, Islamic sciences etc.

4.2.3.7 Types of uses

What do people USE the venues for (most frequent kinds of information and services people seek in them, activities they carry out in them)?

(ii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed.

It mainly consists on:

- a) exploring catalogs, shelves
- b) Readings
- c) Taking notes
- d) Doing photocopy
- e) Interviewing and discussing

4.2.3.8 Number, type, and frequency of users

Refer to section 3.4 Charts: Information Needs. Complement here as needed.

There are a permanent users (subscribers) and non permanent users (visitors). In these libraries in general visitors are more dominant than permanent users. In average each library has from 20 to 50 permanent users and visitors may reach 200 to 400 visitors.

But many of these users provide intermediary services for family members, friends, etc. that might not directly use the venue but gain access to information through the user. These “intermediation”

users are in general either:

a) Teachers at university or Quran high institute whose provide lessons to students. Number of these students is from 30 to 200 (it depends on a size of the school, university, etc.)

b) Religious scholars (so called “imams” or “muftis”) whose served large populations through discourse or fetwa session inside mosques. Depending the size of the mosque or the zaouiya these populations may be from 50 at least to 10.000.

Concerning “frequency of use” people are using private libraries in average twice a week. And “worship and mosque libraries” people are two kinds:

- a) Those daily use of these venues. In general they are researchers and people preparing dissertations. In some venues such “Dar el imam” in Guerara municipality in Ghardaia province, they stay and live their for a six months.
- b) Those use such a libraries once a week.

4.2.3.9 Users capacity to use information and services offered

What is the overall capacity of the users to take advantage of public access to information and communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Major users of these libraries are adult and senior public usually disadvantaged in term if ICT education in colleges and universities. However and thanks to cybercafés many of them are compensating this lack through a self education on ICT tools (especially internet).

4.2.3.10 Training courses for users

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Training courses: No known trainings

ICT specific training courses: /

4.2.3.11 Integration into daily routines

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Yes of course this is true. As said in a previous paragraph, users of these libraries are using collections offered by these venues to undertake their dissertations, their religious lesson; the fetwa (typical to islam it consist on a former verdict and answer of the religion concerning a special issue of a life that muslim practitioner is confronted). So in order to do these scholars and

teachers and “mufti” must use a validated source. So we can say that the integration of the found information is directly done.

4.2.3.12 Users perceptions about the venue

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself: i.e., what do people generally think about libraries? Are they places that are “cool” or “only for elites” etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue...

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Populations consider worship libraries and private libraries as an extension of the worship venues with a mission of protection of the heritage and manuscripts related to religion history and literature. When these venues are equipped with internet and computers populations are impressed and feel proud about their heritage and trustful about future of this heritage. However people still prudent to come up to these venues because they consider that’s exclusively devoted to only scholars and theology specialists.

Moreover, perception of the population about the information and services offered in these venues may be summarised in a following keywords:

- A respectful information regarding religion.
- A traditional, classic and ancient content.

4.2.3.13 Social appropriation of information and generation of new knowledge

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

As in a previous venue (public libraries) for the:

- Building personal e-library. (when internet is available)
- Participation into an international debates through a forums, magazine surveys about events..
- Building a personal blogs and websites.

4.2.3.14 Trust, safety, and privacy

What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?

- A validated information
- A sacred content
- A rare information extracted from a rare source

4.2.3.15 Gaps and opportunities in information and services offered

What other information gaps and opportunities exist, which are not being met? (other information/services people need that are not being met there and could be offered, especially through Digital ICT services)

Relevant information and services which will be useful and possible to offer to people are:

- “specialized databases”
- “portals”
- digital images of ancient manuscripts
- Union catalogs of a set of libraries in a region or province.
- Translation of content (especially from English and from French to Arabic).

4.2.4 Enabling environment

2 – 3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will and public support, regional and international context)?

We consider that globally the national environment is supporting the success of this type of venue but just in average:

- In one way society considers and gives respectfulness to such venues and sometimes a financial aid. Because of the link to worship venue.
- The government has no policy regarding these libraries especially in term of funding.

4.2.4.1 Local and national economy

Describe the local and national economic environment and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Despite bureaucratic and heavy banking system inherited from the three decades of socialism model, the current economic system is more and more opened to international partnerships. This is become an opportunity for private libraries to seek for finance and support from international bodies. Examples of international programs that encourage private societies to obtain support of finance and trainings are: European commission and the diplomatic representation of Europe through MEDA program; the Canadian embassy through program FCIL; Frederish Hebert foundation (Democratic party of Germany), US embassy, CCF of France. Local associations are more and more familiar with procedures of such international programs. Moreover the organization of the big event “Alger: capital de la culture arabe” (Algiers as a capital of the Arabic culture) during 2007 was an occasion to invite the government to give more importance to book “industry” (creators, publishers; and libraries).

4.2.4.2 Legal and regulatory framework

Describe the legal and regulatory framework and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Major part of private libraries are controlled through the law of association (law 04/12/1990). And major part of worship libraries are under control of the ministry of religious affairs but their budget and activities are under control of wilaya (province) head by obliging each mosque to be managed by one official “religious commission”.

4.2.4.3 Political will and public support

What is the level of political will and public support for this type of venue? (refer to and complement section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In theory these libraries may benefit by a financial support of the government via a funds devoted to associations but in reality the process is so heavy so major of them are mainly focusing on private funding of donors and mosque users.

4.2.4.4 Organization and networking

Describe if the facilities in this type of venue organized in any network, association or other collective body? (i.e., national public library system, telecentre franchise or network, etc)?

Right now there is no former network of private and worship libraries. The only initiative known is something like a network of manuscripts collections undertaken in Mzab region (in Province of Ghardaia) by a dozen of libraries and piloted by a library of Abou ishak tefayech association.

4.2.4.5 Partnerships

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There is no significant initiative between public private for this type of venues.

4.2.4.6 Other environment factors

Other factors in the environment that affect access and use of information in this kind of venue, not covered above?

Nothing special to mention.

4.2.5 For publicly funded venues only: Revenue streams

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

4.2.5.1 Budget

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year 2007

Local currency name Algerian Dinar amount (local currency) 9.000.000 DA

Approx. equivalent in USD 135338.3 based on exchange rate of 1US\$= 66.5 DA on date Feb. 2008 .

comments

4.2.5.2 Relative size of budget

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (by thousands Algerian Dinars)	Comments
Total national budget	2 017 969 196 000	As planned for 2008 Fiscal year
Education	280 543 953 000	As planned for 2008 Fiscal year
Other (industry)	999 695 000	As planned for 2008 Fiscal year
Private and worship libraries	25 000	Estimation based on the country average of 50000 DA

4.2.5.3 Sources of funding

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
Government sources:	?	?
International donors:	?	?
National donors:	98%	annual report
User fees/services:	01%	annual report

4.2.5.4 Paths and flows of resources

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

Major private and worship libraries are receiving their funds directly from the donor or through the religious commission stated at the mosque. But at the last of the year a financial report is done beside the moral report and these reports are presented to the council of administrators.

4.2.5.5 Fees and cost recovery

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

As in public libraries, within these private and worship libraries there are no fees paid by users. These last one are covered on the donation.

4.2.5.6 Cost categories

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
Staff (salaries, benefits)	50%	Major part is devoted to the Qayim (Manager of the venue) Salary
Building infrastructure	30%	Includes renting building and monthly fees of Power electricity, gas, water fees

Utilities	13%	Mainly Telephone, fax
Staff Training	02%	
Computers/technology	05%	Mainly internet cost and subscription
Total	100%	

4.2.5.7 Recent changes and future trends

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

Many interviewed managers of these libraries consider that the future will oblige for those libraries to undertake investment projects and to sale information product (especially for international institutions) in order to be able to constitute necessary budgets.

4.2.6 Case example for venue 2: Venue Name

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

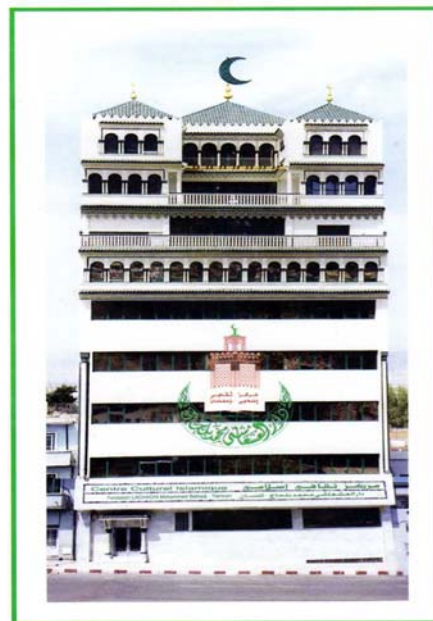
Insert Case Example and Photo here.

The Library of Dar Lachachi Mohamed Belhadj in Tlemcen

Tlemcen is a beautiful city situated at the extreme west of Algeria in boundaries with Morroco. A city of 846.942 inhabitants very famous by its history as a capital of almoravides dynasty. Mansourah site is a last trace of this dynastie. Tlemcen is also a city of Sidi Bou mediene the spiritual Soufism personality and is known by its andalous music heritage.

Tlemcen is a province (wilaya) Composed by 53 municipalities. Most important of these are: Ain Fezza, Ain Youcef, Chetouane, Fellaoucene, Ghazaouet, Hammam Boughrara, Hennaya, Honaine, Maghnia, Mansourah, Marsa Ben M'Hidi, Nedroma , Ouled Mimoun, Remchi, Sebdou, Tlemcen and Zenata.

In this city the foundation Lachachi Mohamed Belhadj founded a big dominant building called "cultural Islamic Center of tlemcen". Mr Lachachi is a famous businessmen from tlemcen city. The aim of of the center is to encourage citizen to learn and to educate in a domains of islam (Quran, Hadith) and the local cultural heritage of Tlemcen. A building of Six flours contains:



Centre Culturel Islamique - Tlemcen
 Fondation LACHACHI Mohammed Belhadj
 9, Avenue OIB Youb - BP 1251 Tlemcen (Algérie)
 Tél : 213 7 27.80.44 & 47 — Fax : 213 7 27.80.48
 @email : Lachachi @elbahia.corist.dz

مركز ثقافي إسلامي - تلمسان
 دار العيشة لآخاشي محمد بلحاج
 9 شارع عبد يوب - ح.ب. 1251 تلمسان (الجزائر)
 جمعية عمومية التأسيس والى رقم 07 بتاريخ 08 ابريل 1991

- 1) A holy Quran learning center based on computer and audio-video facilities, with a capacity of 500 seats.
- 2) A research center “Mohamed el mourakouchi” devoted to build a core data base in different fields of Islamic sciences and Tlemcen History. This database is built based on a collections of 500 basic titles (encyclopedias, dictionaries, etc.) and 450 manuscripts on islam; literature, medicine, mathematics, astronomy, etc. 25 workstations are offered to specialist public in order to explore and update this database.
- 3) Three conference rooms. With a capacity of 500 seats each one.
- 4) The Library “Ibn Merzouk El Hafidh”.

Located in the 4th floor this library is composed about 200.000 books in a variety of disciplines: literature, islam, languages, history, geography, philosophy, technology, arts, humanities. Manuscripts are also available in a reading room with a capacity of 300 seats. Readers are served in seat after a command of tiltes.

An important collection of books are enriching this library thanks to the donation of the personal library of Dr Boumedienne Bensmaine of Oran (a capital city of the west Algeria).



1) the library “ahmed Benzekri”

Located on the ground floor, this library is devoted to a lending service of a collection of 500.000 books, newspapers and journals. These books are in Arabic, French and English. This library is automated using a Winisis UNESCO software. It also contains a collection for kids in a two languages of Arabic and French. In plus of books this library includes “mediathèque” i.M set of non book materials (floppy disks, cdrom, VHS, and records of conferences executed in a center). In plus of access to books readers may ask for photocopy service Free of charge.

According the short interview we did with Mr Lachachi we understood that initially these libraries where devoted to researchers, history specialists nut now this center is inviting every one who wants reading and learning, without any distinction of sex, nor age nor region.

4.3 Venue 3: CYBERCAFES

4.3.1 Overall venue assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2–3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

According to Major sources, currently there are about 7000 cybercafés in Algeria. Statistics of previous years show the extraordinary increasing of this venue. On 2000 (when the government allows private to trade an internet services within cybercafés), there were only 100 cybercafés. On February 2004 there were 4800 cybercafés then on December 2004 there were 5000 cybercafés. Even if Cybercafés aren't free of charge service they are dominating the Public access scene in Algeria because of many advantages: simplicity, internet advantages, answer of a basic human need of intimacy and freedom. Also it may be used without intellectual and educational barrier except the computer illiteracy. However there were some barriers discouraging people to adopt cybercafés as a venue and source to meet every information need: the English as a dominant language in internet; difficulties to find information among the internet ocean; disturb and noise make by video games and kids presence... males are constituting more than 70% of users.

4.3.2 Access

2–3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

One big advantage of cybercafés comparing to other venues is the proximity (being very close) to the citizen and inhabitant houses. Also it's a very simple procedure to use service we only need to got money and any document is requested. Of course they are ICT at 100% but in some cybercafés where ther is no enough computers we noticed a queue of people waiting for their turn. Internet as a basic service of cybercafé is being more and more accepted as a source of decision making even if in general people consider internet information as non valid. However the bad quality of connection in certain cybercafés is encouraging people to don't do a public access but a personnel access through home. This is what's happening in Algeria especially after an introduction of "ADSL" technology. So we expect for an upcoming years a decrease of cybercafés impact in the Algeria society and an increasing of individual home connections.

4.3.2.1 Physical access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

This is one of the most important advantage given by cybercafés comparing to public libraries. The proximity. Of course and certainly because cybercafés are a trade activity so owner and managers of these cybercafés are doing their business in venues situated very closely to customers. So we find them beside houses, shops and social venues (hammams, restaurants and cafés, etc.). Our survey among 13 provinces of Algeria (from north and south) shows that the best and successful cybercafés are those located near of schools especially secondary

schools and CEMs.

In addition of physical proximity cybercafés are offering another important advantage that public libraries are not able to offer right now: the Zero administrative procedures. To enter inside cybercafé and use services of these venues there is no requested paper so no bureaucracy. Other important factor of inequity access of public is the “insecurity” and peaceful of the city. Algeria suffered by what’s is co called here as “the dark decade” of terrorism started in 1992 until the 2000 when Bouteflika invited terrorist groups to stop their activities in counterpart of “a global forgiveness” under the “national reconciliation” charter. Thus major parts and cities of Algeria are being more and more safe and it became possible for people to travel and to cross a long distance even by night. But few cities and villages still under risks. Let us mention the cases of Boumerdes and Tizi ouzou provinces. People living in a small villages of these provinces such Yakouren, Naciria, Dellys, aren’t able to access to cybercafés at any time especially by night. In these villages Cybercafés are usually closing before the sunset. But people need cybercafés by night because during the day they are at works.

4.3.2.2 Appropriate technology and services

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

When inside cybercafés users are confronted to factors that motivate or factors that brake them to use Internet Services. Most requested are:

- the connectivity quality (no cuts)
- a bandwidth
- a number of computers
- quality of computers.
- protection of computers against virus and spams.

4.3.2.3 Affordability

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

This is one of the most important challenge that people we interrogated insist on. Here there are the most frequent element that people mention:

a- the linguistic barrier:

The dominance of English in internet is seen as a constraint that make difference between people and inequity between those learned English and those they never benefit of education in english.

In Algeria people are either using and educated in Arabic or French. Especially in north (Algiers, Tizi ousou, Bejaia, Boumerdes and Oran) but outside these big cities (communities of south and East) people are using (in plus of their mother language such Berber) the Arabic as a scientific and working language. This is more concerning a new generation (born on the 1980th) because ven in south and east people born during the france colonization are manipulating French quite better. But let us mention that the generation of the 1960th and 1970th are best bilingual.

b- The computer skills. Some people are more familiar with computer than others. Some of them are more affordable to learn without psychological barriers (especially kids, teenagers)

c- out of big cities where providers of internet ISP aren't investing lot so cybercafés as an intermediates giving the internet service to people are suffering by a bad quality of the bandwith and connectivity. This is making difficult the use of population especially when it concerns download of programs , contents, softwares etc.

d- Many people said that they aren't able to handle their time when they connect to the internet inside cybercafés. As they have difficulties to optimize and search well through google and so on so they may do many hours.

e- Many people especially in south communities think that they aren't able to cross and handle the pornographic content of internet. Of course they think that cybercafés managers aren't too.

4.3.2.4 Fees for services

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

describe

Indicate amount in local currency 60 DA

Equivalent in US Dollars: 0.90

Date of estimate Feb. 2008

and local currency name Algerian Dinars

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

Differences are not significant. It differs from 50 Da as a minimum to 70 Da to maximum.

4.3.2.5 Geographic distribution

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

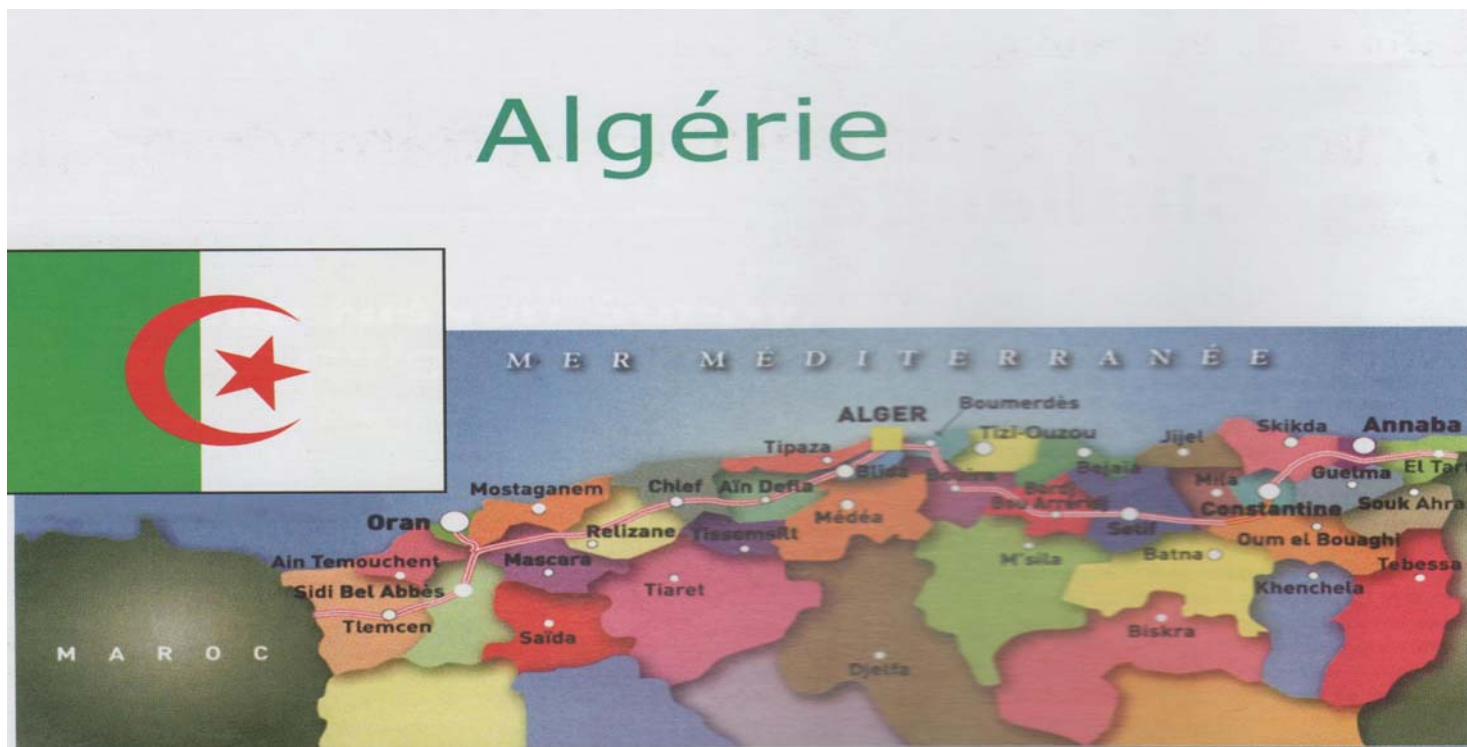
4.3.2.5.1 Map

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

It's impossible to put on the map the position of cybercafés. This needs to be a stand alone project with a big team to cover all the territory. The only data we are sure about is the concentration of the major part of cybercafés in the north band (and provinces) of Algeria. By north band we intend the set of provinces as shown in the following part map:



700 cybercafés exist on the south provinces. South band of Algeria may be represented by the following part of the map:



NB: Please Read “Tamanrasset” instead of “Ain salah” (Ain Salah is one of the most important “Dairas” of tamenrasset.)

4.3.2.6 Other factors affecting access

Other factors that affect equitable access to public information in this type of venue, not covered above?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

The most important factor that affects equitable access to cybercafés is concerning the “Female” populations. Major sources and our land survey show that in a big urban cities (especially Algiers, Oran, Boumerdes, Constantine, tizi ousou, Bejaia) female is constituting 30% of a cybercafés customers. In rural and sahara areas its quite less (no more than 10%). This is closely related to social traditions. (in rural and sahara areas it’s an unaccustomed and not acceptable for girls and ladies to move in a city after a sunset. In many cities such Medea, Ain defla, khemis miliana, Mzab, Tipasa (and some of Kabylie villages) it’s a shame for a lady to be in a cybercafé. A cybercafé is a male space. This is still true in major conservative cities of Algeria. So many families forbid their daughters to go to cybercafés because they think that this will reduce their chance to be married. And a marriage is a most important indicator of success of a family and a girl in major social groups of Algeria. But let us also mention that in some villages such Hmeur El ain (in tipasa) and Makouda (in tizi ousou) or a quarters such Bachdjerah (in Algiers) there are an exceptional phenomenon where females are sometimes a majority in cybercafés. But cybercafés managed by ladies.

4.3.3 Capacity and relevance

2–3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

Cybercafés are a most pragmatic venues in term of giving access to information because of the commercial nature venue and because of the popularized “internet” tools (such browsers, search engines, download tools). But the big challenge is the impact of the information found in internet in the decision making process of people. How they integrate what they find into their daily life. What the survey we conduct shows is the fact that more and more people are appropriating internet in their life. If an information services offered by cybercafés are easy integrated in a daily routines of people and if information got by

people thanks to these cybercafés are really making a difference from day to day all these will encourages people and motivate them to use these venues every days. But let us establish the dependence of cybercafés users to international sources because of the English and because of lack of fluent and relevant local sources. This is one a serious problem. It's about the quality of local and government websites. Except few cases, local website are characterized by one (or more) of these phenomenon:

- a) Unavailable servers because of hackers and maintenance problems (example the web of the president <http://www.elmouradia.dz/> ; the CNES council, ..)
- b) Available but as a static website
- c) Dynamic websites but without regular update of information
- d) Non permanent URL websites
- e) Many headings and rubrics are under construction.
- f) Unavailable or poor archives.
- g) Rare are the municipalities having their official websites in parallel of dominance of amateurs websites which in many cases give an informal and not official information and validated data.
- h) Many of Algerian websites are either in Arabic either in French but never in a two languages.

So citizens are usually disappointed and go seek for local information through international agencies and bodies (such the web of France embassy; UNDP, World Bank and so on).

4.3.3.1 Staff size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations, i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Our survey among 690 cybercafés through 13 provinces shows that:

In average there are 02 employees I a cybercafés. There are cybercafés with 01 employee and cybercafés with 03 employees but the national average is 02. In general it consists on a manager of a cyber and his assistant. Sometimes they work together and sometimes separately one by morning another by night.

There are some exception such in benaknoun quarter in Algiers (one cyber is employing 05 people), and same thing in one cybercafé in Idjer village in Azazga city (Tizi Ouzou Province),

4.3.3.2 Staff training

What is the overall capacity of the staff (i.e., librarians, telecentres operators) to help users access and use public access to information and communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

(v) If appropriate, indicate any specifics that apply to Digital ICT services alone.

(vi) For Public Libraries, indicate if Library School training is available and/or required for librarians.

In general cybercafés managers and employees are not specialists so a less capacity of training but they try to help regarding technical aspects (concerning the computer functioning and so on) when they are requested to do.

4.3.3.3 Services offered

What kind of services does this type of venue offer to the public? (i.e., access to books, magazines; meeting and conference rooms; audio/video programs, computers, Internet, other). Include Digital ICT services if offered.

<i>Services Offered</i>	<i>Comments</i>
13. internet	
14. scanning	
15. video Games	
16. printing	
17. other	Drinking; air conditioning; short technical assistance
18.	

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

According to the survey we conducted it seems that in plus of “internet access”, for operators and managers of cybercafés “videos games” are their favorite service because it’s a strong source of money. So all the cybercafés in Algeria are insisting on this. Differences are essentially concerning “scanning” which is guaranted by some of “rich” cybercafés. Also “other” is a big domain of differences: for instance Cybercafés in south province (where temperature is high) which offer air conditioning of the cyber room were more preferred than those without air condition equipment. Also it s interesting to mention (according the survey) that in some cybercafés suggested drinking are innovative and different to classic drinks (coca cola, fanta, hamoud, ifri water.;) and offer traditional tea. Many people prefer these kind of cybercafés.

4.3.3.4 Programs for underserved communities

Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cybercafés are absolute lucrative and trade venues. They don’t think served or underserved communities but profitable communities. However major journalists and government reports agreed and expect that in short future what will happen is the close and decrease od cybercafés in urban (so more advantaged people) and stabilization or increase of cybercafés in rural areas (where more underserved people are living), because of the ADSL widespread inside urban cities (because of the growth of fixed phone lines infrastructure, which is necessary for ADSL). The ADSL is really more and more encouraging people to use internet at home so they are more and more leave cybercafés.

4.3.3.5 Relevant content

What type of locally relevant content is available? What else is needed? Who is doing it?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Available Content:

Internet world wide content

Other Content Needed:

Local information disseminated through internet

Local Initiatives to build needed content:

Algerian portals (algerianinfo; wissal.dz; eldjazair.net.dz ;

Source: surveys among cybercafés in 14 provinces of Algeria and visit in site

4.3.3.6 Services and information available in local languages

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In plus of the linguistic barrier of internet dominated by English there is another problem concerning access to local content. It's about the quality of local and government websites. This is one a serious problem. Except few cases Local website are characterized by one (or more) of these phenomenon:

- Unavailable servers because of hackers and maintenance problems (example the web of the president <http://www.elmouradia.dz/> ; the CNES council, ..)
- Available but as a static website
- Dynamic websites but without regular update of information
- Non permanent URL websites
- Many headings and rubrics are under construction.
- Unavailable or poor archives.
- Rare are the municipalities having their official websites in parallel of dominance of amateurs websites which in many cases give an informal and not official information and validated data.
- Many of Algerian websites are either in Arabic either in French but never in a two languages.

So citizens are usually disappointed and go seek for local information through international agencies and bodies (such the web of France embassy; UNDP, World Bank and so on)

4.3.3.7 Types of uses

What do people USE the venues for (most frequent kinds of information and services people seek in them, activities they carry out in them)?

(iii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed.

Major USE by order (from more frequent use to less frequent use):

- Homeworks of students and pupils (dictionaries and similar educative tools)
- Communicating using Skype and Instant discussions tools (chat through Yahoo Messenger and MSN)
- Group Video Games (such Doom, etc)
- Other Entertainment use (especially download of mobile phone rings, videos clips, Mp3 music, youtube, erotic sites)
- Seeking for international relationships.
- Information about Visas and immigration opportunities
- Reading news (especially aljazeera channel) and watch TVs and listening Radios
- Scientific and cultural research and readings
- Seek for job opportunities
- Seek for a results of BaccaLaureates and BEF exams
- Curiosities (cinema actors and actress, singers, soccer teams..)
- Others (Foods and cuisine recipes, bee-keeping, spare parts of cars, trade opportunities, etc).

4.3.3.8 Number, type, and frequency of users

Refer to section 3.4 Charts: Information Needs. Complement here as needed.

Majority of sources said that number of “internautes” in Algeria is about 750.000 or 800.000 internet users.

Within a survey we did during last december 2007 and January 2008 among among 690 cybercafés through 13 provinces shows that from 20 to 100 users are using cybercafés per day. So let us keep 60 users/ day. This may give us an idea about 4200 users for 700 cybercafés per day. And as in Algeria there are some of 7000 cybercafés we can extrapolate to 42000 users par day in a whole territory. If we suppose that the total effective days of cybercafés working in a year is at max 200 days this means that we have some of 840.000 users per year.

Users of cybercafés in majority are secondary school students whose in general are either serving themselves or colleagues. Other category of users are adult who may provide information to friends and family members but this tradition is not already stated.

In general cybercafés are frequented by males at 70% and females at 30 % (in urban area) but males are using once a day and females once or twice a week. And male in general are using cybercafés for 5hours in average. Females use cybercafés for three hours in average. But it seems (according the survey of IT MAG

published on the November 1st 2006) that females are more efficient.

4.3.3.9 Users capacity to use information and services offered

What is the overall capacity of the users to take advantage of public access to information and communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Major users of cybercafés in Algeria are students at secondary schools. These users have a strong capacity to take advantage of offered resources but in a condition of the well assistance. What we noticed is that users of cybercafés in Algeria have an extreme adaptation capacity and they learn quickly but if conditions and teachers are present.

4.3.3.10 Training Courses for Users

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Rarely service. Exceptions are a personal assistance and course given by the cybercafé manager to a special customer (Means on demand).

Training courses: Internet

ICT specific training courses:

- How to create email?
- How to chat with MSN and yahoo Messenger?
- And how to search using Google?

4.3.3.11 Integration into daily routines

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

When we asked people is internet changing your life many answers are given. The most frequent are: improvement of my school scores; more literate and general culture; more opportunities in my life; improvement of my relationship networks; save of money when traveling.

4.3.3.12 Users perceptions about the venue

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself: i.e., what do people generally think about libraries? Are they places that are “cool” or “only for elites” etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue.

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general a society is considering internet through a cybercafé as a venue:

- Where all information exist
- Of freedom and escape of censure forms
- of entertainment and erotic exteriorization
- adequate to “kill a time”
- a male venue
- a World Wide library
- A rival of books

4.3.3.13 Social appropriation of information and generation of new knowledge

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

We can consider a social appropriation:

- c) Sale of mp3 music disks (of course illegal copies). The same thing for mobile phone rings, films and videos.
- d) Sale of softwares (antivirus, drivers, windows utilities, etc.).
- e) An internet as a mean of benefiting from diaspora competencies (such supervising local projects and students).
- f) An internet (especially Skype) as a mean to preserve a social link (Keeping in touch with families extension overseas).

4.3.3.14 Trust, safety, and privacy

What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?

- Non scientific and non validated information
- A fresh information
- A rival of books

4.3.3.15 Gaps and opportunities in information and services offered

What other information gaps and opportunities exist, which are not being met? (other information/services people need that are not being met there and could be offered, especially through Digital ICT services)

- Portals of scientific content (open archives)
- Invisible web (specialized databases)

4.3.4 Enabling environment

2–3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will and public support, regional and international context)?

We consider that globally the national environment is supporting the success of this type of venue but just in average:

- a) In one way businessmen consider cybercafés as a good investment.
- b) Teachers and families (especially in north and big provinces) are encouraging youth to go to cybercafés to do homework or to play.
- c) despite the authorization given by The government to exercise this activity but it's regulating and sometimes doing a pressure to pay expensive taxes. In a 13 provinces where we did a survey more than 50% of cybercafés aren't not registered in the "Registre de Commerce".

4.3.4.1 Local and national economy

Describe the local and national economic environment and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

- (i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

According the last report of the world bank the ICTs is one of the rare sector where Algeria is in successful. The open market of ICT and courageous decisions of the government through a review of the laws in this field since Last 1990 has a favourite impact on international direct investment. Thanks to this a density of mobile and fixed telephone lines is more and more increasing. ADSL, Wifi, Vsat; wmax technologies are more and more available. The number of ISP providers is more and more growing and all these lead to a situation of an internet development. Cybercafés were one important feature of this growing sector. Many young people were encouraged to undertake the trade of cybercafés through ANSEJ (government agency of finance aid to young entrepreneurship). So cybercafé number jumps from 100 on 2000 to 7000 on 2008. During three years connectivity and bandwidth were offered in a bad quality but the high competitiveness that characterizes this economic field improved the situation of services offered by cybercafés. ADSL is

thanks to the partnership between EEPAD and Wanadoo in few years ago did a serious impact on cybercafés trade in Algeria. However and as a contradiction the improvement of the telephone fixed line market is encouraging people to connect at home and this will certainly influence a public access to information through cybercafés. But this is only true for a big cities. Cybercafés still play a major role as an infrastructure of information for large populations.

4.3.4.2 Legal and regulatory framework

Describe the legal and regulatory framework and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

What's important to know is that there is a specific agency to control all ICT companies in the Algerian market called ARPT affiliated to the Ministry of ICTs. Also the basic legal framework related to cybercafés is August 05th 2000 Law N° 2000-03 defining general rules of Postal Services and Telecommunications.

4.3.4.3 Political will and public support

What is the level of political will and public support for this type of venue? (refer to and complement section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

To give business people to open cybercafés as a commercial venues was done thanks to the political will of the government to open this market because since 1995 until 2000 this was exclusively allowed to CERIST research center. But after that they don't benefit from any specific public support.

4.3.4.4 Organization and networking

Describe if the facilities in this type of venue organized in any network, association or other collective body? (i.e., national public library system, telecentre franchise or network, etc)?

No network at all.

4.3.4.5 Partnerships

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

No kind of partnership.

4.3.4.6 Other environment factors

Other factors in the environment that affect access and use of information in this kind of venue, not covered above?

People interrogated within this study are insisting on these following factors:

- More respectfulness of "intimacy" by creating individual spaces

- More Control (kids in games, porn sites, violent sites, etc)
- Trainings and technical Assistance.

Moreover recently and thanks to Radio and mass media programs there is a serious conscientious among school staffs to discourage students (secondary schools) to use internet via cybercafés but via school libraries or telecenters. Because they noticed that students charged to do a search by internet to accomplish their homeworks aren't using internet themselves but they outsource this on cybercafés managers in counterpart of fees (20 Da the page).

4.3.5 For publicly funded venues only: Revenue streams

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

4.3.5.1 Budget

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year fiscal year

Local currency name amount (local currency)

Approx. equivalent in USD based on exchange rate of on date .

comments

4.3.5.2 Relative size of budget

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (local currency)	Comments
Total national budget	NA	
Education		
Other (name)		
cybercafés	NA	

Other Comments:

NA: because the government doesn't fund commercial body. Except for some cases of youth supported by

ANSEJ agency: Agence nationale pour le soutien des jeunes entrepreneurs. Which is created as an aid agency for youth entrepreneurs.

4.3.5.3 Sources of funding

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
Government sources:	05%	ANSEJ Agency
International donors:	NA	
National donors:	NA	
User fees/services:	80%	Customers
Other (Investment of a private and businessmen)	ND	

Other Comments:

The donation within the cybercafé (as a commercial venue) is something non appropriate. “investment of a private” are ND (non determined) because operators consider this source as a secret.

4.3.5.4 Paths and flows of resources

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

For the exceptional case of youth they want benefit from the aid of ANSEJ When young presents his project to Ansej, this last one serves as a guarantee for a banking financial aid and also he benefits from exoneration of tax for a period of 3 years.

4.3.5.5 Fees and cost recovery

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

Yes the fees of use of the cybercafé services. These fees are determined by hours (for browsing and internet service) and by page for printing and scanning. Other fees are those related to drinks suggested in the room. So depending to the marketing techniques used by the cybercafé number of customers will increase and this will make cybercafé operator in most comfortable financial situation and able to recover costs and dispenses.

4.3.5.6 Cost categories

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
Staff (salaries, benefits)	10%	
Building infrastructure	10%	It's mainly a question of “Renting” of buildings and offices
Utilities	03	Energy and water

		invoices	
Staff Training		NA	
Computers/technology	10%		Mainly maintenance of computers and hardwares acquisition
other (Taxes and duties)	17%		
other (Providers fees (of internet connexion) including telephone costs)	50%		
Total	100%		

Other Comments:

describe

4.3.5.7 Recent changes and future trends

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

What happened recently is the decreasing of the score of “cybercafé” as a business to encourage and to fund from banking. Other fields became more attractive for banks so why ANSEJ is less and less accepting youth cybercafés investment projects. The future will be more difficult with the expansion of ADSL and WiFi services being more and more popularized.

4.3.6 Case example for venue 3: A cybercafé in a Bordj Menaïl City

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

Insert Case Example and Photo here.

A cybercafé in a Bordj Menaïl city

69 kms far from Algiers the capital, Bordj Menaïl city is one of the most important municipalities of the Boumerdes province. It’s also an old city founded on 1871. in 1998 there were 53000 inhabitants.



Bordj menaïel is containing: 01 library of the municipality. 01 library of youth house. 01 library of the professional education center. 36 school libraries. about 15 cybercafés;

For this case study we selected the cybercafé situated in the Road of La Mosquée near of Tamèche. This cybercafé is created at the end of 2004 initially as an agency of publicity and advertising but this trade was a fail and inadapted for local needs. Then Faiza (a young girl having a licence in business sciences and who did a training on advertising) and her colleague specialized in computer sciences decided to switch their main activity to “internet cybercafé”. It’s composed by 08 PCs connected to internet. In first they attracted school people by giving a help to execute scientific works requested by teachers. The cybercafé is being more developed when association of advocates occupied the same building of the cybercafé and also when a doctor cabinet is opened in the other side of the road. Thus they recruit a third person, a girl having a level of third secondary school year.



The cybercafé is visited by some 30 people a day. These people are from 10 years old until 55 years both men and women. When there we saw a variety of young man and girls. One young man with a traditional clothes and girl with a Jeans pant cutting hair in a most recent fashion but also a girl with Islam hijab. In a corner is seat a young man with a tired face. We can also find kids. All o them are completely concentrating on their computer screen. In this cybercafé interent access fee is about 60 Da/hour .

According to Faiza the manager of the cybercafé the optimum period of visits is from 2 pm until 6 pm. Most visited websites are those in French; youth prefer chat and instant discussion sites then religious sites and those of football and art especially music and news of actors. Girls are also interested by sites of fashions. In plus of offering access to internet this cybercafé is giving courses on Computer basic level (MsOffice suite). Concerning difficulties it's mainly (like in all cybercafrés of Algeria) about the cut of connectivity or the decrease of the bandwidth making users unsatisfied and sometimes angry.

People using this cybercafé as said before are from several ages and several education level (from primary school to university). There are both employed and unemployed persons.

They came to the cybercafé in order to seek for opportunities to immigrate and escape the country, job opportunities overseas, to build relations with overseas people, to do chat and synchronone discussions, to participate at forums concerning islam, to download courses; music and songs; to play Games then to surf among education websites. Major of them said that they are satisfied by the cybercafé especially because Faiza is a very sympathetic lady, there is no stress

and there is a print service. They also insist on a fact that Faiza is suggesting a guide of websites. When we ask them to mention all factors that motivate them to use cybercafé they answer: “the manager is a lady”; “near from the bus station”; “near from home”; “there is possibility to follow a train on computer”; “near from my school”. Major part of these users used one library especially school library then a library of the municipality then the library of youth house. But only few of them used the national library (70 kms) and an academic library.

And when we ask them to say if they prefer cybercafé of a library? Major of them answered internet (they mean “cybercafé” because in their mind libraries don’t give internet service yet so Internet is something like cybercafé) . They argue by a following words: “fast information service”; “large screen of information”; “new information”. Internet is also combining culture, entertainment and information”. “In internet we found everything in everytime and without necessity to move”; “even if internet is a paid service but I consider it as a very important window for culture and news”.

4.4 Venue 4: NGOs information services

4.4.1 Overall venue assessment

Provide a broad picture of the public access information landscape in this venue, informed by the results of this research.

2–3 Paragraphs:

What is your overall assessment of public access information in this type of venue?

According to the Ministry of culture here are 6685 associations in Algeria in fields of Science, history, culture, literature, art and “others”. Major of them are static and just a name. Some of these dynamic associations are offering “Information services” for their members and population they serve. Based on interesting statistics done by Omar Derras about NGOs in Algeria, it seems that 41% of them have a telephone line. We suppose that half of these last one’s are able to use telephone to connect to internet then internet content. Taking this on consideration and based on our investigations we consider 2739 NGOs offering information services (and sometimes “libraries”). 2200 are located in urban locations and 539 in non urban regions. In term of inequity, sex variable is true in non urban zones where 80% of users are dominated by male. Major people benefiting from these services are highly educated and up to 25 years but most of them are a medium income and medium social status. “Education” and “personal” are the two main domains constituting information needs. Web browsing , email and chat are the main ICT used there.

4.4.2 Access

2–3 Paragraphs:

What is your overall assessment of ACCESS ecosystem in this type of venue (physical access, appropriate technology, affordability)?

NGOs information services and libraries are available for people adherent to these NGOs. But not all people are informed about NGOs and opportunity to be adherent. Inside NGOs people may use information service may not. This depending to the marketing done by operators to let people give importance to their collections and services. The observation and visits in site show that the personality of the general manager of the NGO is very important in this issue. Unfortunately NGOs in Algeria still less ICTs and because of their financial difficulties very often computers and internet aren’t available directly but through an operator who treat the query and disseminate result to the user. Sometimes this is discouraging people.

4.4.2.1 Physical access

Describe how accessible this venue is to various population segments, differentiating by applicable Equity of Service variables (Form 1c), especially the differences between urban and non-urban settings.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general people have to move to headquarter of these NGOs, present themselves and ask for an administrative folder to prepare in order to get a “adherent card”. This card is the fundamental condition to benefit from services. In general there are no fees but administrative papers requested are usually need many days (sometimes weeks) to got. Of course there are some associations cool and simple in this issue. In general it depends on the mentality of the president of NGO.

4.4.2.2 Appropriate technology and services

Describe how appropriate the technologies, services and information offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general there are no technologies at all (only 15% of associations are giving ICTs). Of course computer is more and more penetrating association but usually only for the staff (secretariat of the association) and not for simple members and citizens supposed to benefit from this association. But in the few cases of NGO that offering we can say that in overall technologies are appropriate.

4.4.2.3 Affordability

Describe how affordable the technologies and services offered in this venue are to the population, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

It depends on the nature of the NGO field and public targeted. For instance when association is targeting populations that are not concerned by the illiteracy phenomenon, such associations of preserving heritage (researchers, teachers, educators..) people are able to use ICTs. But when it concerns activities of defending rights of less educated peoples this is in general obliging association to train and educate people before they use the facility.

4.4.2.4 Fees for services

What fees or other requirements exist in order to access and use the information in the venues? (registration, user fees, restrictions to certain populations)

If there are fees: What do these fees buy?

REGISTRATION

Indicate amount in local currency

Equivalent in US Dollars:

Date of estimate

and local currency name

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Explain any salient differences in the services offered in different regions, sizes or other variables of significance:

4.4.2.5 Geographic distribution

What is the distribution of the venues in terms of their geographic location?

Complement any details not already included in section 2.1: Venue Selection.

About 2200 NGOs information services and libraries are existing in urban regions and 539 in non urban regions.

4.4.2.5.1 Map

If available, insert a map that displays the geographic distribution of this type of venue in the country (expand to the size you need).



Description of map:

Unfortunately Data about the geographic distribution of NGOs information services and libraries aren't available. This may be a subject of a future project which must evolve many persons.

4.4.2.6 Other factors affecting access

Other factors that affect equitable access to public information in this type of venue, not covered above?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

- The lack of transportations means to link distant villages of Algeria especially in south (where a distance that separates each village to other may be about 250 kms at least).
- The lack of phone and basic communication infrastructures.
- Private companies don't invest in provinces (especially south, rural and mountains) where the government is unable to introduce basic life conditions (water, electricity, phone, gas, etc).
- Very important to mention that associations in south provinces aren't informed about opportunities (given by government and international organizations and embassies (located in Algiers the capital). Because as mentioned above in the Algerian society (and government too) the informal circulation of information is predominating on the formal and official way.

4.4.3 Capacity and relevance

2–3 Paragraphs:

What is your overall assessment of CAPACITY ecosystem in this type of venue (human capacity, locally relevant content, integration into daily routines, socio-cultural factors, trust in technology, social appropriation of technology)?

One important thing to mention is the linguistic criteria. Many associations especially in north (Algiers, Tizi ousou, Bejaia; Boumerdes; etc) communicate and work only in French, and this generates a communication problem and do not encourage large populations to use information facilities there.

4.4.3.1 Staff size

How many people work in a typical facility for this type of venue? (full time-equivalent employees or contractors; describe any significant variations, i.e., large, medium and small libraries in the country)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There is no standard. Each association has its internal code that decides the staff number. Another criteria is the size of the association there are some associations that have no right to operate out of a defined "municipality" or a defined province, and there are "national" associations. So when it concerns municipal associations in general it's from 5 to 10 staffs. An association in a level of province may be managed by a staff of 10 to 20 persons. A national NGO is in general implying from 20 to 50 staffs. But in the fact and a daily life of NGO what we noticed is the concentration of a work on few persons (sometimes all activities are done by only one or two persons).

4.4.3.2 Staff training

What is the overall capacity of the staff (i.e., librarians, telecentres operators) to help users access and use public access to information and communication services offered in this venue? Differentiate by applicable Equity of Service variables (Form 1c).

(vii) If appropriate, indicate any specifics that apply to Digital ICT services alone.

(viii) For Public Libraries, indicate if Library School training is available and/or required for librarians.

It depends on the culture and habits of the NGO. Some NGO especially local (municipality or province level) are communicating well with their members and targeted populations but in a national level it became more difficult. So in general they send documents without keeping in touch or further remind...also the capacity of the association in terms of communication means (telephone, fax, computers) is influencing the quality of help action to let people use information services.

4.4.3.3 Services offered

What kind of services does this type of venue offer to the public? (i.e., access to books, magazines; meeting and conference rooms; audio/video programs, computers, Internet, other). Include Digital ICT services if offered.

Services Offered

Comments

19. Access to books and magazines

20. Conferences and exhibitions

21. Audio video Room

22. Internet surfing

23. Courses and trainings

4.4.3.4 Programs for underserved communities

Describe if this venue has programs specifically intended to reach underserved communities, differentiating by applicable Equity of Service variables (Form 1c).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Yes there are many associations doing serious efforts to serve underserved populations. Let us insist on isolated communities, illiterate people, females at home, seniors, kids. Most interesting experiences are those of IQRAA Association for the literacy (<http://www.iqraa.asso.dz>) and Tofola saida (happy kids)

association of El-Atteuf (in Ghardaia province) through its “readings centers” initiative.

Techniques used to approach these disadvantaged populations are for instance:

- Opening branches and annexes and proximity venues near of these populations
- volunteers and local correspondents
- exhibitions in public places (markets, villages) where
- radio FM programs
- brochures and newspapers
- website.

4.4.3.5 Relevant content

What type of locally relevant content is available? What else is needed? Who is doing it?

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Available Content:

NGOs information services and libraries are more pragmatic than public libraries, they usual offer an information service about the daily life of their members such:

- List of drugs that may be reimbursed,
- List of permanent chemists and their opening hours,
- List of doctors;
- Laws and government rules (duties and rights) in the field of the NGO; etc.

4.4.3.6 Services and information available in local languages

Describe the availability of services and contents relevant to human development that are available in **local languages** in this type of venue? (i.e., info on health, education, government services, etc)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general services and information in local languages are those published by the NGO such:

- Brochures about activities
- Conferences programs, abstracts and proceedings

- Listings and catalogs of books; magazines
- The Website of the association
- Annual reports

4.4.3.7 Types of uses

What do people USE the venues for (most frequent kinds of information and services people seek in them, activities they carry out in them)?

(iv) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Refer to section 3.4 Charts: Information Needs and complement here as needed.

This is related to the direct field of the association. But in general people use two main facilities “the library” or the “internet center”. So :

- f) seek for information (job opportunities, immigration)
- g) to entertain
- h) to keep in touch with people
- i) to be informed about local events and news

to do homeworks (for a high school students).

4.4.3.8 Number, type, and frequency of users

Refer to section 3.4 Charts: Information Needs. Complement here as needed.

additional details not covered in section 4.2.3

Majority of NGO don't have a statistic mentality so unable to know exactly how many people are using their services per year. But since few years and because of the obligation by financing agencies (such UGP, etc) and the “annual report” tradition (is being introduced among local NGO) managers of these associations are more and more giving importance to data about public that use their service. For example a small association specialized in a promotion of Reading and book in a small municipality (of 15000 citizens) served 1350 kids in 2005.

Some of users serve sometimes as an intermediary for others. This depends on to the direct network of targeted publics and the tradition of the association. In general family members are the more concerned by this transmission of information services. Sometimes friends when it concerns diseases and illness populations or disabled populations.

Public access to Information being possible through libraries, computer rooms and workshops clubs, access Workshops. In general for a dynamic association public it's at least twice a week (in general Monday and Thursday) but may be every day such those offering evening courses to help students and pupil to understand and to do well their homeworks.

4.4.3.9 Users capacity to use information and services offered

What is the overall capacity of the users to take advantage of public access to information and communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Its very variable. Some NGO have a public with high capacity to take advantage of resources but other peoples served by other NGOs are not. When people have a well education level and those not concerned by a lack of a basic life conditions have more capacity to do.

4.4.3.10 Training courses for users

Describe training courses offered to the public at this venue, and if they offer some kind of testing and certification.

Training courses:

- Languages (especially English then French) ,
- computers courses,
- Drawing, sewing,

ICT specific training courses: MsOffice; Internet

4.4.3.11 Integration into daily routines

How easy is it for users to integrate the information and services offered in this type of venue into their daily lives? (offer concrete solutions to their needs and problems, make it easier to solve them at this venue than in other places)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

As an impact of the linguistic inequity factor mentioned in a previous paragraph, many people have difficulties to integrate a given information into their daily decision making system. In south this problem is less because local NGOs are more practicing Arabic than French (so document and brochures are in Arabic. Then directly used).

4.4.3.12 Users perceptions about the venue

What is the general perception or opinion of the population about the venue (not necessarily its specific services, but the venue itself, i.e., what do people generally think about libraries? Are they places that are "cool" or "only for elites" etc?), differentiating by applicable Equity of Service variables (Form 1c)? This includes perception by people who do not use the venue...

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

In general people consider information from NGOs information as a source of opportunity and better decision making. Also NGOs are perceived by people as a venue where information is more personalized and tailored for a specific need.

4.4.3.13 Social appropriation of information and generation of new knowledge

What activities, products and services are users undertaking that exhibit new levels of social appropriation of technologies and generation of knowledge? For example, how are users generating and disseminating new knowledge, products and services through their use of this venue? (see category 13 in Real Access Framework for Social Appropriation of Technology).

If appropriate, indicate any specifics that apply to Digital ICT services alone.

There are no serious social appropriation forms yet. May be a generation of local newspapers and websites in berber, Arabic or French as a marketing tool.

4.4.3.14 Trust, safety, and privacy

What is the general perception or opinion of the population about the safety, security and privacy (TRUST) of the information and services offered in this venue?

Yes populations consider a NGOs information service or library more true than other sources.

4.4.3.15 Gaps and opportunities in information and services offered

What other information gaps and opportunities exist, which are not being met? (other information/services people need that are not being met there and could be offered, especially through Digital ICT services)

People in Algeria have a serious problem of making decision (ex: do they must stay in village or move to capital? Do they have to save their salaries in bank or in postal bank CCP? do they have to immigrate or is still hope on the improving of life quality? Etc). It's difficult for a family to take a strategic decision because unable to do true previsions. Previsions about future markets, current transformations of economics, Governmental decisions, its future strategy in a given sector. information about all these are often completely absent. This is still one of the serious information gap.

4.4.4 Enabling environment

2–3 Paragraphs:

What is your overall assessment of the ENVIRONMENT ecosystem in this type of venue (local economy, national economy, legal and regulatory framework, political will and public support, regional and international context)?

In general information services (Reading rooms, internet center...) are suffering by a restricted finance and budget because the budget of the NGO itself is reduced. But many people do contribute when they receive calls to donation.

4.4.4.1 Local and national economy

Describe the local and national economic environment and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

As for a private libraries the current economic system of Algeria being more and more opened to international partnerships is offering an interesting opportunity for NGOs to seek for finance and support from international bodies. Examples of international programs that encourage such organisations to obtain support of finance and trainings. Examples are: UGP ONG I and II especially devoted to support Associations. Frederish Hebert foundation (Democratic party of Germany), US embassy, CCF of France. Local associations are more and more familiar with procedures of such international programs.

4.4.4.2 Legal and regulatory framework

Describe the legal and regulatory framework and how it affects public access to information and communication in this type of venue (refer to and complement economic summary in country assessment, section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Major part of NGOs libraries are controlled through the law of association (law 04/12/1990). And major part of them are under control of the administration council.

4.4.4.3 Political will and public support

What is the level of political will and public support for this type of venue? (refer to and complement section 3.5 Economic, Policy, and Regulatory Environment, calling out what is specific to this venue)

(i) If appropriate, indicate any specifics that apply to Digital ICT services alone.

Yes many NGOs are supported by the public and government bodies and according to the report of O. Derras those of sport and youth are the most important association for the government.

4.4.4.4 Organization and networking

Describe if the facilities in this type of venue organized in any network, association or other collective body? (i.e., national public library system, telecentre franchise or network, etc)?

Yes there are many “federations” and “leagues” of NGOs (Most important are those of “young scientific and entertainment clubs”; “league of disabled peoples associations”) but unfortunately not networks of their information services. This is an issue which will constitute a recommendation.

4.4.4.5 Partnerships

Describe notable public-private partnerships in support of this type of venue.

If appropriate, indicate any specifics that apply to Digital ICT services alone.

In Algeria most frequent partnerships are those of local NGOs and Embassies or /and international organizations (UNICEF; UNESCO, UNDP etc). Partnership Public- private is something new but there are some good examples:

g) Sponsor actions (ex: organization of the first Conference on books and kids by the Association of

Tofola Saida in Elatteuf; ghardai on march 2006. thanks to a partnership with National Library; private Newspapers, ANEP and TMS trade companies; municipalities of Elatteuf and Bounoura).

h) IQRAA Algerian Association for literacy with:

Public office of Literacy; EEPAD provider of ISP service ; Algerie Telecom, rotary club, etc.

4.4.4.6 Other environment factors

Other factors in the environment that affect access and use of information in this kind of venue, not covered above?

No special thing to add.

4.4.5 For publicly funded venues only: Revenue streams

This section is meant specifically for publicly-funded venues (public libraries, national connectivity programs, etc).

4.4.5.1 Budget

What is the total budget for this public access venue system (applies especially for libraries, answer for other venues if applicable and if available)?

Total Budget for Fiscal Year 2007

Local currency name Algerian Dinar amount (local currency) 1000.000 Da

Approx. equivalent in USD 15038 based on exchange rate of 1 US \$= 66.5 DA on date Feb 2008.

4.4.5.2 Relative size of budget

How large (or small) is this budget in relation to other funding streams? (this is a way to show, in financial terms, how much the government cares about information and public access as compared to a variety of other issues in the country).

Relative Size of Budget for same year	Total budget (by thousands Algerian Dinars)	Comments
Total national budget	2 017 969 196 000	As planned for 2008 Fiscal year
Education	280 543 953 000	As planned for 2008 Fiscal year
Other (industry)	999 695 000	As planned for 2008 Fiscal year
NGOs Information services and libraries	ND	

Other Comments:

Its quite impossible to identify the total of funds given by the government to association but we consider that this revenue stream is constituting only 10% and its coming either from province either from municipality.

4.4.5.3 Sources of funding

What are the sources of funding for this public access venue system?

Sources of funding:	Approximate % of total budget	Comments
Government sources:	10%	Mainly wilaya (province) or municipality
International donors:	10-80%	Mainly EU through programs of UGP, MEDA. Frederish Ebert Foundation, etc.
National donors:	60%	
User fees/services:	10%	

4.4.5.4 Paths and flows of resources

How do resources get allocated and disbursed to the actual venues? For the principal funders, and especially for the public sources, what is the flow of funds? How are the funds raised (what tax stream), what path do the tax streams flow before they get to the specific venues? Who makes decisions about this funding?

Major association's libraries are receiving their principal funds from the members and sometimes donor. In general it's done in a simple way, but at the last of the year a financial report is done beside the moral report and these reports are presented to the general meeting. International agencies are being more and more important as a financial source of association. However the procedure to obtain funds isn't easy and simple. Many papers must be filled out and sometimes the aid isn't a cash or bank money but is These international agencies do a regular control of expenditures based on presentation of invoices and accountant reports.

4.4.5.5 Fees and cost recovery

Describe if there are user fees or any other type of cost recovery. How does it affect service delivery and usage?

Recovery of costs are usually done through a donors and sometimes through a fees of different services such photocopy; printing; internet and so on. Some association are now success the recovery of costs of conferences and events for example through a sponsorship concept.

4.4.5.6 Cost categories

What are the main cost categories in the operation of this kind of venue? (% of total annual budget)

If appropriate, indicate any specifics that apply to Digital ICT services alone.

Cost Categories for Operation:	Approximate % of total budget	Comments
Staff (salaries, benefits)	50%	

Building infrastructure	10%	
Utilities	10%	Telephone, Fax, internet; Electricity, gas and water invoices
Staff Training	05%	
Computers/technology	10%	
other (travels and missions)	10%	Participation at Local and international meetings
other (marketing activities)	05%	Production of newsletter, brochures and bulletins etc.
Total	100%	

4.4.5.7 Recent changes and future trends

Describe any recent changes and anticipated future trends in the funding and revenue streams for this type of venue in the country. Have funding levels risen or decreased dramatically over the past few years? What is the outlook for the foreseeable future?

These last years it emerges a new trend of international funds (embassies; European commission; international cultural centers, international foundations, etc). these funds are based on response to a call for aid and after a satisfaction of conditions (of the international body). Most famous examples are those of UGP; MEDA, Frederish Ebert. In the future we will assist to this dynamic revenue stream based on response to call for aid and sponsorship.

4.4.6 Case example for venue 4: Reading centers of happy kids association

Provide a short descriptions and commentary for each type of venue, offering a realistic sense of what the venue looks and feels like in its day to day operation, the kind of people who visit, and the kind of services they receive. Also, the case example indicates what makes the case unique or what features are commonly shared with other venues. A photo and short quotes will make it even more real.

“Reading centers” of ToFola Saida (Happy kids) Association

El-Atteuf is the first city of the Mزاب region (600 kms south of Algiers) founded on 1012 in a very hard conditions (desert, hard climate, lack of water) and now transformed in an urban city with a beautiful oasis (Palms following a river in a heart of Sahara). It is situated about 10 kms from Ghardaia the head of Mزاب region. El atteuf is famous by its specific architecture, social tradition (such the group wedding ceremonies were more than 10 men celebrate their marriage in a same time in a same building with a shared budget), traditional carpets and berber conservative people practicing Ibadisme islam doctrine. El-Atteuf is a municipality of 14000 citizens based on agriculture and commerce activities.

In this city mainly composed (as major cities of Algeria) by youth people is operating a very

dynamic association called "Tofola Saaida" (i.m. happy kids). This association presided by Mr Salah boubekour a teacher of sport at the secondary school of the village who created in 1992 this association to serve as a framework to let young people discover their tacit competencies and to develop skills in order to be a model of a positive and constructive future citizen.

In first they start as a soccer team then Artistic team (which animates wedding ceremonies) then they extend their activities to help students to undertake and improve their school works. Young and Members are more and more integrating this association (now there are more than 200 young people as an active members) and they become really a self service youth. A young student is himself a teacher of his friends and so on...Now this association is offering a services of education improvement; educative games and entertainment; crèches and cribs.



But the most famous service that is being known in a national level is the "Reading centers". Since 2000 Buildings and houses of facts (in Mzab as in major Arabic societies; families are grouped into tribal groups based on the common first grand father) are used as a classes were we find lot of books in open access shelves (with tables , chairs) and on or two assistants to help children to find a book they seek or to choice a nice story to read and to learn how to abstract a book. To be adequate with local traditions, when they are over 10 years boys and girls are separated in reading centers exclusively for boys and reading centers exclusively for girls.

These centers are mainly operating during the summer holidays (more than three months in

south of Algeria).

Books are gathered by different sources mainly donation of the national library of Algeria, parents of kids and kids themselves. Municipality of elatteuf and Ghardaia Province governors are also contributing to the success of this initiative.

In 2002, there were 400 kids in these centers and 550 books were read. In 2003; 700 kids benefit from this action and read some 1050 books. In 2004, 1220 readers of 1433 titles. And in 2005 total of 1350 kids read 1670 books.

Every 25 to 27 march of every year a big reading workshop is organized in an open space of the central market (Souk) of the village. All kids are invited to select a book, to read it and to abstract it. When presenting his abstract a book will be the property of the kid.



Since 2006 every 25 march a national scientific meeting is organized in the city of El Atteuf by this association. Academics discuss during two days about the reading phenomenon among children, the enfant literature situation and related topic. In a third day all conference participants are invited to assist to the day of reading in a Market where kids do exhibition of their readings and talks. This event is introducing “Book” in the group mentality of El-atteuf citizen.

In plus of these “Reading centers” the association is offering inside its head building “a library” and “internet center” service. These service are operating all the year.

A short interview with a group of kids (under 15 years old) on december 2007 show that sport and entertainment are the most activities in internet then search information related to school works requested by teachers. But they still using internet “sometimes” and less then 01 hour a week. And when asked what’s the different between using internet via the commercial cybercafé or the internet center of the library (of the association) they insist on the advantage of internet

through the library, because inside library concentration is better. Kids met in a library of the association and not in the internet center interrogated about what they motivates them to use library (in a presence of internet)? They answered that library is more adequate for “reading” and “improving culture”. What discourages them to use internet center stations? One answers: there is a risk to do not do a serious search and be attracted by games and entertainment; another said that he simply don’t know how to use internet. Another think that internet is plenty of indecency content. But there are kids who want use ICTs but the don’t. when we ask them about reasons behind this they answer: older people don’t let us use the available computers . others said that a school program is as full as we have no time to do. And when we ask them about internet inside library all of them appreciate and enjoy this idea but they request to be trained before. And when we ask them if they prefer library or internet, certain of them prefer internet; others prefer the library and many of them said both of them. But majority of them are from the second category (those preferring the classic library and classic books). They think that within internet it’s easy to find content but within library it’s difficult to do. So as the knowledge is acquired in a difficult way this means that the knowledge will be kept in permanent and forever but the knowledge from internet will be volatile.

5 Success Factors and Strategic Recommendations

5.1 Summary of Lessons in Country

5.1.1 Information needs

What are the most critical information needs by underserved communities that are currently not being adequately met by public access to information and communication venues?

- i) Opportunities and different kind of fund being decided by different departments and agencies of the government (job opportunities, financial aid, social housing, social security opportunities, etc.).
- j) Administrative documents (so called "dossier administratif") people must prepare to get a given card (identity, passport, retreat,..).

5.1.2 Where people go

Where do people go for public access to information and communication in the country, especially underserved communities?

Cybercafés; municipalities, public libraries; associations

5.1.3 How access, capacity, and environment affects public access

How do access, capacity and environment affect public access to information and communication venues in the country? (Refer to details under access, capacity and environment in research design document).

There are issues of information about venues themselves ; then facilities offered by these venues. Distance; transportation and welcome methods are very important for people especially disadvantaged communities. here there a serious difference between communities living urban areas and other living on sub urban or non urban areas such in mountains, sahara and isolated regions. A will and Skills of Operators are very important to let people met their needs. But also a social; political, and economic factors exist. What's common for major part of public venues is the "bureaucracy" procedure to benefite from services.

5.1.4 Role of ICT

What is the role of ICT in public access to information and communication? What untapped opportunities exist?

Technologies mainly internet are giving a big help to bridge the gap. Increasing of the ICT market in Algeria these last years are improving the situation but still barriers to use ICTs in a good and efficient ways. in many domains such education, news and daily life events internet is being very useful and necessary.

5.2 Success Factors and Recommendations

5.2.1 Where to invest resources

How could additional resources (money, people, time, knowledge) be best used to strengthen public access to information and communication venues and practices in the country? (i.e., solutions that would make it more accessible, affordable, appropriate?)

at that moment and in order to improve public access to information relevant investment must be oriented to:

1. the e- administration especially at the municipality level. Most useful is the investment on technologies such “mobile phones and access to the government information”
2. the creation of telecenters and internet corners inside public offices such post office, inside municipality libraries (but with a minimum of bureaucracy);
3. Investment on human development of librarians and operators of cybercafés on these following issues: welcome (communication with large population), understanding people needs; marketing of libraries; efficient use of Internet .
4. Investing on access to local content (databases; collections; portals).

5.2.2 Key success factors

What are the key success factors for public access to information and communication to meet information needs of the population, especially underserved communities, and especially through digital ICT?

Despite a serious challenges that are facing Algeria (reducing poverty; reducing illiteracy, reducing unemployment rates; improving basic conditions of life and good governance, improving security of people and infrastructures, etc.), here there are what we consider a Success factors towards a better system of public access to information:

- 1- The well financial situation of the country (especially these last years and for upcoming years, thanks to the oil international market high prices. Algeria being one of most important OPEC members). In this way we must mention The PSRE plan 2001-2004 (6,9 billions USD) and the PCSCE 2005-2009 (55 billions USD) Undertaken by Bouteflika in order to Promote the increasing of the public Sector especially those out of Oil and Gas.
- 2- According to the World Bank report's the ICT sector in Algeria is a successful investment one (After Oil and hydrocarbon sector). The World bank recognize that ICT sector is one of the rare fields where the Algerian Government success its restructuring plans.
- 3- The improvement of the “security” conditions of the country (comparing to previous decade) that encourages international organization to invest in Algeria. So many private investors are more and more encouraged to invest in Algeria. This is making the competitiveness more and more a feature of the Market. Then companies are more and more giving importance to “information” as a mean to handle the

market. So we expect that companies will invest more on information access facilities.

4- “A Library for each municipality” campaign (for 2009) launched by the ministry of culture on the occasion of the “Algiers: capital of the arab culture” in 2007

5- Under the pressure of international funding agencies NGOs are more and more giving importance to “equity” regarding disabled populations.

6- The ONGII Aid program of the European Commission devoted to help Associations in Algeria. This is available through <http://www.ugp-ong.com/ong2/>

7- The serious program of “renouveau rural (2007-2013)” PSRR launched by the current government for a development of rural communities based on the concept of integrated rural development proximity projects (PPDRI). A full documentation about This project is available through <http://www.mddr.gov.dz/ppdriStatic/index.htm>

8- The determination of the president to develop an ICT technology pole or what’s known as “a cyberparc of Sidi Abdellah”.

9) Many local TV, newspapers and radios are already hosted on internet.

10) Previous experiences even failures.

11) Presence in Algeria of international Fund programs and agencies.

5.2.3 Role of ICT

How can public access to information and communication venues in the country be strengthened to offer more meaningful and equitable access to information, especially using digital ICT?

In Algeria there are two big challenges: how to improve communication between people and how to reduce time of information dissemination (an update issue). In this way ICTs may play a significant role. Investing on true and valid ICTs to let people communicate well and fast will be a big contribution. Mobile government; ADSL; SMS; WiFi have a big chance to success in Algeria. But there is a need for a cool and dynamic process of creating and updating websites, weblogs; and so on.

5.2.4 Top ten recommendations

What are the Top Ten recommendations for public access to information and communication venues in your country? Make sure you include policy recommendations as part of them.

1. The government (especially ministry of culture) must draw and build a policy and strategic plan of public libraries development. For this policy must we suggest the following keywords:
 - The Reduce in a maximum an administrative procedures and a sum of paper requested by public libraries to obtain a reader card. In this way give a priority to unemployed and

disabled people.

- The necessity to introduce a concept of “networks of public libraries”.
 - To encourage public-private partnerships in support of information public venues. A best project we suggest here is to use the mobile bus of the national library of Algeria as a library equipped with mobile cybercafé (something like e-tuk tuk).
 - To do serious investments in education of libraries staff (especially on two issues: communicating with users; educating users on information and ICT skills).
 - To encourage applying of the “IFLA/UNESCO; Public Library Manifesto 1994”.
2. To promote the concept of public “telecenters” widely in the country. This action must be undertaken in partnership of the following:
 - Ministry of ICTs
 - Ministry of “Solidarité” (joint responsibility)
 - Ministry of Culture
 - Private companies of internet ISP Providers (especially EEPAD, Algeria Telecom, etc.)
 - Local NGOs devoted to help underserved communities.
 3. To make information sources and facilities as free as possible for citizens and closely (or inside) public offices (post offices, municipality services especially those so called “etat civil”; banks, etc) and populated locations (bus stations, markets so called “souks”, stadiums, mosques, cafés, etc). Many government departments (mainly ICT; Ministry of interior affairs; Ministry of culture) must be evolved within this way.
 4. The development (by Ministry of education) of a policy and plan concerning the development of school libraries (especially secondary schools). And to consider these school libraries as a host of internet facilities and don't separate library and internet in schools.
 5. The government (through ICT ministry) must do (or encourage private to invest) wide spread and promotion of Wireless technology in rural, mountains and sahara provinces and areas.
 6. The RIG (Government Internet Network) Project of the ICT Ministry must be taken in most serious and effective actions must be done.
 7. Encourage the public office of literacy and NGOs devoted to a literacy promotion such IQRAA to include “internet” into their courses and literacy programs (AFIF projects).
 8. Invite private and public training centers to undertake Trainings for managers of cybercafés in techniques of management of cybercafés (included how to train users). the ARPT Control agency of the Ministry of ICTs may play a serious role in this way.

9. Invite “the Ministry of solidarité (joint responsibility)” to devote a consistent budget to help NGOs of disabled peoples in building and promoting libraries and information venues within.

10. Mobilization of Public mass media (Radio and TVs) to educate people (especially disabled and illiterate people) on best information practices (such an online access to CCP).

6 Appendices

Please attach on the next pages any other relevant information, resources or materials that can help understand public access information venues in the country.

6.1 List of Countries Included in the Research

Algeria
Argentina
Bangladesh
Brazil
Colombia
Costa Rica
Dominican Republic
Ecuador
Egypt
Georgia
Honduras
Indonesia
Kazakhstan
Kyrgyzstan
Malaysia
Moldova
Mongolia
Namibia
Nepal
Peru
Philippines
South Africa
Sri Lanka
Turkey
Uganda

6.2 Overview of Research Design

The Center for Information & Society (CIS), in partnership with the Information School of the University of Washington, has as part of its core mission the investigation of how inequities in our global society can be reduced through improved access to information and communication technologies (ICT). As part of its research activities, CIS has brought together interdisciplinary teams of researchers to examine the needs, readiness and success factors for public access to information and communication venues through digital ICTs in 24 countries around the world.

Project Goal:

- Understand information needs, and opportunities to strengthen institutions that offer public access to information and communication, especially to underserved communities, and especially through the use of digital ICT: What are the needs, barriers, opportunities and success factors for public access to information and communication to help human development in countries around the world? For the purpose of this study, research is primarily focused on Libraries and Other institutional venues for which access to information has a significant role. This research includes understanding venues where digital ICT is currently offered, *and* also where ICT is not currently offered but there is potential and strong institutional support to include ICT (for example, some public libraries where digital ICT services are currently not offered, but there would be strong interest in offering them).

Libraries include public libraries and other types of libraries that are open to the public. **Other venues** include national initiatives that offer public access to information, either with ICTs (telecentres, cybercafés and the like) or without ICTs (post offices, community centers and similar) and are of significant importance in local contexts.

Project Purpose:

- Inform policy and funding decisions: Inform funders and government decision makers about future program direction and funding allocations
- Contribute to public knowledge: Disseminate results of in-depth country and comparative analyses, including research design and analytical models

To inform project design, CIS adapted the Real Access framework (Bridges.org), analyzing public access to information and communication through a total of 14 research categories grouped under the dimensions of **Access, Capacity & Relevance** and **Enabling Environments**. Adaptation was done in consultation with research partners around the world for the purposes of this study.

The implementation of this project is organized as a two-phase process:

Phase 1: Nov 07 – Feb 15, 2008

During Phase 1, a **Draft Country Report** will be prepared by local research teams in each country. The Draft Country Report includes a Country Profile, a Country Assessment and an early draft of Lessons & Recommendations.

The *Country Profile* is a collection of 50 general descriptive data points drawn from readily accessible sources; CIS pre-populates the reports for each country, and offers them for validation and comments by local teams. Country Profiles provide primarily statistical data that is intended to offer a quick snapshot of each country, including geography, political environment, demographics, economy, education and ICT infrastructure.

Using a common approach to define research processes, local teams will conduct initial fieldwork to inform a *Country Assessment*. The Country Assessment includes both a scan of information needs, especially for underserved communities; and an assessment of public access to information and

communication venues (with or without digital ICT services) and their environment, resulting in a better understanding of gaps, opportunities, and readiness of public access to information initiatives in each country.

During Phase 1, each country team will also complete an early draft of *Success Factors and Recommendations* focused on strengthening public access to information in the country, and identify potential themes and issues for further study in Phase 2.

Phase 1b: Feb 15-Mar 15, 2008

During this period, CIS will conduct a preliminary comparative analysis based on the Draft Country Reports from all participating countries, and suggest feedback and guidance for Phase 2 of the study. The comparative analysis will look for salient trends, emergent themes, patterns, and threads across regions. During this period, next steps will be determined for in-depth country research for Phase 2.

Phase 2: March 2008 – August 15, 2008

Phase 2 will involve a deeper assessment of public access to information and ICTs across all 24 countries. In particular, CIS is interested in deeper probing of the emerging themes and scenarios identified in Phase 1. A **Final Country Report** will include high level analysis, success factors and recommendations to strengthen public access to information and ICTs in each country. Final comparative analysis across countries, with analytical models and scenarios, will be completed by CIS after receiving the Final Country Reports.

Findings will be disseminated publically through reports, academic publications, conferences and consortiums. Each country team is expected to produce at least one publishable paper on their research and findings, plus additional papers emerging out of the comparative analysis and global findings. Publications will be part of the public domain, with the CIS web site, partners' sites, and other publication channels to be identified.

6.3 Annotated Country Profile (Form 2)

Attach here an updated copy of the annotated Country Profile (Form 2).