PUBLIC ACCESS TO INFORMATION & ICTs

HONDURAS

Prepared for the University of Washington,
Center for Information & Society.

Melissa Arias A.

melissa@sulabatsu.com

Under the Coordination of Kemly Camacho

kemly@sulabatsu.com

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1 Extended Executive Summary

1.1 Research Project Overview

The present research on public access to information and communication was conducted in 25 countries worldwide to know and understand the processes of access to information, factors affecting access, information needs, the spaces used by people to access information, communication and information and communication technologies (ICT).

The present research on public access to information and communication was conducted in 25 countries worldwide. The main purpose is to know and understand the processes, factors and needs of people to access information as well as the spaces they use for such activities. Furthermore, this research seeks to evaluate information and communication technologies (ICTs) in the area.

The University of Washington seeks to develop a comparative analysis between each of the countries included in this research to increase the knowledge in the field of information, communication and ICT. It aims to show the various venues and scenarios characteristic of each of the countries studied, apart from creating awareness of the success factors, the strengths and weaknesses of the venues taken into account. Furthermore, it seeks to visualize access to ICTs and to understand the role the ICTs play in improving individual and communal life.

The following research paper presents the situation of Honduras, Central American country, covering physical spaces where individuals have access to information, communication and information and communication technologies (ICT).

1.2 Introduction

The present document reflects the actual situation in Honduras as far as access to information and communication is concerned. To better elucidate the situation in this country, a situational diagnosis was carried out in the following four points of access to information:

-The Public State Libraries: these libraries belong to the Library Network and work with funding and resources provided by the State. This network was formed through a project funded by the International Cooperation and the Swedish International Development Agency (SIDA). SIDA's involvement is in its closing stage, so monitoring and sustaining the libraries will soon be a responsibility of the State.

- The Public Libraries of the Riecken Foundation: the Riecken Foundation is an organization that emerged in the year 2000 with its headquarters in Washington DC; it conducts its work in Central American countries like Honduras and Guatemala.

A former Peace Corps volunteer who worked in Honduras in the sixties funds the Riecken Foundation and its libraries. Upon returning to the United States he invested in new technologies that generated considerable economic growth and therefore decided to invest in libraries in Honduras. This took place because during his childhood he made his studies in a library in this country due to the scarce resources of his family.

The purpose of the Foundation is to promote democratic processes through the establishment of libraries. These libraries are also the means for generating communal inter-generational spaces through various activities that promote the wide organization and participation of diverse social groups.

-The Community Centers of Knowledge and Communications (Centros Comunitarios de Conocimientos y Comunicaciones; CCCC) : promoted by the Honduran Council of Science and Technology [Consejo Hondureño de Ciencia y Tecnología (COHCIT)]. The CCCCs, commonly known as Telecentres, were created as part of the Expansion Project of Technological Capabilities for Poor Communities (ACTECOP), financed by the Inter-American Development Bank (IDB).

In addition to the venues mentioned above, the Internet Cafes/Cybercafés were also taken into account at the national level. Internet Cafes are neither registered to any institution nor organized as a network.

Taking into account the different points of access to information considered in this investigation, we derive a number of relevant aspects worth studying, such as the access to information based on the social status, level of education, age, gender and area of residence of the individual. Furthermore, it was added to this list the phenomenon of immigration because the impact consignments have had on the economy of Honduras. In this sense, the initiative is focused on the diverse processes of information utilized by Hondurans to communicate with family members that live abroad.

Taking into account the issues already mentioned and the several points of access to information considered, it is required to identify the uses, benefits (at a personal and communal level), coverage, activities, programs and courses developed by these venues. Likewise, it is necessary to identify the weaknesses and the obstacles encountered by the users at the venues. Information and ICT needs of the diverse communities where the venues are located need to be assed. The idea is to show an overview about the access, use and appropriation of information and information and communication technologies (ICT) in the venues consulted. This will help us to understand the role ICTs play as a mechanism/tool to access information and communication.

Besides the issues already mentioned, the idea is to give a general view of Honduras, a contextualization that reflects social, economic and political processes. Such as the existence, or lack, of public policies that respond to the needs of information of the population, of adequate spaces, of themes that are relevant to the people, of support and follow up of political initiatives already in existence; as well as frets of political character which have a direct influence on the access to information.

This investigation is carried out in Honduras but guided by the Cooperative Sulá Batsú R.L. (www.sulabatsu.com) in Costa Rica, who has among its principal objectives the study of the social impact that technology exerts on social groups.

1.3   Country Overview

Honduras and its characteristics:

Honduras is a Central American country characterized for its high level of poverty due to a lack of public policies, projects and programs that respond to the basic needs and necessities of the individual. Unemployment and hurricane Mitch in 1998 have significantly contributed to the poverty of the country. Mitch also made even worse the already serious problem of immigration that afflicts Honduras. According to Edith Zavala of the National Forum for Migrations in Honduras (FONAMIH), each year somewhere around one hundred thousand Hondurans migrate mainly to the United States and also Spain.

> "The phenomenon of poverty is accentuated in the rural area, being these the areas that present major limitations in coverage and quality of social services. The rural population represents the 53% of the country's population and has an 85% poverty level". (United Nations Program for Development).

Despite a growth in its Gross Domestic Product (GDP) of 1,9% to 5,7 % between the years 1995-2003 (according to the United Nations Development Program) there is no noticeable increase in the quality of life due to a rapid growth of the population. Honduras has an area of 112.492 km2 and a population of 7.4 million inhabitants. In addition to this, according to unofficial data 2 million Honduran nationals live abroad.

The fundamental problems in Honduras are the socioeconomic problem of migration, child and youth welfare, nutritional health and AIDS (the majority of AIDS cases are transmitted by heterosexual individuals). On a regional level Honduras has the highest amount of AIDS cases.

According to the United Nations, Honduras is one of the Central America countries that present serious problems in its educational system. This is reflected by the fact that of any

100 kids only 32 finish elementary school without repeating a course. Desertion among young students is also a serious issue. According to the United Nations Program for Development 51% of the kids finish elementary school in 9 years as opposed to 6 years. 86% of children assist to school while the 14% remaining are excluded from doing so in spite of the fact that children, according to the Honduran Constitution, must have access to an education. This problem can be blamed on the very limited resources available to boost alphabetization.

"*There are more than half a million illiterate people in this country, the problem becomes more acute confronted with a lack of public resources and an insufficient and unequal offer in the educational field, as much in quantity as in quality. Also, the necessity to supplement family income forces several children to leave school to dedicate themselves to work, for the most part permanently. Add to this the low educational level of several parents, for similar reasons, and the precarious conditions in which more than 80% of Hondurans live*" (Global Exchange).

It is important to point out that Honduras has implemented the Strategy for Reduction of Poverty (EPR), which was elaborated by the Government of the Republic in the year 2001 with the support of the United Nations Program for Development (PNUD). This strategy has the following areas in its program, (1) the acceleration of equal and sustainable economic growth, (2) to reduce poverty in rural zones, (3) to reduce poverty in urban zones, (4) more investment in human capital, (5) to strengthen social protection for social groups.

For the year 2015 there are a series of general goals, which go from reducing poverty by 24%, diminish malnutrition in the country by 20% among others.

Access to information and communication in Honduras:

The access to information and information and communication technologies (ICT) is mediated by a series of factors that were identify in the course of the investigation and through the communities that were approached. By these means it is possible to identify poverty as one of the biggest problems that confronts Honduras; under such lack of basic necessities, information and technology cannot play their fundamental roll in the fundamental development of the country because there is no way to visualize a tool that will improve the quality of life. This much was suggested by Carlos Cerrato, a former coordinator of the Community Centers of Knowledge and Communications (CCCC)/Telecentres. In this sense ***it is important to point out, from a Sula Batsu R.L. perspective, that information and communication technologies (ICT) are not been visualized in and out of themselves as tools for development. Nevertheless, we are convinced that depending on the uses and the levels of appropriation given to them, ICTs can become a tool for transformation. Therefore we begin with the valoration of the changes occurred in the social groups after the incorporation of the ICT to every***

day life. In this sense we must investigate how the adoption of the ICTs has transformed the social group dynamics and how they have asimilated and transformed the ICT to their needs.

 Users at the venues consulted stressed the importance of having ICT and that the quality of service be at least adequate in what refers to equipment and connection to the internet.

It is important to point out that Honduras does not have policies that promote public access to information and ICT. Government efforts are directed towards the Law of Transparency and Access to Public Governmental Information. Despite this there are initiatives that have as their goal financial back up from the equal access to information and ICT, but they have received limited financial back up from the government.

The access to venues has been affected by political interest. The manager of a particular venue might not receive his or her salary or the venue might even get shut down because he or she does not belong to the political party in power.

According to information provided by Ingrid Cortes, Coordinator of the States Library Network of Honduras, there is great demand for venues enough to cover the needs of the whole population. Honduras has a large territory with a population in excess of seven million.

The venues considered for research in Honduras, State Public Libraries, Riecken Public Libraries, Community Centers of Communications and Knowledge (CCCC) / Cybercafés / Internet Cafe, have the characteristic of being the most driven, but we can not confirm they are the most frequented by users. These venues have been developed in order to meet the information needs in urban and rural areas.

The rural areas have less access to information and ICT, for these reasons efforts have been aimed at creating spaces in rural areas. On the other hand, the urban areas may have more spaces for access to information, but not in all its areas; the marginal urban areas, for the most part, do not have institutionalized processes for accessing information and ICT, according to data generated in the focus group conducted.

If we refer to Internet access, this is constrained mainly by the cost of maintaining the computers running, because in rural areas the only way to bring the Internet is by satellite. in addition to this, the computer equipment is quite expensive and the State does not allocate an adequate budget to meet the need for ICT to all communities in the country.

Some state projects bring technology to communities where there is no electricity but, according to Carlos Cerrato a former coordinator, there are conflicts of interest because these are areas characterized by high levels of poverty where people live in precarious conditions (food, clothing and jobs are scarce). Under these conditions it could be difficult to justify the construction of a space. ***In this respect, Sula Batsu considers to be elemental a participatory process where individuals define and prioritize the needs of***

their own community; if access to information is one of those needs they must determine what sort of information process and ICT they want within the context of their community.

Efforts to generate greater access to information and ICT are initiated by the government with support from international cooperation of Sweden, Spain and Europe. It is important to note that "bringing technology to communities is not enough", according to Paola Zavala of the Riecken Foundation. In this sense, those consulted for the present research consider that Honduras has very limited possibilities in terms of capacity building for the sound management of information and technologies.

Both libraries and Community Centers for Communications and Knowledge (CCCC) conduce a series of training processes and activities that generate interest in reading and knowledge of technologies and their uses.

With regard to the appropriation of information and technology, according to fieldwork developed is known that people do not use these resources to apply them to their own productive development. In most cases they do not know how to link their business with technology; in other cases they have been promoters of Web sites that have generated a growing community that has established business relationships inside and outside the country. But few examples of appropriation have been identified.

Age can become a constraint when it comes to people's technological abilities. Children and youth use the spaces for public access the most; they possess greater knowledge and devote more time to technology. While the adult population do not consider information and technologies of great importance in developing the individual and shaping up a community. Tesla Garcia, manager at one of the Riecken libraries, confirms this by relating the following adult saying "if we grew up without technology, we can continue without it".

The one instance when adults approach ICTs is to communicate with loved ones living abroad. This is the one instance to determine their implementation of the tools of communication.

1.4 Research Rationale, Sample & Methods

- **Points of access taken into account for this investigation.**

The main purpose of this investigation is to get to know, by means of a diagnosis, how the processes of access to information work in Honduras (this from a number of access points

studied in order to generate an accurate picture according of the situation); the idea is to generate knowledge about the places where individuals have access to information and the means used to access it. Furthermore, it is intended to create awareness at Washington University and the Gates Foundation to strengthen the ICTs and the venues where information is accessed in Honduras.

For this reason it was decided to acquire knowledge about the processes of information in different access points, such as the State Public Libraries, the Public Libraries of the Riecken Foundation, the Community Centers of Knowledge and Communications (CCCC), part of the Honduran Council for Science and Technology (COHCIT) and the Internet Cafes/Cyber Cafes. In addition to the above, work was done in accordance with the criteria of each of the points of access.

- **Points of Access to Information and Communication and the criteria of geographic zone.**

State Libraries: Work was done on urban state public libraries only. Rural area state libraries were out of reach.

Community Centers of Knowledge and Communications (CCCC): work was done on the rural area only since that is where the CCCCs operate.

Riecken Libraries: surveys were implemented in rural libraries and the only existing urban Riecken Foundation library. The forms used at the Riecken libraries have more information and that is why they differ from the forms used at the state libraries.

Cibercafés: en cuanto a las encuestas realizadas a los cibercafés, se trabajaron solamente en la zona urbana.

Cybercafes: surveys were only implemented at the cybercafes located in the urban area.

- **Questionnaires applied**

Surveys were implemented on 104 users. Per point of access the surveys are divided in the following manner:

At the State Libraries 22 surveys were implemented on users in the urban area. While 30 surveys were implemented at the Community Center of Communication and Knowledge (CCCC). At the Riecken libraries 30 individuals were surveyed (11 from the urban areas and 19 from rural areas). A total of 21 surveys were given at the Cybercafes. A total of 104 surveys were implemented.

Besides the surveys implemented on the users, 13 surveys were given to managers of the points of access to information and 10 more surveys to neighbours of the communities visited.

- **Points of departure**

The Real Access Framework was used to compile and analize the information; its fundamental aspects are:

- Environment: local economic environment, macro-economic environment, legal and regulatory framework, political will and public support and regional and international context.
- Access: access, appropriateness, affordability and use of technology.

- Capacity: human capacity and training, locally relevant content, applications and services, integration into daily routines, socio-cultural factors, trust in technology and social appropriation.

This investigation is based on the methodology of triangulation, which consists in comparing the diverse criteria of the participants. For this study the primary sources of information are: (1) upper level; the individuals related directly with the performance of the venues; they provide a general panorama of the information spaces. (2) those encharged of the spaces of public access (bibliothecologists etc); (3) the users; their imput is crucial for this investigation; (4) document revision; (5) study of a particular case; (6) observation; (7) finally, the knowledge acquired by the investigator from her interaction with the various communities consulted.

Data presented in the investigation is not meant to give a broad panorama, but rather a closer view to the performance of the spaces consulted within the chosen venues. It is important to indicate that the triangulation done validates the investigation because it focused on the various approaches from different sources and through qualitative techniques.

To narrow the scope of the research, the investigator begins with the conception of the information, as everything that relates to the everyday life of individuals and the fulfillment of immediate needs, it is part of a personal interest. Examples can draw the following areas: leisure-entertainment, communication, inquiries about new things, education, capacity building, information related to migration and employment and health.

The present document reflects an overview of the points of access to information and ICT in Honduras and its main features from the experiences collected from upper levels, users and managers consulted through the various techniques. In this regard, it is necessary to reiterate that this research report presents an **overview** of behaviour in terms of access to information and ICT in Honduras, so it does not intended to make generalizations about all the availavle spaces in the country.

- **Techniques**

As for the techniques used for collecting information, it is necessary to indicate that the study is a complement between quantitative and qualitative techniques. To reach out to individuals and to get a general perception of them the qualitative techniques were favored. On the other hand, quantitative techniques were used to cover the experiences and perceptions of users and managers. Overall qualitative research was used the most.

At the beginning of the investigation secondary sources were used (mainly consultation via the Internet). This was the first step taken towards understanding the type of work done by the different venues selected in Honduras.

With the application of the various techniques above mentioned the goal is to show a picture of the behavior of the venues chosen. That said the weight of qualitative techniques is crucial in compiling the findings.

Techniques Utilized	
Quanitative	**Qualitative**
- The survey (to users and people of the community).	1- In-depth interview (upper levels).
	2- Structured interview (venue managers and board of directors).
- A questionnaire (upper level, venue managers and board of directors).	3- Focal group (upper level, venue managers and board of directors).
	4- case study (venue managers)

- **Steps of the Investigation**

1 - An initial approach is given to the issue from the review via the Internet with the purpose of extracting as much information as possible about the venues.

2 - First Visit to Honduras: a period of work begins directly with the venues; this first visit creates a space to get to know key informants and establishing relationships. Apart from this, in-depth interviews are conducted with persons of upper-level venues. It is also important to note that visits to different venues are conducted and small group meetings take place where structured interviews are given.

3- Application of the surveys: fieldwork begins for a period of two months. A subcontractor of a Honduran organization implements the surveys.

4 - Second Visit: is done to refine the information. A series of in-depth interviews with upper levels of venues and other organizations related to the topic.

5 - Third Visit: To close with fieldwork, a series of visits to the venues are performed, mainly cybercafés, in addition to visits to other access points. And as a closing of the fieldwork, a focus group to validate the information collected and major findings is organized.

1.5   Information Needs of Underserved Communities

Information is required in various topics; the following can be reiterated:

Youth: employment options, craft skills, education, sexual and reproductive health.

Women: sexuality, reproduction and motherhood, craft skills and employment options.

Adults in general: employment, skills in any profession, sex education and reproductive education.

Elderly: general information such as history, traditions and health information.

Regarding the above, an adequate triangulation process was not done. Ingrid Cortez, coordinator of the Network of State Libraries of Honduras, facilitated the previous data.

1.6   Strengths, Weaknesses and Opportunities in Key Public Access Venues

Opportunities

- There are spaces with access to information and ICT,
- The experience of the Riecken Foundation, can be taken into account for the strengthening of other venues,
- Organizations working to generate access to information and ICT in Honduras,
- The interest of agencies to invest in technology in Honduras,
- The support of digital literacy by the government, with the creation of Community Centers for Communications and Knowledge (CCCC).

Threats

- Political interests mainly against access to information, for fear of **awakening** (the questionning) the people
- Extreme poverty affects access to information and ICT.

- There is little information centres to ensure access to information and ICT,,
- The adult population has "technophobia",
- Lack of technological equipment,
- Constant changes in the venues according to political colors,
- Weakness of librarians in the use of ICT,
- Lack of digital literacy,
- There are no strong technological processes of appropriation,
- There is no policy on digital literacy,
- Lack of awareness on the part of the government and disinterest in communal changes resulting from the use of ICT,
- Lack of budget allocation for the sustainability of the venues and to invest in trainings,
- Lack of community awareness about the need for the sustainability of venues.

- The support given by some communities,
- Although it does not occur in all cases, there are communities with the support of the Mayor,
- As primary strength, we were able to secure the commitment of those responsible for the venues.

1.7   Salient Findings

These are some of the most outstanding results:

Context:

-- The policies focus on access to public information and not on public access to information. Although there is no budget data for the state venues; only for the state

libraries.

-- Absence of policies that generate equitable access to information and communication.

- Limited financial support by the state to the various initiatives.

-- Initiatives are developed by state and private bodies for the purpose of providing spaces for public access to information and ICT/venues.

-- There is a loss between the real objective of the initiatives of the State and the vision of the communities, example of this situation are the Community Centers of Knowledge and Communication (CCCC) which were created as a project to expand the technological capabilities of the poorest communities in Honduras, but are now regarded by the users themselves as the cybercafé of the community.

-- The political persuasion of the Mayor of a community, of the users and of the managers of venues affects the points of access to information and communication.

-- Efforts are raised to become self-sustained, but it requires constant monitoring and support.

Access:

-- There is a need to build more venues and to strengthen existing ones.

-- The people who make more use of these venues are children and young students because their condition requires it.

--Efforts are being made to change the vision of libraries; they are not just for students. Libraries are for the growth of the community and its individuals regardless of age.

-- The creation of initiatives is stronger in rural areas.

-- Despite efforts fewer people use the Community Centers of Communications and Knowledge (CCCC) than the Internet cafes. Even taking into account the economic cost involved.

-- Internet cafes have come to fulfill the needs of access to information, for which the Community Centers of Communications and Knowledge (CCCC) were originally created.

-- Internet cafes are the spaces for access to information and together with the ICTs is where more users can be identified.

-- Despite the efforts of the CCCC, one of the main problems that characterize them is the lack of sustainability.

-- There is not a culture of attending the library as a hobby, mostly displayed in the adult population because they do not feel identified with these spaces.

-- Access to the venues is determined from the conception of how cool the place might be and a number of other factors that motivate and make attractive existing venues.

-- Access to information is self-determined mainly by venue managers and their

idiosyncratic worldview.

-- Linked to the above, the uses of Web 2.0 tools are viewed mainly as a hobby and not as a way to exchange knowledge, learning and information.

-- The content of the libraries is not suited to the needs of the entire population, mainly because it conforms to information that responds to the education system.

-- Cell phones are another way to access information in the urban areas. Cell phones are used to read the news on digital newspapers, which oftentimes have free services. Also cell phones are used to receive notification of payments.

Capacities:

-- The education plans do not incorporate technology as one of its priorities.

-- There are experiences that promote the creation of local content and the need arises from the same communities. However, these experiences are reduced in the country.

-- The creation of venues focuses on improving the quality of life of individuals and their communities, but in many cases communities do not express any appropriation of information and the ICT they have access to, because there are few examples that reflect the implementation in everyday life.

-- Due to the phenomenon of migration, people resort to the venues to communicate with their relatives outside the country. Because of this the levels of technology appropriation are displayed mainly from the processes of communication; this behavior is characteristic of the adult population.

-- The generation of relevant local content is determined from knowledge of the communities.

-- Internet cafes play a role in terms of learning processes that represent that in most cases is not viewed as such.

-- Cybercafés fulfill a social roll because of the learning processes they represent; in most cases this is not seen as such.

-- Cybercafés have proven to be spaces where the individual can develop his or her capabilities alone, because these venues offer the possibilities of freer navigation.

- Access to technology does not lead to the development of a community. It is the capacity of use encouraged in the individual that generates personal and social transformation.

1.8   Key Recommendations

• Convert the libraries and telecentres in areas of exchange of information, knowledge and experience. Use the space not only to access information and train individuals but also to

share the needs of the community and as a meeting point for people to exchange ideas and promote action.

• The Web 2.0 tools should be empowered to generate local content, mainly to young people who use them the most.

• Union among the various venues is required to generate more comprehensive information processes, which involves coordination with important instances to access information. In this regard health centers could provide information to the venues, the municipality, specialized information centers among others that are located in communities.

• A participatory process where individuals define and prioritize the needs of their own community and the type of venue most adequate that include people of all ages is considered elemental. Besides this, support is needed in this process of assimilation to information and ICT.

• Municipalities and local governments must integrate and define a venue by visualizing the needs of a community; they should assume the role of mediators.

• Venues must unite their common effort and know each other's location or where they could get established to avoid competing among themselves.

• It is essential that venues do teamwork by sharing their experiences and support, as much as their policies allow it.

• Public state libraries and the CCCC could work in unison to improve their resources and to offer more complete spaces for their users.

• It is essential to implement a training process in the use of ICT.

• The sustainability of Cybercafés could generate training processes, information guidance and a diversify services. In this sense Cybercafés play a role that is not displayed in many cases. Since these venues are the most frequently used, they could boost the capabilities of individuals and generate a greater impact on the community.

2 Methodology

The main venues as the State Public Libraries and the Telecentros, in the case of Honduras called Community Centers of Communications and Knowledge (CCCC), were determined by the University of Washington; while the Public Libraries of the Riecken Foundation and the Cybercafés, were defined from a documentary analysis of various sources. CyberCafes are important to take into account due to the growth they have shown. It is essential to know the behavior and the role these establishments play in this society.

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	Riecken Foundation Libraries	Community Centers of Communication and Knowledge	Cibercafés
Total number in country	**128**	**52**	**122**	**Data not obtained**
A. # in Urban location	128	1	-	-
% offering ICT	52*	1	-	-
Total # of people served (annual)	-	-	-	-
B. # in non-urban location	-	51	122	-
% offering ICT	-	47	122	-
Total # of people served (annual)	Taking into account 107 libraries in 6 months,	Including rural and urban 240 000 people		

	the data corresponds to a total of 618, 127 users, of which 465, 215 are females, and 152, 912 are males.	attend per year, but taking into account only 33 of the 52 libraries.		

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

* 52 state libraries have computers, of which 18 have access to the Internet.

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, wifi 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:

Roberto Ramírez Library of the Honduras Central Bank (BCH - spanish acronym)

The Library of the Central Bank of Honduras (BCH) was founded along with the bank itself in 1950. The idea of creating a library arises from the internal need to assist the employees with their studies. The main departments of the Library were: finance, economy and banking. One of the bank's missions has always been the sustainability of the library.

The materials contained in the Robert Ramirez library have grown in accordance with the needs of the community. The Library is currently awaiting the approval of a project to convert all the literary material in a virtual library and to provide its users with computers to access the Internet (as of July 2008 the computers have not been installed). At present a library employee performs internet research on behalf of the customer.

Among the services offered are photocopying and borrowing books to be consulted on the library. The material available covers very general areas, which according to the surveys, have been expanding according to users' needs. In addition, government institutions send documents and reports of activities. Students donate used books. However, the majority of the books are purchased with the budget allocated to the library. It should be noted that the library receives no financial support from any government institution.

To have access to the library it is required of students to present a student ID and of regular users to have an identification card.

The library does not provide training services or any other course but, pending approval, there will be a program for the Promotion of Reading.

It is important to indicate that library employees get trained for the proper attention to users.

The seven people employed by the library provide customer and technical services. There is an employee responsible for administrating the budget and a clerical assistant.

The library receives about 300 users per month, most of them teenagers (similar amount of male and female users). Because of this most of the information requested is for student work.

Total number in the country: one library.

% Offering ICT access: none.

% In urban location: one library.

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

The Library Roberto Ramirez of the Central Bank of Honduras (BCH) plays a very important role in its community. Not only is located in a medium to low socioeconomic area but also is the only venue in the area. The young, adult learners and researchers use this library alike because of the literary content available.

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.

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

This variable serves to visualize the socioeconomic condition of access, ownership and use of information and ICT. The costs of transportation and the services charged by the Cybercafé compel individuals of lower income to seek a more accessible venue.

This point was taken into account in the various questionnaires (users, managers and communities) thus letting us know, from a socio economic point of view, to which sector of the population a particular access venue is targeted and which is the population that uses it.

2.2.2 Educational level

The educational level of the users has a direct influence on the access to information and ICT. The students use the libraries the most. Individuals with higher educational levels participate more in the venues.

The questionnaires gather information relating to educational level.

2.2.3   Age

Age is a crucial factor in the case of Honduras to find out if it is an influential variable. Age helps to visualize the behavior of individuals in terms of access, use and ownership of information. Age is key, for instance, to access information and ICT. Young and children alike attend the venues more, while the turnout is low for adults. This is linked to the needs and capabilities for both groups to access information and ICT.

A question inquiring the age of the participants was included in the surveys to find out what age groups utilize the different access venues. In this case age differences, as well as similarities, were found among the users in the access venues visited; this can be linked to the proper characteristics of each place.

2.2.4   Gender

Gender was taken into account due to the differences in behavior that characterize men and women. It is important to know how a difference in gender affects the access and the appropriation of information and ICT. Upper level individuals and venue managers affirm there are as many women as there are men accessing information and in some cases women outnumber men.

Each survey applied had a question about gender, thus pretending to know the number of men and women attending the points of access to information and communication. This helps to identify the type of information each gender solicits as well as their individual needs and limitations.

2.2.5   Location

This is a good place to offer further details on the urban / peri-urban / non-urban definitions and relevance in your country, among other location variables.

The variable of geographical location shows the different criteria applied for building the different venues. This variable helps to elucidate why certain areas receive more support than others. Furthermore, the users surveyed reveal what takes place in these areas. The observations are focused primarily in rural areas, since it is here where upper level individuals say there are fewer spaces for access to information and ICT.

In the case of Honduras two working areas were defined: the urban and the rural area. The users were consulted according to the criteria of the Library Network, the Honduran Council of Science and Technology (COHCIT), the Riecken Foundation and the Cybercafés.

2.2.6 Other Inequity Variables

Migrants

Due to the impact of migration in Honduras it was decided to incorporate this variable to learn about opportunities in terms of access to information and communication from the relatives of migrants. In addition, it is relevant to know if there are specific programs adapted for such people in Honduras and what specific uses they have at the venues compared to the rest of the population.

A series of inquiries were introduced in each of the questionnaires used (for users as well as for those managing the access points) with the purpose of knowing whether among the population that visit the access point there are any individuals with these characteristics. In addition to the above, it is the intention to find out if there are any programs, courses or any activity that facilitates information-communication processes and the services that are used the most.

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.

The data on the documents checked as sources for the compilation of the information. Furthermore, great quantities of web sites as well as documents on line were consulted to offer general information about the diverse questions that made up the forms.

2.3.1.1 Most Useful Bibliography:

- Banco Mundial (2006) **Más allá de los Promedios: Afro descendientes en América Latina. Los Afro hondureños.**

- **Informe sobre Desarrollo Humano**. Programa de las Naciones Unidas para el Desarrollo (PNUD). [Internet] Document available at:

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Honduras. Document available at:

http://200.30.134.19/ine/sociales%20y%20demograficas/pobreza.htm [2 de febrero 2008]

- Lorenzelli, M. **Inclusión social una perspectiva para la reducción de la pobreza**.[4 de febrero 2008] Instituto Interamericano para el Desarrollo Social (INDES). Honduras. Document available at:

http://www.zamorano.edu/carreras/indes/inclusion%20social%20honduras2.pdf#page=129 [4 febrero 2008]

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http://www.eclac.cl/públicaciones/xml/0/27480/Cuadros_Anexo_PS2006.xls.[12 febrero 2008]

- Comisión Económica para América Latina (CEPAL). **Panorama social de América Latina 2006 y Anuario Estadístico de América Latina y el Caribe 2005**. [Internet] Document available at:

 http://websie.eclac.cl/anuario_estadistico/anuario_2005/esp/index.asp[15 febrero 2008]

- López, A. **Índice de adelanto tecnológico y la brecha digital mundial**. [Internet] Centro de Predicción económica CEPREDE. Document available at:

http://www.n-economia.com/notas_alerta/pdf/ALERTA_NE_07-2002.PDF [10 febrero 2008].

- Sistematización del proceso de intervención y acompañamiento de la RDS-HN en el proyecto ACTECOP. Document available at: http://cochit.rds.hn/ [16 febrero 2008]

- Plan Estratégico Nacional de Ciencia, Tecnología e Innovación. Documento disponible en: http://www.llave.connmed.com.ar/portalnoticias_vernoticia.php?codigonoticia=10398 [31 julio 2006].

Other sites

- Comisión Económica para América Latina. [Internet]

Document available at:

http://www.eclac.cl/públicaciones/xml/0/27480/Cuadros_Anexo_PS2006.xls. [4 febrero 2008].

- Wikipedia. Honduras. [Interne] Document available at:

www.es.wikipedia.org/honduras_[7 febrero 2008].

- Centro Centroamericano de la Población [Internet] Document available at:

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- Centro de Estudios de Justicias de las Américas (CEJA). [Internet] Document available at: www.cejaamericas.org/reporte /pdf3/Honduras.pdf [7 febrero 2008].

- Global Exchange. La Educación en Honduras. [Internet] http://www.globalexchange.org/countries/americas/honduras/EducationSp.html [4 julio 2008]

Interviews

- Cortés, Ingrid: Coordinator of Red de Bibliotecas Públicas de la Secretaría de Cultura, Arte y Deportes de Honduras. Took place on February 6, 2008.

- Zavala, Paola: Programming Director of the Riecken Foundation. 13 de febrero del 2008.

- Isaula, Raquel: Coordinator of the "Red de Desarrollo Sostenible" (RDS). 8 de febrero del 2008.

- Telephone conversation with Paola Zavala, Fundación Riecken, Honduras.

- Telephone conversation with Ingrid Cortés, Public State Libraries Network Coordinator for Honduras.

- Impact Study of the Riecken Libraries in Honduras. Riecken Issues Brief.

- Printed media: Zona X, ¿Qué son las Bibliotecas de la Fundación Riecken?, El Barrilete Viajero.

- Riecken Foundation introduction presented at the "Conferencia Internacional de Brecha Digital e Inclusión Social del Programa Sociedad de la Información y Comunicación de la Universidad de Costa Rica" (PROSIC).

- Inform: Acceso a la Información en América Latina. Lesly Vásquez. 1999.

- Intermediary Evaluation of the Proyecto ACTECOP (Ampliación de capacidades tecnológicas en

comunidades pobres). Banco Interamericano de Desarrollo (BID).

- Report on Terminación de Proyecto ACTECOP. Banco Interamericano de Desarrollo (BID).

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.

Number of individuals interviewed: A total of 21 interviews were given.

The interviews have focused on knowledge of the points of access to information primarily from coordinators and other persons who occupy senior-related positions in these institutions. In turn, the information gathered from interviews made at some of these access venues was used to compare their different points of view as well as to have a general view of what goals and initiatives drive each institution and the roll they play in the communities they serve.

In addition, interviews were made to people related with the support of the Community Centers for Communications and Knowledge (CCCC), in this case the Sustainable Development Network (RDS-Hn) and the Executive Secretary of the National Forum for Migration in Honduras (FONAMIH); since the migration issue was incorporated within the variables of inequity.

Name	organization	position	telephone	email
Jorge Romero	Honduran Council of Science and Technology-Community Centers of Knowledge and Communications (CCCC)	Director of Computer Science.		jorge@aprende.hn
Paola Zavala	Riecken Foundation	Adjunct Secretary of Programming	(504) 232 6412	paola@riecken.org
Ingrid Cortés	Network of State Public Libraries	Library Network Coordinator		ixocrtes@yahoo.com
Gustavo Gucles	CCCC in Morocelí	Manager of the Community Center of Communications		gustavitoadolfito@gmail.com

		and Knowledge (CCCC)			
Marta Irias	State Public Library-Morocelí-	Library Manager	(504) 787 7704	
Karina Vargas, Eloisa Alonso, Alberto Colindres	Riecken Library in Yuscarán	Library Board of Directors		
Magdalena Medina, Aritza Balladares	Riecken Library in Maraita	Library Board of Directors	(504) 777 0615 (504) 717 4190	maraita@riecken.org
Juana Rosa Aguilar	State Public Library	Librarian	(504) 220 66 76. Extensión: 110.	jrosa29a@yahoo.com
Edith Zavala	National Forum for Migration in Honduras (FONAMIH)	Executive Secretary	(504) 237 1139	zavalaedith@fonamih.org
Carlos Cerrato	Honduran Council of Science and Technology	Computer Education Consultant Ex- Coordinator of the Community Center of Communications and Knowledge (CCCC)	(504) 230 31 65	cacerrato@cohcit.gob.hn
Raquel Isaula.	Sustainable Development Network Honduras (RDS-Hn)			raquel@rds.org
Norma Hernández	Library of the Central Bank of Honduras (BCH)	Librarian		nhernandez@bch.hn

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).

A focus group was conducted with the primary purpose of validating the information collected during the months of research and field- work. Besides work in groups was done to analyze the more general information that may influence the various venues and to share with the participants the main findings on

information and communication processes in Honduras.

This focus group was held in Tegucigalpa on the premises of the Riecken Foundation, which was attended by representatives of different venues considered for research.

In addition to validate the findings regarding the Real Access Framework in Honduras, the Focus Group also served to collect missing information and to generate a space for the participants of the various venues to think and share the real possibilities of mutual support among the organizations represented.

To develop the focus group the Methodology of Knowledge Sharing (KS) was used. This methodology is based on tacit knowledge and the belief that each person has equal value because they are part of everyday life. In this sense the dynamics of the focal group focused on sharing knowledge, thinking in an open and respectful way, with an equal participation among the participants.

Objectives of the Focus Group:

1 - Validate the major findings in Honduras based on the Real Access Framework.

2 - Know the strengths and opportunities of the access points to enrich the overall picture that characterizes the libraries and telecentres. Think of the obstacles and weaknesses and thus try to find joint solutions (Libraries and Telecentres).

Activities developed:

1-Dynamic presentation of the participants.

2-A brief overview of Sula Batsu R.L and its work.

3-The research "Public Access to Information and Communication in Honduras (APICH)" is presented (from the objectives of the investigation to the methodological process developed).

4-Validation of the main findings: Here is disclosed to the participants, through a PowerPoint presentation, the results collected by way of the various techniques used for data collection based on the Real Access Framework. The presentation was divided into three parts, first the initial findings concerning the context of Honduras and then time is given for the participants to brainstorm and bring forward their contributions to the investigator. Next, reference is made to findings made regarding access and participants are encouraged to brainstorm one last time. To end the validation activity findings are presented related to the capabilities to access to information and communication in Honduras, followed by a space where opinions on the points raised are given.

5- FODA: using colored cards each participant indicates the strengths, weaknesses, opportunities and obstacles attending the point of access to information and communication (State Public Libraries, Community Centers of Communications and Knowledge [CCCC] and the Public Libraries of the Riecken Foundation). Each participant presented its Foda to the rest of his group. By the end of this activity the weaknesses in access to information and communication in Honduras were identified at a general level and not only thought from the position of the access points where weaknesses were identified by

subgroups (Riecken Libraries, State Libraries, Community Centers). Based on this the participants think of how to combat weaknesses trying to offer solutions for the other access points; for this a general presentation is made which indicates the way the three access points can improve the impact on communities working in tandem.

6 - Quiz: as a closing activity a questionnaire is given to each of the participants. This questionnaire focuses on the information needs of the investigation.

7- Participants:

Upper Level	Responsible for the access points to information and communication	
- Ex Coordinator of the Community Centers of Knowledge and Communications (CCCC). - Technitian encharged of the Community Centers of Knowledge and Communications (CCCC).	Two managers of the CCCC, both from rural areas, because the community centers are only located in rural areas.	In this sense the participants invited were asked to represent a successful experience and another one in which they have found problems that have affected growth, sustainability etc of the access point.
• Carlos Cerrato. Telephone: (504) 9656-1008 Email: cacerrato@yahoo.com	• Linda Flores Lobo. CCCC of Esquías. Telephone: (504) 9861-0717. Email: floreslobo83@hotmail.com	
• Erling Walther Ríos. Telephone: (504) 9886- 4078 Email: wrios@cohcit.gob.hn	• Luis Miguel Aguilar Castillo. CCCC of Colinas. Telephone: (504) 3350-5519 Email: miguelaguilar10@yahoo.es	
Adjunct Director of Programming at the Riecken Foundation	Two managers from the Riecken Libraries participated, one form the rural area and one from the urban area.	They were also members of the Board of Directors of the Libraries. It was decided to work with them in the focal group since the managers-administrators of the points of access were the taken into account for the surveys. As for the CCCC they were invited to share a good experience and a problematic one.

- Paola Zavala

Telephone: (504) 232 6412

Email: paola@riecken.org

- Tesla García. Jacaleapa Library.

Telephone: (504) 9842 5892

Email: teslagar@yahoo.com

- Elvin David Ávila Valle.

Telephone: (504) 9680 3806

Email: elvinavila@hotmail.com

Assistant to the Coordinator of the
Network of State Public Libraries

- Idania Castillo Mejía.

Telephone: (504) 222 8577

Email: idaniacast33@hotmail.com

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).

A total of 11 municipalities were visited in Honduras and aproximately 33 visits were made to the different points of access to information and communication, the regional organizations and other organizations related to the topic of the investigation.

Central District of Tegucigalpa:

- Network of State Public Libraries

- Honduran Council of Science and Technology (COHCIT)

- Riecken Foundation

- Sustainable development Network of Honduras (RDS-Hn)

- National Forum for Migrations Honduras (FONAMIH)

- Library of the National Bank of Honduras (BNH)

- Town Hall State Public Library

- Pedagogical University Library (interview could not be realized).

- Cybercafé

Flor del Campo – Tegucigalpa: Riecken Library

* Valle de Ángeles:

- State Public Library

- Cybercafé

* Villa de San Francisco

-State Public Library

-Community Center of Communications and Knowledge (CCCC)

* Marcala

- State Public Library

- Community Center of Communications and Knowledge (CCCC)

- Cybercafé

* Tatumbla

Riecken Library

* Jacaleapa

Riecken Library

* San Matías

Riecken Library

* Yuscarán

- Riecken Library

- Community Center of Communications and Knowledge (CCCC) (it was closed).

* Maraita

-Riecken Library

- Community Center of Communications and Knowledge (CCCC) (it was closed).

Morocelí

-Community Center of Communications and Knowledge (CCCC)

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 State Libraries	Community Centers of Communications and Knowledge (CCCC)	Public Libraries of the Riecken Foundation	Cibercafés
# **urban** venues surveyed	4	-	3	4
# **non-urban** venues surveyed	-	3	1	-
# respondents in **urban** venues	22,1%	-	10,5%	19, 2%
# respondents in **non-urban** venues	-	29,8%	19,2%	-

Survey description & comments:

Four State Urban Libraries were studied (Tegucigalpa, * Villa San Francisco, Valle de Angeles and Marcala*). A total of 22 surveys were applied that is the 22.1% of all surveys carried out in all venues.

Three Community Centers of Knowledge and Communications (CCCC) were studied (* Villa San Francisco, and Lepaterique Marcala *). A total of 30 surveys were applied, which reflects a 29.8% of all surveys carried out in all venues.

Four Riecken Libraries were studied: one of the libraries is located in the urban area (Flor del Campo); here 11 surveys were implemented, which represent a total of 10.5% from all surveys carried out in all the points of access. In the rural area 3 more Riecken Libraries were studied (Tatumbla, Jacaleapa, San Matias), and 20 surveys were implemented, representing a 19.2% of all surveys carried out in all venues.

Three urban Cybercafés were studied (Valle de Angeles, * Marcala and Tegucigalpa), and 21 surveys were implemented, which accounted for 20.1% of all surveys carried out in all the venues.

* (This matches the town but does not match the area; because depending on the place visited within the municipality it could be either rural or urban. It is important to indicate that the selection of access points was conducted according to the criteria of the Network of State Libraries, The Riecken Foundation and the Honduran Council of Science and Technology (COHCIT). The criterion of the urban-rural areas is subjected to the vision of the authorities governing the access point).

2.3.6   Other Data Gathering Techniques

Questionnaire

Four types of questionnaires were implemented, one for the representative of the Riecken Foundation and for the members of the Board of Directors of the Libraries, another for the former coordinator of the Community Centers of Knowledge and Communication (CCCC) and for the technician of the CCCC and a final questionnaire to the assistant of the State Network of Public Libraries.

These questionnaires were developed from information needs outstanding for each of the venues, so the latest activity carried out within the Focus Group was the implementation of each of the questionnaires.

Other Data Gathering Technique 2: Observation

The venues were observed closely to visualize the behavior of both managers and users.

Other Data Gathering Technique 3: Semistructured survey over the phone--Questionnaires

A series of interviews were implemented with venue managers and upper level individuals to refine some very specific information; these questionnaires were sent via email.

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.

Name	Position	Organization	
Ingrid Cortés	Coordinator of the Network of Public State Libraries	Network of Public State Libraries	ixcortes@yahoo.com (504) 222 8577
Jorge Romero	Director of Computer Science	Honduran Council of Science and Technology (COHCIT). Community Centers of	jorge@aprende.hn

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		Communication and Knowledge (CCCC).	
Carlos Cerrato	Ex Coordinator of the Community Centers of Communication and Knowledge (CCCC)	Honduran Council of Science and Technology (COHCIT). Community Centers of Communication and Knowledge (CCCC).	cacerrato@yahoo.com (504) 9656-1008
Paola Zavala	Adjunct Secretary of Programming	Riecken Foundation	paola@rieken.org (504) 232 6412
Raquel Isaula		Honduran Network of Sustainable Development (RDS-Hn) Important contact in the access to information and communication technologies (ICT) in Honduras. Knowledge about the Community Centers of Communication and Knowledge (CCCC), knowledge about migration phenomenon in Honduras.	raquel@rds.org

2.4   Research Trustworthiness & 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.

As indicated in the methodological overview, the validity of this investigation rests on part on the process of triangulation made from consulting a number of varied sources of information.

Work began with the communities and the surveys implemented on the users that visit these venues. In other communities in-depth interviews were made to venue managers as well. In more than one occasion in depth interviews were implemented with key members of the entities/organizations that govern the venues, such as the Honduran Council of Science and Technology, ex program coordinators, personnel from the Riecken Foundation and personnel from the Honduran Network of State Libraries. The norm was to make three visits to these organizations in order to fine-tune the information as much as possible. Finally, a validation focal group took place where the main findings of the investigation were presented so they could be incorporated in the present document.

The results presented in this paper offer a full panorama of a number of venues in Honduras that goes beyond a general overview of what happens in each one of them. The validity of this investigation comes the mixing of different techniques while taking into account different actors involved in the issue (users, managers, boards of directors, organizations of social consequence such as the Sustainable Development Network). The surveys reflect a series of general characteristics of public access points. It is important to note that in order to get the most valid information and have a greater number of criteria the substance of this investigation is the extensive fieldwork and interviews done with various key individuals in the field and the venues. Because of this and the wide variety of techniques applied the quality of the research

findings is not limited.

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 format of the form does not give space to share a number of important information collected that represent the particularities of each of the venues and the country as a whole. It is also necessary to note, considering the actual research, the Real Access Framework insulates the issue of access to information and prioritizes the role of technology. For the development of this research in Honduras technology is considered as a means of accessing information, but it is not the only tool that communities have. The Real Access Framework emphasis on technological issues goes beyond the actual access to information that in many cases is not done through this route because the communities do not have the tools and resources necessary. The focus of Real Access makes the investigation loose its general meaning because the topic of technology takes center stage whereas the topic of access to information looses its real importance. As consequence the attention falls mostly in a discussion of access and use of technological tools as a source of information and communication.

- Failure to conduct a preliminary diagnosis on the various venues in the country may mean that the venues studied are not the most used or the venues with more impact on the community. An alternate option would have been to first locate the most important processes of information. Perhaps the most visited venues do not belong to an entity; spaces such as the church, the park or even the local grocery store may attract more visitors.

- Access to information in Honduras was a complicated process, the absence of bibliographic information on the subject under study, led to the strong need to make frequent visits to the country to contact key informants.

2.4.2 Team Qualifications

1 paragraph

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

It should be noted that Sula Batsu has extensive experience in the subject of ICT and social impact. The cooperative has been involved in this issue in Central America for several years now, which has given the researcher great expertise in the field.

At Sula Batsu work is aimed at the study of information and communication processes and ICT. We go beyond technological platforms, to center our focus on getting a closer view at social groups and their experience with technological tools.

In addition, the teamwork done with our counterparts enriches all our actions. For the present investigation we have the support of the Sustainable Development Network (RDS-Hn) one of the most important organizations in Honduras. We also have the support of Consultics (a company that works mainly the issue and the promotion of free software in Honduras), Helen Ocampo and Alejandro Durón.

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?

Honduras has a number of State and private initiatives to meet the information needs of the various communities. For this research four main experiences, which cover different populations, were selected: the state libraries and the cybercafés cater to the urban community with the difference that the former has an clearer emphasis on social development whereas the latter is the most immediate solution for information of people in Honduras. It is not characteristic of these entities to offer special training or any other activity that will improve the capacity of use and appropriation of information and technology of the individual.

The Community Centers for Knowledge and Communications (CCCC) and the Public Libraries of the Riecken Foundation focus on developing their points of access in the rural areas. Furthermore, their locations are often striking looking to attract people's attention. They also offer training and other activities in order to improve the wellbeing of the users. Both the Riecken and the state libraries are always located where they are really needed. Because of this they could be considered successful; they depend on the support and following of their community

Honduras has important initiatives for the communities (like the creation of the telecentres and libraries, the project of bringing computers to schools, the advocacy of the library as a place to discuss local issues, the library as the enabler of personal and communal growth) but it is necessary to point out that these initiative do not encompass the whole population due to the size of the territory and the size of the population. One of the most pressing needs is to build spaces that cover neglected areas but with the support of the organizations already in existence and their experience in the creation and follow up of points of access to information and communication. It is important to mention that the initiatives do come only form the government but also form private entities that have fulfilled the necessities of the individual (issues that have been addressed properly by the government). In Honduras the International Cooperation plays a fundamental role due to the extreme poverty of the country. Efforts in Central America are very much focused in helping Honduras.

It's important to point out that, according to the data provided by the Network of State Libraries, the libraries have approximately three thousand books. However, the visits carried out indicate that the amount of materials they have don't even reach half that number and the materials are much more focused on topics related to the education system since these are the people that visit the most. On the other hand, the base rules are not adjustable to the behavior or needs of children, such as keeping quiet

According to data provided by the Network of State Libraries, the libraries have a total of approximately three thousand books. However, visits made indicate that the amount of material

is less than half of what is stated and the material is much more focused on themes related to the educational system since this part of the population uses the libraries tha most. On the other hand, we are talking of rules that may not conform to the behaviour or the needs of children, like remaining silent.

According to Paola Zavala each of the Riecken libraries in the rural area has 1000 books, while the urban library has approximately 4 thousand books. Most of the books are procured by the foundation and the rest by the Board of Directors. It is important to indicate that the philosophy of the Riecken Libraries differs from that of the State libraries; the former builds its libraries in the communities and for the communities working harder to demystify the library as a space for students only.

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.

To identify the aspects that relate to the real access framework implies an important effort from the part of the investigator because this framework is primarily adjusted to the ICT. One wants to understand how it affects or benefits the context, access and capabilities of the ICT.

3.2.1 Access

2 – 3 Paragraphs:
What is your overall assessment of ACCESS ecosystem in the country (physical access, appropriate technology, affordability)?

Information:

As far as access to information in concerned, there is a need from the part of the upper levels to bring more public spaces of access to information to the country that are able to cover the majority of the population besides the need to boost the ones that already exist.

Access to information is determined by age since children and young students use the libraries much more that adults do. That said, the Riecken libraries do their best to change this by organizing reading activities where children and their parents attend the dynamic together. In other libraries mothers are encouraged to take courses while their children do their homework; It all depends on the initiative of each library. All this to emphasize that a library is not only fo rstudents to their homework but a place for individual and communal growth.

There is also a need to have access to information in native languages for the indigenous and the afro-honduran population (misquitos, garifunas and others).

ICT:

There is a series of factors that affect the access to information and ICT in Honduras, among them the elevated costs of an internet connection. In certain areas the signal is not always available so people prefer to go to a cybercafe (with a more reliable service) instead of investing in their own connection.

The access is affected by the high costs of the equipment, the programs and the training.

On a national level the initiatives have been limited to provide equipment to the populations that need it. However, training for the users is not offered so it becomes difficult for the population to appropriate the information.

The initiatives have been developed in rural and urban zones alike. But the rural zone is where support is most needed since the access to information and ICT is scarce.

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)?

Information:

It is complicated the production of local relevant content, which in Honduras is limited enough because of the lack of the capacities needed. The venue that has promoted the most generation of local content has been the Riecken Foundation, efforts that are reflected in books of communal recipes, poetry, stories - monographs of the community, among others.

Regarding the capacities of the users who look for information in the Riecken libraries, they are orientated to the search of the materials, but the shelves are opened the users. Whereas in the state libraries they present limitations in the search capacity of the users, since the librarian looks for the information requested (Also, there are public libraries where the user do the search) and it depends on the librarians and their perception and vision. Consequently, it is based on the vertical relation between the person who knows the information, and the one who requires orientation.

ICT:

It is considered among the consulted users that in many occasions just the fact of providing the community with the equipment solves all the problems, but they forget the most important part, the training. Mainly, the capacities of use of technology in Honduras represents a low level; for this reason, a hard work is being done in the digital literacy. However, a bigger effort is required as well as resources either economic as technical in order to be able to give the communities of equipment; therefore, generate a process of appropriation among the users.

Another point related to the capacities of use, is affected by the fact that schools do not offer informatics courses because they are not included in the school curriculum which limits the learning of the smallest ones, As a consequence, they have to resort to trainings for in the different points of access to the information and TIC taken in account in this research.

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 & public support, regional and international context)?

Information and ICT:

Honduras does not count with policies that allow or promote the public access to information, although the efforts are targeted manly to the access to the public information. Even though the legal framework does not support the public access to information and communication, at a state and private level, some initiatives have been created in order to generate equitable access to informative and communicative spaces.

The equitable access to information and to the TIC in Honduras is being affected by the high levels of poverty that characterize this country. All the efforts made by the affected population look forward to satisfy the needs such as feeding and employment.

According to the "Instituto Nacional de Estadisticas", INE its initial in Spanish (National Institute of Statistics), the incoming per day of the honduran population is about one dollar. Therefore, it is not possible to make up for the basic needs such as feeding, housing, clothing; this is why many of the initiatives do not have the expected impact because technology is not relevant to the people.

Another phenomena that affects the access to information and ICT is the importance of political parties which is reflected in situations such as administration changes in the venues, when a new Major is elected, no payments to the people in charge of the venues (Riecken Libraries), and even the closure of the venues such as CCCCs.

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

Among the needs for information that are considered relevant to the excluded populations, there is the need for agricultural supplies that meet the country characteristics. In addition, having access to knowledge and tools regarding entrepreneurism is crucial in order to fight poverty, and this way, showing people how to establish a microenterprise, or develop alternative activities that improve the quality of life. Besides this, the support of the financial institution to these initiatives is essential. Also, people need instructions and guides that teach them where to apply for job training.

Information about sexuality, unwanted pregnancy prevention, and sexually transmitted diseases are required as well because Honduras has high levels of people infected with AIDS. Approximately, 60% of the total AIDS cases in Central America are from Honduras, according to

the United Nations Development Programme (UNDP)

3.3.1 Where is Information Available?

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?

It is important to indicate that the sources of information/venues cannot be confirmed, at least the sources that had been studied because no diagnostic that could have shown the access to the information/venues in Honduras was available. There are some communities that do not count with this kind of spaces, and it could have been interesting knowing how these areas would access to the information and ICT. In addition, it would have been interesting knowing another role such as the Church's that could inform the population about communal activities.

The access to information and ICT has been institutionalized by the libraries mainly, regardless their characteristics. According to users, they access the information through libraries, CCCC's, Data Specialized Centers, Major's Office, Health Centers, Public Schools Libraries, and internet cafes which are the most used among the population; according to research, and obtained data from statistics triangulation.

3.3.2 What are some of the Key Barriers to Access 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.

Obstacles	
Lack of training.	35, 5%
Economical costs of commuting to the access points	22, 0%
The time that needs to be spent.	21, 1%
The location of the access points.	17, 3%

There are not enough services.	12, 5%
There are not enough Tools and information sources.	12, 5%
There are not ICT services.	11,5%
Internet connection issues, slow Internet connection, system failures, blackouts.	10,5%
Schedule issues.	2, 8%
The information is in another language.	1, 9%
People prefer Cyber cafes over libraries, or they do not like going to libraries.	1, 9%
(Some parents consider that Internet is a waste of time).	1,9%

All the percentages add up to more than one hundred percent because the user could choose multiple answers.

Source*:*

Interview made to Ingrid Cortés, Red de Bibliotecas Estatales de Honduras.

Interview made to Carlos Cerrato, former CCCC Coordinator.

Entrevista Paola Zavala Fundación Riecken.

Interview made to Paola Zavala from Riecken Foundation.

Obtained data from the applied survey.

3.3.3   How do 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?

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?

According to our survey, the most visited place by the user is the internet cafe, about 35% of all polled answered that they prefer these cafes; even though they are expensive, they think that they

have a better internet connection, besides, they have better equipments, less restrictions regarding the information, Additionally, they think that the information is more reliable too.

Either school or communitarian libraries are in second place with 12, 5% because the prices are more accessible. Also, several learning and entertaining activities take place in the libraries; and they count with books and computers with internet access as well. A 8,5% mix its visits to more than three places because of the quality of the service: Libraries, cyber cafes, and CCCCs because they have a good service, this way they can find all the information they are looking for. A 1,9% visits only the CCCCs. Another 1,9 points out that they access the information from their offices and/or houses.

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.

The inequity processes are oriented to urban and rural areas; nevertheless, the initiatives are targeted mostly to the rural areas because these places count with less capacity of use, plus they are less accessible and less economical rentable for the organizations in terms of training processes.

Even though all venues are focused to equitable access, the CCCCs posses a more developed vision because they were implemented as a "Proyecto de Ampliación de Capacidades Tecnológicas de las Comunidades en condiciones de Pobreza" (ACTECOP) its initials in Spanish, (Project of Community's Technological Capacities Expansion). This is the reason why they develop a method that turns technology into the main allies of the community developing. Nevertheless the initiative bring results, it does not make an impact in the totality of the centers. There are few experiences that can be pointed out which are really result of the project purpose.

3.3.5   Freedom of Press and Expression & Right to Information

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

As it was previously mentioned, Honduras does not count with policies about the access to information.   It is until now that the Congress is evaluating a framework law about telecommunications. Regarding a policy about the access to information, Honduras focuses to the public information access, mainly labor and salaries of members of the Government.

According to the "Red de Bibliotecas" coordinator, there is a general perception that media groups act according to the interests of certain economic groups that control all communication outlets under a monopoly. At the same time, this generates a polarization of information.

There is no press freedom as such. The subject is surrounded by fear since outspoken people have been silenced. Freedom of press is taking small steps forward. There are laws concerning the

matter, but they are not carried out properly.

Press freedom is conditioned; moreover, it responds to particular interests. Even though libraries should provide the users all the information no matter the subject, this cannot be done nowadays because of two main reasons; first of all, there is no alternative material, and secondly, people fear making public the other side of the facts and phenomena due there is a specific group of power that does not want the civil society to have access to the real knowledge. The State does not regulate this situation, but it is aware of this kind of behavior. The problem is that when people have access to another versions of the reality, they start to question, demand the truth, and ask for information. "The access to information open people's eyes, and the Government does not like it" (Ingrid Cortés, Red de Bibliotecas Públicas Estatales Coordinator).

3.4 Charts: Information Needs, Users & 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.

Please do not use the next information to generalize about the venues that were studied in order to elaborate a diagnostic.

3.4.1.1 Users, by type of venue

Users profile (estimated proportion of users in each category, %)		State libraries			Telecentre				Cibercafés				Riecken libraries			
		Urban		Non-urban	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
		General use	ICT use	General 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
Gender	Male	45,5%					60,0%	60,0%	66,7%	66,7%			36,4%	100,0%	35,0%	76,9%
	Female	54,5%					40,0%	60,0%	33,3%	33,3%			63,6%	85,7%	65,0%	85,7%
Age	14 and under	63,6%					3,3%	3,3%	4,8%	4,8%			63,6%	60,0%	50,0%	43,7%
	15-35	31,8%					96,7%	96,7%	81,0%	81,0%			36,4%	40,0%	40,0%	43,7%
	36-60	4,5%					0,0%	0,0%	14,3%	14,3%			0,0%	0,0%	10,0%	12,5%
	61 and over	0,0%					0,0%	0,0%	0,0%	0,0%			0,0%	0,0%	0,0%	0,0%
Education level	No formal education	18,2%					0,0%	0,0%	0,0%	0,0%			9,1%	0,0%	0,0%	0,0%
	Only elementary	36,4%					10,0%	10,0%	4,8%	4,8%			27,3%	30,0%	40,0%	37,5%
	Up to high school	45,5%					66,7%	66,7%	38,1%	38,1%			63,6%	70,0%	45,0%	43,7%
	College or university	0,0%					20,0%	20,0%	57,1%	57,1%			0,0%	0,0%	15,0%	18,5%
Income bracket (approx)	High	22,7%					0,0%	0,0%	0,0%	0,0%			0,0%	0,0%	10,0%	0,0%
	Medium	59,1%					70,0%	70,0%	81,0%	81,0%			90,9%	100,0%	70,0%	68,7%
	Low	18,2%					23,3%	23,3%	14,3%	14,3%			0,0%	0,0%	5,0%	12,5%

Social status (approx)	High	9,1%			0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%	0,0%
	Medium	81,8%			80,0%	80,0%	61,9%	61,9%	100,0%	90,9%	100,0%	75,0%	68,5%
	Low	9,1%			16,7%	16,7%	19,0%	19,0%	0,0%	0,0%	0,0%	100,0%	12,5%
Caste (if appropriate)	Dominant												
Ethnicity (if appropriate)	Dominant												

Source: Data obtained from the survey.

Comments:

1- The analysis was realized checking the behavior inside each of the points of access. Therefore, it shows how may men and women were surveyed in every venue, and so on. For example, 63,6 % of all visitors to the state libraries belong to the group of 14 years old or less.

2- Starting now, all data are based on the Survey results; they show the panorama at those libraries where the field works was made.

3- The caste system does not apply to Honduras, and the subject about ethnic groups was not taken into account for this investigation purposes.

4- The use of TIC in men and women at Riecken does not sum up to 100 percent because it was taken from the total of women alone, and the total of men.

Public Libraries: In the public libraries there were applied 22 questionnaires where the data was taken. Public Libraries only appear the percentages of general use because the spaces do not offer TIC services.

The Redding to the public libraries box should be done vertically.

CCCC y Cyber cafes: data in both cases should be read vertically.

For the CCCC only was entered data from the rural row because they only exist in those areas, while regarding the Internet cafes, only was enter data in the row for the urban zone.

About the incomes and social conditions, data does not reach 100% because there were people who did not answer the question.

Riecken Libraries: data was inputed in both columns, both in urban zone (11 surveys) as in rural zone (20 surveys).

The single Riecken Library at an urban zone was taken into account in the Survey, 11 surveys were applied there.

Income and condition data do not reach 100% because some of the groups did not answer the question.

The TIC analysis should be read as follows:

Example # 1:

- 100% of those men polled use TIC at the urban zone / about 85, 7% of those women polled use TIC at an urban zone.

Example # 2:

-60% of those polled who use TIC at the urban zone are in the rank of age of 14 years old or less.

- 40% of those polled who use TIC at the urban zone are at the rank of 15 up to 35 years old.

Example #3 :

- 30% of those polled who use TIC at the urban zone graduated from elementary school.

Example # 4:

- 100% of those polled who use TIC at the urban zone claim that their social condition is medium.

3.4.1.2 Information People Seek, by type of venue

(estimated proportion in each category, %)	State libraries				Telecentre				Cibercafés				Riecken libraries			
	Urban		Non-urban		Urban		Non-urban		Urban		Non-urban		Urban		Non-urban	
	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use	General use	ICT use
Education	95,5%						66,7%	66,7%	47,6%	47,6%			100,0%	100,0%	90,0%	87,5%
Health	27,3%						10,0%	10,0%	19,0%	19,0%			9,1%	10,0%	25,0%	31,2%
Agriculture	22,7%						10,0%	10,0%	4,8%	4,8%			45,5%	50,0%	25,0%	25,0%
Government services	13,6%						16,7%	16,7%	19,0%	19,0%			9,1%	10,0%	5,0%	6,2%
Entertainment	ND						ND	ND	ND	ND			ND	ND	ND	ND
News	31,8%						26,7%	26,7%	33,3%	33,3%			27,3%	30,0%	10,0%	12,5%
Personal	36,4%						83,3%	83,3%	95,2%	95,2%			36,4%	40,0%	30,0%	31,2%
Other	9,1%						13,3%	13,3%	19,0%	19,0%			0,0%	0,0%	20,0%	25,0%

Source:

Data obtained from the survey.

Comments:

At the previous chart, no entertainment data was entered in any of the access points considered for this research.

-The chart reflects the behaivor within every of the access point, the information that the users look, so it should be read vertically.

- The sum of all percentages is higher than 100% becuase those polled could answer multiple options.

- (ND)The entertainment column is not completed in any of the venues studied since the information is not available.

- Public Libraries are not contemplated at the column about the TIC use because the public libraries that were taking into account in the Surrey did not have access to TIC.

The percentage of "other information" includes data about art and reading.

CCCCs and Cyber cafes should be read vertically as well.

At CCCCs it was only entered data about rural zones because they are located only in this area. While the columns about cyber cafes contain information based on urban areas because only this cases were studied.

In both cases can be observed the variation between the information that the users polled look for.

The percentage of "other information" in the column of Internet cafes is about writing, Sports, Church-religion, and advertising works.

Riecken Libraries: data should be read vertically, it was intended to compare all the kinds of information that users polled look in the Riecken Libraries. The sumis higher than 100% because the user could choose more than one category.

Both data, urban and rural zones were taken into account because both experiences were studied in this surveys. For instance, 100% of those polled who use TIC at the Riecken libraries looked information about education.

The percentage is higher than 100% because could choose more than one option..

"Other information" percentage regardin rural zone referes to cooking, informatics, and stories.

3.4.1.3 Uses of ICT, by type of venue

(estimated proportion in each category, %)	States libraries				CCCC-Telecentres				Cibercafé				Riecken libraries			
	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							83,3%			81,0%				45,5,0%		30,0%
Chat							50,0%			38,1%				27,2%		15,0%
Web browsing							76,7%			90,5%				90,9%		60,0%
Blogs & social networking							26,7%			42,9%				9,9%		15,0%
Commerce & business							0,0%			19,0%				0,0%		0,0%
Phone or webcam							3,3%			19,0%				18,1%		10,0%
Games							53,3%			19,0%				63,3%		40,0%
Other							13,3%			4,8%				0,0%		10,5%

Source: *data obtained from the applied survey.*

The data adds up to more than one hundred percent since people had the option of choosing more than one option.

3.4.1.4 Frequency of Use for each type of venue

(estimated proportion in each category, %)	Public Libraries				CCCC-Telecentres				Cibercafé				Riecken libraries			
	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	4,5%						13,3%	13,3%	14,3%	14,3%			9,1%	10,0%	10,0%	6,3%
Rarely (less than monthly)	4,5%						6,7%	6,7%	23,8%	23,8%			9,1%	0,0%	0,0%	0,0%
Occasional (about once a month)	9,1%						13,3%	13,3%	4,8%	4,8%			18,2%	20,0%	0,0%	0,0%
Regular (about 2-3 per month)	18,2%						13,3%	13,3%	0,0%	0,0%			0,0%	0,0%	10,0%	6,3%
Frequent (about once a week)	31,8%						50,0%	50,0%	38,1%	38,1%			45,5%	50,0%	33,3%	37,5%
Daily (about every day)	31,8%						3,3%	3,3%	19,0%	19,0%			18,2%	20,0%	50,0%	50,0%

Source: *Data obtained from the survey. .*

Comments:

The charts represent the frequency of visits among those polled in each venue that was taken into account. Reading must be done vertically. Reading about TIC must be done as follows:

Example # 1: 6, 3% of users polled who use TIC were visiting Riecken rural library for the first time.

Example # 2: 20% of the users polled who use TIC visit Riecken urban library everyday

3.4.1.5 Barriers to use for each type of venue

(estimated proportion in each category, %)	Public Libraries				CCCC				Cibercafé				Riecken Libraries			
	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						16,7%	4,8%							36,4%		25,0%
Hours of Operation						16,7%	9,5%							36,4%		25,0%
Cost						36,7%	23,8%							27,3%		10,0%
Lack of skills / training						53,3%	28,6%							63,6%		25,0%
Not enough services						13,3%	0,0%							18,2%		0,0%
Not in right language						3,3%	0,0%							9,1%		0.0%
Not enough content						6,7%	0,0%							9,1%		5,0%
Other						33,3%	14,3%							9,1%		10,0%

Source: *data obtained from the Survey.*

Comments:

Reading must be done vertically because it shows the behavior for each venue.

The column for state libraries is not indicated since the data was only obtained based on ICT. It's important to remember that the state libraries taken into account did not have ICTs.

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.

3.4.2.1   Ongoing Initiatives:

The "Consejo Hondureño de Ciencia y Tecnología" (COHCIT) its initial in Spanish is developing projects based on technology such "Euro Solar" which generates solar energy. It has been taken to rural communities where there is no electricity. Through this project, the communities are provided with equipment and internet connectivity. It is working in 68 towns since 2007.

The COHCIT it is developing also the "Proyecto Aprende" (Learning Project) thanks to some donation of thirty thousand computers from the Government of Taiwan to all the schools of the country. This way students, and teachers have access to information and Communications (ICT) Technologies. This project also helps the communities because the facilities and equipment can be used by the adult population as well. These centers function as spaces of info services and training. The goal is providing 1200 schools with equipment by the end of 2008.

Another initiative developed by the "Programa Ampliando Horizontes" which is being handled by the country's "Secretaría de Education" (Secretary of Education", was created eight years ago, and its main objective is providing the schools with technology in order to improve the children levels of learning. This programme has a national assigned budget, which was created through a legislative decree that intents to provide 900 schools with equipment by the year 2008.

Besides, the programmes already mentioned, the "Universidad Nacional", and "Universidad Pedagagógica" count with a project of organization of public libraries. (We tried to include the experience of the public library at The "Universidad Pedagógica" in our research. However, it was impossible getting an appointment with the person in charge of providing information)

The "Banco Interamericano de Desarrollo" (BID), "Paz y Convivencia" – Government Project that uses BID funds and the Riecken Foundation. Its goal is developing activities that help preventing violence, and also create libraries. They make a relevant contribution; that is why this foundation will collaborate in the building of around eight to twelve libraries in rural and semirural areas, but using BID funds which is a different process because usually the constructions are made by the foundation. Nevertheless, the BID will give the funds for the constructions and books, while the Riecken Foundation will offer the training and technical support. This process was created just two months ago (May-July). It is important to point out the libraries that will be created in this project will not be part of the "Red de Bibliotecas" of the Riecken Foundation.

More information*:*

Consejo Hondureño de Ciencia y Tecnología (COHCIT). Sitio Web: http://www.cohcit.gob.hn/*. Phone: (Carlos Cerrato: (504) 230 3165).*

Red de Bibliotecas Públicas Estatales. Ingrid Cortés.

3.4.2.2   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.

Nowadays several initiatives are being developed in Honduras; Private as State Entities generate access and equitable use of information and process of Communications and Technologies. The actions that offer more options to the population are as follow.

It is important to indicate that currently there is a significant fight for some laws approval which the interviewed people who is related with the venues think that will support enormously at least the enforcement of the initiatives that already exist in the country.

Source: *interviews: Red de Bibliotecas Públicas Estatales, Fundación Riecken y Consejo Hondureño de Ciencia y Tecnología (COHCIT).*

3.4.2.3   Planned Initiatives:

The Congress has currently a law proposal about science and technology. The "Consejo Hondureño de Ciencia y Tecnología" was in charge of the elaboration of a draft of this law and its concepts. This law is waiting for its approval at this moment. It wants that the COHCIT will become a foundation of science and technology where all the institutions related to education in the country get involve with each other. This is the only law regarding science and technology, and this would become in the Framework law, the model law, according to the data given by Carlos Cerrato, Former Coordinator of CCCC.

Five years ago, it was inserted in the Congress the "Ley General del Libro y de Bibliotecas" (General Law of Books and Libraries), which was suppose to protect the libraries. Due to several gaps found in the law proposal, it was sent back by the Congress. It was improved and incorporated one more time to the waiting list. Now this law proposal is waiting for being discussed by the "Comisión de Cultura del Congreso Nacional". In the mean time, there will be limitations in the accurate of the public libraries. The law proposal intent to assign a budget to the public libraries, promote the reading habit, create libraries and municipal archives; the law back up the duty of the State with the libraries as well.

More information:

Ingrid Cortés. Red de Bibliotecas Públicas Estatales.

Carlos Cerrato. Ex Coordinador de los Centros Comunitarios de Comunicación y Conocimientos (CCCC).

3.5 Economic, Policy & Regulatory Environment

3.5.1 National & Local Economic Environment

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

Demographics & Poverty: Honduras is a country located in Central America, with an area of 112 090 Km². In 2005 the population surpassed seven million citizens. Honduras is divided in 18 "Departamentos", and the main economic activities are commerce, agriculture and cattle farming. [1]

Honduras, according to the CCP-UCR (Central American Population Center, University Of Costa Rica), shows a fast and continuous growth in population, and by 2010 the country will experience a growth in eight million two hundred thousand inhabitants. This phenomenon has generated migrations to the United Stated and Mexico, due to the decrease in income per capita.

According to CEPAL (Economic Comisión for Latin America & the Caribbean), in 2010 the polulation will grow 11, 6 %.

In 2005 the population was divided as follows:

Figure N ° 1

Honduras

Population in 2005

By Age	*Valor Relativo*
From 0 to 14 years old	39%
From 15 to 34 years old	36%
From 35 to 49 years old	6,8%

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[1] This report was elaborated based on the information submitted by the Supreme Court of Justice and the Public Defense National Service. The Country Report is available at: www.cejaamericas.org/reporte /pdf3/Honduras.pdf

From 50 to 64 years old	3,7%	

Source: Elaborated with data from CEPAL.

One of the main features from Honduras is its multi-language culture, due to the number of ethnic groups found in the country that still preserve their native tongue (5 from these 7 groups). Besides Spanish, the official language, English predominates in the islands. The 2001 Census revealed that 7, 2% of the population belongs to some indigenous or afro-honduran ethnic group.

Social Vulnerability Gross Internal Product in 2005 was US$ 8.586 million. Gross Internal Product per capital the same year was US$ 1.190, which means there was a growth of 38,4% in comparison to the year 2000, as stated by the World Bank.

Honduras holds position 117 in the Human Developement Index, in the middle group[2].

CEPAL states that the Gini coefficient for 2003 was of 0,587, which shows how vulnerable the honduran population is. Also, CEJA (Justice Studies Center for the Americas) revealed that almost 7% of the population is unemployed.

The "Informe de Desarrollo Humano" (2006) from the PNUD (United Nations Program for Human Developement) says that the poverty index for Honduras is 34,58%, which translates to 2 million people living in poverty Amongst the "Departamentos" with higher poverty rates are Paraíso, Choluteca and Gracias a Dios.

Due to the poverty situation that characterizes to Honduras, during year 2006, 270 people left the country on a daily basis, which has turned Honduras into the Central American country with the highest migratory growth of the region; it is important to indicate that in the beginnings mainly it was masculine population, but at the moment both male and female populations migrate in very similar percentage.

Gender Inequality According to the PNUD (United Nations Program for Human Developement) the IDH (Human Development Index) equivalent to gender, IDG; adapts to IDH but it incorporates the causes of inequality amongst women and men. In Honduras, the IDG is 0.65; while the IDH is 0.66. This reflects the level of inequality, mainly when it comes to access to basic needs.

The same Program shows that more women participated in political parties in the latest elections. Honduras has 128 curules, 32 of which are occupied by women. This represents an increase of 18% in female participation in Congress. Women were elected in 32 of the 298 municipalities, representing 7.7%.

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

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[2] The Human Development Index of UNDP, classifies the countries in three groups: high human development (equal or greater a 0,80), average human development (between 0,5 y 0,8) and low human development (less than 0,5). According to 2006 report, 63 countries are in the first group, 83 in the second group and 31 in the third one. Information available in http://undp.org.

As it is usual, the social access, use and appropriation of ICTs is totally related to the exclusion conditions of population. In Honduras case, the use of ICTs as a substitute of telephone and other communication means is common among population that have relatives living out the country.

Because of the growth in population, young people represent the biggest and most vulnerable group, and since there are no changes in politics and culture concerning them, this problem persists.

In the field of women rights, there has been a slow but steady shift in favor of proper conditions and role assignment in public positions, and at the same time, changes in the family structure and family strategies.

On the other hand the elderly have been mostly forgotten about, even though they constitute a precious group rich in cultural knowledge.

3.5.2   National & Local Policy (legal & regulatory) Environment

Describe salient features of the policy & 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.

In context, Honduras has had little developement of ICT's, and has tried to regulate the information technologies activity in the public sector by means of two strategies: first, in 1979 the CENI (Nation Center of Information Technologies) as a specialized entity by the Ministerio de Hacienda y Crédito Público (Treasury), with the aim of incorporating information technologies into the public administration, however at the time neither readily available technology nor human resources were the most adecuate, so the project was a failure and the

CENI closed in 1995. On second place, in 1989 the Unidad Presidencial en Organización e Informática (Presidential Unit for Organization and Information Technologies) and a Presidential Advisor Minister was named. In 1994 that position was suppressed by the government, and since that year there hasn't been any representative in the public administration.

The only explicit mention of information Technologies in a Government Plan to date was the "Mi Compromiso Contigo" document, part of the Work Plan of Ricardo Maduro's government (2002-2006 period).

This gave way to the creation of the Comisión Presidencial de Modernización del Estado, which established a strategic and clear vision for the Information Technologies area, and carried it out and turned it into a State Policy so that the sector would be considered of strategic importance to national development.

The Presidency of the Republic has designated the Comisión Presidencial de Modernización del Estado through the Oficio MINPRES-021/2004, so that a reform in the Information Technologies area may be achieved.

This reform has shown significant progress and can be summarized in the following actions and results:

-Sector Reform

- Cooperation with Microsoft

-Forum for the Modernization of the Information Technologies Sector

-Qualification in Public Administration of Information Technologies

-Information Technologies Government Comitee

- Information Technologies Policies & and Strategies Framework

 - Government Portal

- Congress for Information Technologies Rights [3]

Upon President Maduro's exit, no follow through was given, and now the society of information and knowledge subject lacks any public policies.

One of the problems in Honduras, is that the policies designed by the different Governments, in what is referred to promotion and appropriation of the ICTs, do not have long term visions: for the actual Government the main subject is the support to the schools in the scope of new technologies, but for both previous governments, the pririties were the creation of the Communitarian Centers and Solar Villages. One of the majors problems related to access and appropriation of the ICs in Honduras is that the programs designed by each government have been of short term, characterized by the lack of pursuit between the diverse governments, mostly because of political differences among parties, that affect the Honduran context in all aspects as far as pursuit of projects, programs and policies refers.

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15 years ago a nationwide Library Network didn't exist. It's been a slow but steady process to involve the State and stimulate the habit of reading in Honduras.

Six years ago a plan to create Centros Comunitarios de Comunicaciones y Conocimiento (or CCCC's: Communication and Knowledge Community Centers) began. This Centers allow rural

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[3] Interview to Raquel Isaula, coordinator of the Sustainable Development Network (RDS)

communities access to technology and information and helps them get started on information processes.[4] At the moment, therer are 122 active Community Centres.

During Ricardo Maduro's period, the Consejo Hondureño de Ciencia y Tecnología (COHCIT; Honduran Science and Technology Board) was stablished. This borrad encourages the use of ICT's incide developement processes, but Maduro didn't provide the necessary support so that the current government could continue promoting ICT's.

3.5.3   Regional & International Policy (legal & regulatory) Environment

Describe salient features of policy & regulatory framework in the region and internationally that affect the delivery of public access to information & 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.

Regulations inside the Information Society's Politic framework

"1. We, representatives of the world's populations, gathered in Geneva from December 10 through 12, 2003 on the occasion of the Information Society World Summit, wish to declare our compromise to build an inclusive Society of Information centered around every person and focused on development, in such a way that everyone y able to create, access, use and share information and knowledge, so that individuals, communities and populations may be capable of promoting sustainable development and increasing the quality of their lifestyles, based on the principles stated in the United Nations Charter and respecting and defending the Universal Declaration of Human Rights."

World Summit on Information Society Declaration of Principles, Geneva, December 2003.

The WSIS[5]

The continuous growth of the Information Society, and its effects felt on the way human beings interact, led the United Nations, working through the ITU, to pose the need to discuss supranational politics on the subject. Said process is known as the World Summit on Information Society (WSIS).

Said discussion space was designed with two features that gave the United Nations a dynamic and experimental approach to supranational development processes. On one side, *central figures'* involvement was considered, that is to say the Governmental Sector, the Private Sector and the Civil Society sat down as peers to acknowledge that the Information Society up to that point had

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[4] Summary of the process of coaching and mentoring of the RDS-HN for the project ACTECOP http://cochit.rds.hn/
[5] http://www.itu.int/wsis

been led by the Private Sector and the Civil Society, and that the UN's opinion should be held in special consideration.

The WSIS in its two phases (Geneva, December 2003; Tunisia, November 2005) produced tour documents that left a mark on the outcome of future dialogues, as well as on the national Information Society policies, since 2003. Said Documents are: a) The Geneva Declaration of Principles[6]; b) The Geneva Action Plan[7]; c) The Tunisia Agreement[8]; and, d) The Tunisia Information Society Agenda[9].

Ever since the Summit, several discussions have taken place and initiatives designed for many countries so that they may be able to generate interactive tools and agencies responsible for Information Society policies. In the Summit these discussions were encouraged by CODESI[10] (Perú), the Agenda para Sociedad de la Información de Bolivia[11], the Agenda de Conectividad de Ecuador[12], the Agenda de Conectividad de Colombia[13], the CONIPROSIT (Nicaragua)[14], the Agencia de Gobierno Electrónico y Sociedad de la Información (Uruguay)[15], amongst other iniciatives in Latin America. It also required the development of spaces to discuss *what to do next*. That's why the Bavaria Meeting and the Bavaria Declaration[16] ended up being extremely useful in the process, not just to reconcile regional efforts, but to take a stance from within our region[17]. And resulted essential in the design of a Latin American and Caribbean regional politics proposal, which became a reality in the eLAC 2007 meeting.

Although there existed several sub-regional projects, such CARDISIS[18] or CLARA[19], a point can be made when saying that between 2003 and 2005, Latin America focused on local developments, which in many cases resulted in astounding success stories but showcased difficulties when incorporating regulations, or when faced with developing supranational projects, a topic that will

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[6] http://www.itu.int/dms_pub/itu-s/md/03/wsis/doc/S03-WSIS-DOC-0004!!MSW-S.doc

[7] http://www.itu.int/dms_pub/itu-s/md/03/wsis/doc/S03-WSIS-DOC-0005!!MSW-S.doc

[8] http://www.itu.int/wsis/docs2/tunis/off/7-es.doc

[9] http://www.itu.int/wsis/docs2/tunis/off/6rev1-es.doc

[10] CODESI: Comisión Multisectorial para el Desarrollo de la Sociedad de la Información (http://www.codesi.gob.pe)

[11] ADSIB: http://www.adsib.gov.bo/

[12] http://www.conatel.gov.ec/website/conectividad/conectividad.php

[13] http://www.agenda.gov.co/

[14] CONIPROSIT: Comité Nicaragüense en pro de una Sociedad de la Información para Todos (http://www.coniprosit.org.ni/)

[15] http://www.agesic.gub.uy/

[16] http://www.oei.es/xiicumbredec.htm

[17] Even if Bavaria was relatively successful, it's important to note that Latin American participation in Geneva wasn't effective in raising many of the subjects proposed in Bavaria.

[18] Procesa led by the Agence Intergouvernamentale de la Francophonie (http://www.cardicis.org/index2.htm?lan=es&pg=m2)

[19] CLARA:Cooperación Latinoamericana de Redes Avanzadas (http://www.redclara.net/)

be discussed later on.

After the Conferencia Ministerial de Bavaria, preparatory meeting in Geneva succeeded in bringing members of GRULAC[20] together with multilateral organizations, as well as Civil Society organizations (OSC's)[21], but not until the eLAC –Regional Plan for the Information Society-presentation did discussions looking to harmonize regulations, starting from the design of regional policies, gained the strength they now posses. Partially inspired by the eEurope Plan[22], but living it a regional approach to Development ICT's. This spirit was already present at the 2003 Declaración de Bavaria. The 2007 eLAC represents an important document, key to the region, that was made definite at the already mentioned Declaración de Santo Domingo, approved by Asamblea General de la Organización de Estados Americanos.

WSIS on Latin America: eLAC 2007[23]

Now, it wasn't until the second preparatory meeting in Geneva[24], in February 2005, that the governments, through the GRULAC, had access to the version that would be used later in the Reunión Preparatoria de Río de Janeiro[25] and that preceded the Compromiso de Río[26].

However, the need of an in between meeting that could function as a space for negotiations before Rio surfaced. Said meeting took place in X Reunión Bienal de Consulta del Programa INFOLAC[27].

eLAC was conceived as a Plan[28] designed to be scalable, negotiable and able to reach a consensus base don the Geneva and Bavaria principles, guided by the Metas del Milenio[29].

eLAC materialized as a regional public political agenda, which acknowledges the importance of ICT's in achieving economic and social development in the countries belonging to the region. The Plan de Acción eLAC 2007 was based on dialogue and cooperation from every Latin American and Caribbean country, as well as political consensus and a strategic vision in common.

30 goals were layed down. These cover 70 activities that have the potential to turn in tangible results and answer efficiently the needs of each country in the region, depending on their situation. These goals were based on projects and activities that were already underway, with the intention of taking advantage of the synergy to improve regional coordination and encourage other initiatives. Also, other national initiatives were supported and put to use, based on interaction destined to further knowledge and understanding of critical areas.

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[20] Grupo de Latinoamérica y el Caribe. Name referring to government employees during meetings. Usually refers to the Geneva delegates.

[21] OSC: Organización de la Sociedad Civil

[22] http://europa.eu.int/information_society/eeurope/2005/index_en.htm

[23] http://www.eclac.cl/socinfo

[24] http://www.itu.int/wsis/preparatory2/pc2/index.html

[25] Conferencia Regional Ministerial de América Latina y el Caribe preceding the Second Phase of the World Summit on Information Society June 8th through 10th, 2005.

[26] http://www.itu.int/wsis/docs2/regional/declaration-rio-es.pdf

[27] http://www.eventosinfolac.org/?newlang=spa

[28] http://www.redgealc.net/archivos/documentos/eLAC_2007_Espanol.pdf

[29] http://www.un.org/spanish/millenniumgoals/

The 2007 eLAC Plan was reviewed during the February 2008 meeting in El Salvador, where a new plan, eLAC 2010, was proposed. This plan is a sequel to the initial plan, to revaluate its reaches and concrete results.

There were 5 key areas to eLAC 2007:

a. Access and Digital Inclusion

b. Generation of Knowledge and Abilities

c. Public Efficiency and Openness

d. Political Tools

e. Enabling Environment Development

Santo Domingo Declaration (OEA)[30]

Together with eLAC, the Santo Domingo Declaration from the 36th Organización de los Estados Americanos meeting, called "Gobernabilidad y Desarrollo en la Sociedad del Conocimiento", resulted in documents essential to the development of policies concerning the Information Society, and therefore in the construction of legal instruments to achieve the objectives clearly set by the Santo Domingo Declaration: *"RECOGNIZING that human kind quickly evolves towards a new development model focused on the human being, based on intensive use of knowledge and innovation, and having in the Information and Communication Technologies (ICT's) the ability to produce, access and spread knowledge, becoming an important tool in strengthening democratic governability, achieving equitable and sustainable development in the Americas and reducing the digital gap (…) AWARE of the existence o a digital gap, acknowledged in the in the World Summit on Information Society (WSIS), and the importance of closing it inside the countries and between them, to be able to help reach common goals concerning fair, equitable and sustainable development, including the reduction of poverty, inequality and social exclusion in every American population, through comprehensive development plans that include strategies to reduce said gap (…)",* as noted in this text, the design of Information Society politics involves TICpD components in each country's development policies, underlining the "route ticket" (each policy's reason to be), in order to be able to tell what (legal) tools are necessary and which need to be developed.

But the document, in the declaratory part (and later in the decisive) not only focuses the Information Society and the ICT phenomenon as social tools, but gives emphasis to their use in governability when it expresses: *"RECOGNIZING that a proper management of public affaire demands effective, representative, transparent and publicly responsible on every level governmental institutions, as well as civil participation, effective controls and equity in the separation of the powers. In the same context, accountability and civil participation in monitoring, control and evaluation of the public administration as an active contribution to prevent and eradicate corruption, following national laws, become tools to encourage openness, efficiency and responsibility in the region's governments, and ICT's can play an important role",* this paragraph is

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[30] http://www.redgealc.net/archivos/documentos/DecSantoDomingo/DECSANTODOMs04.doc

the culmination of several declarations happening in Latin America that aim for integral politics in the region, this involves the use of Development ICT's for governability, but focusing on service to the citizenship. This certainly had already been previewed in 2005 during the Declaración de Mar del Plata[31], that took place in the Cumbre de Presidentes de las Américas: *"(…) the maximum effort is needed to take advantage of the possibilities offered by ICT's, in order to improve the efficiency and openness in the public sector and making the participation of the citizenship in public life easier, this way contributing to the consolidation of democratic guvernability, and understanding that it's relationship with economic and social development, as stated in the Plan de Acción".*

The use of ICT's for governability, focusing on access to public information, openness, civil involvement, accountability and State modernization, is clearly stated in the 35 paragraphs that follow in the, with special mention of the citizenship, but also making clear the existence of different social realities.

Latin America facing the WSIS: eLAC 2010[32]

If eLAC 2007 represented the first effort to develop a common strategy for the region concerning the Information Society, eLAC 2010 not only follows the same path, but maintains the commitment of establishing a common ground on the subject matter for the other countries in the region.

In order to participate in eLAC 2010, countries have been assisted by CEPAL to develop priorities that most suit the region and that are easier to effectively quantify.

This eLAC phase focuses on education and health, topics that make up the first two chapters, and delves into accessibility, being of special interest goals 18 and 77.

18. Increasing the number of community access ICT centers, including libraries and other venues, in order to reduce in half the average of potential users of this centers, or reaching an average of 1750 users per venue, independent of the Fact that the venue is public or private.

77. Encouraging citizen access to public information in an opportune way, and respecting different cultural traits, such as language, and also physical handicaps and others, according to international standards.

eLAC 2010 goes from being a Plan to becoming an interactive Platform where regional social parties look to develop an inclusive, harmonic Information Society.

Finally, we can say that eLAC together with the Declaración de Santo Domingo, are the foundation of the Information Society in Latin America.

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.

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[31] http://www.iin.oea.org/DECLARACIONES/declaracion_IV_Cumbre_de_las_Americas.htm
[32] http://www.elac2007.org.sv/docs/compromisodesansalvador-8feb2008.pdf

State financed Libraries conform a network run by the Secretaría de Cultura, Artes y Deportes, which focuses on public access to information, according to dataprovided by the Library Network Coordinator.

In much the same way, CCCC's are part of a set of initiatives that stem from government experiences, and generate an informal network in which experiences and work are shared.

The connections between Public Libraries, Riecken Libraries and CCCC has interesting possibilites to explore. So is the relationship with certain municipalities. Collective activities to work on this subject have not been developed yet.

In Honduras case, generate alliances is very important in order to improve the access to the different venues, in this sense is necessary to point out that due to Honduras characteristics regarding capacities, an altogether work is required to create a bigger impact in the present initiatives. Although the policies and methodology that have been taking into account in this research are different, all of them are oriented to the same target population. Taking into account the options and initiatives that the State has, it seems alright that both instances work together. Even though it is easier for the Government to offer a larger budget to spaces such as libraries and CCCCs.

The access to the venues and to the information and Communications, would improve if all the organizations, institutions, foundations that work in this matter create alliances. If all the different sectors work to improve the access and use through individual capabilities, the practices exchange and a rapprochement of all the different sectors work to improve the access and use through individual abilities. This is why an exchange and a rapprochement are required in order to share the experiences and think about how to improve the country conditions. As a sum up, the impact could be bigger when the institutions join their efforts.

Working together can be difficult due to some institution policies, according the "Red de Bibliotecas Estatales" To illustrate: Riecken Foundation policies complicate its alliance with the State. Moreover, one of the major dilemma is that the Public Libraries are part of the major's office, while the Riecken Libraries belong to the community. Regardless these differences, some activities have been coordinated currently, but they are very specific.

The "Red de Bibliotecas Públicas Estatales" has an Alliance with the "Organización de Estados Iberoamericanos", which has been very supporting with the promoting the Redding. Furthermore, it has received support from the Ministry of Education, and some Embassies regarding specific activities.

There is a strong politic influence (political parties) on the access and sustainability of the venues, as it was previously mentioned, the people in charge are not being paid; additionally, The mayor's offices do not support them in some cases because their political preferences are different from the mayor's.

 Furthermore, there are cases in which the CCCC's have been closed because the people in charge take advantage of their training, and leave the CCCC in order to open their own Internet café in

their community.

The focal Group came up with some activities that can be done to help the Riecken Libraries, Public Libraries, and CCCC's to work jointly. This activities are described as follow:

-First, the (COHCIT) could bring Internet access to some public libraries. This can be done by presenting a proposal, then set this plan up in cooperation with the Technical Director in some COHCIT Technical Unit. This approach should be done based on the relevant fact that this is a communal initiative.

- Second, even though the "Red de Bibliotecas" counts with libraries, and well-trained librarians, they do not have internet access. In these cases, an interchange could be done between the COHIT and the "Red of Bibliotecas". COHCIT could provide the internet access, while the "Red of Bibliotecas" could train the people in the areas that are their field of expertise.

- Third, the Riecken Foundation set up, alter a meeting, an Exchange of experiences among the communities where there are Public Librearies, and CCCCs. They can share their activities, and this way they could split the effort, instead of duplicate it. As a result, both could have a larger impact within the community.

- Fourth, The three points of access could create together an educational campaign about how to get access to information. For example, the Riecken Foundation could bring a data show to some public place in certain community; different web sites with relevant information could be displayed. In the mean time, the CCCCs staff could train the population, and encourage them to use the technology.

- Fifth, If one community has several points of access to the information, they could share the equipment technical maintenance. Consequently, they would reduce the costs.

3.7 Buzz Factor: Public and Government Perceptions about what is "cool"

The "buzz factor", ie, 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.

Libraries are usually understood as spaces focused on students. Therefore, the Riecken Foundation has embrace the challenge of changing this vision. This institute believes that libraries are focus not only to children and teenagers, but to the entire community

In addition, Libraries are usually taken for boring places because they are quite. However, the Riecken Foundation is trying to change this perception showing the community that libraries are meant for personal and communal growth as well. They are turning the libraries into more colorful, and joyful spaces, roomier, and not quite quiet places. Consequently, libraries will have higher levels of participation, resides the contents, programs, and materials.

Moreover, the libraries are considered principally for children and young people; in some communities people still think that the services of the libraries have an economic value. In the

urban zones of the country, the libraries are visualized as essential part of the communities; they are this way by the students.

It is necessary to highlight that the local Governments-Major's offices should fulfill a fundamental role in the establishment of venues, as a governing entity. They should turn into a space where the community could organize initiatives, which arise from the individual needs. Also to design the required venues departing from the needs of the individuals, where they can discuss what kind of information they want or need to have. Besides this, the double efforts are avoided, because it is a question of making a connection between the possible venues (not to have a Riecken library and a CCCC - nearby or a CCCC and a Cyber cafe). In addition it is necessary to think not only about the required that information itself, but also the creation of showy spaces - venues for the community, creative that are attractive.

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 mariasalto 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.

As for the use of the tools Web 2.0 in the different points of access, in some cases in the use of internet is allowed within the State Libraries, as long as it counts with a basic regulation from the "Red de Bibliotecas, but it should be also adaptable to the reality of the users and of the community, questions like the use of technological tools for the communication and information it is regulated from the libraries, but they should never forget that the use is for cultural and educational purposes only.

According to Ingrid Cortés form the "Red de Bibliotecas", the Internet and the tools Web 2.0 create a series of activities both for the entertainment and for the knowledge and depends of the use; in some cases it is in used for the communication with relatives, this use in Honduras is very frequent due to the quantity of emigrants. Besides, it is in used as tool of communication for at work. Thinking about the great use that the children and the young people do, it should used to promote knowledge through this tools.

It is possible to consider that the most legitimate information is the one that does not question the governmental actions, some of the faults that are indicated, is that Honduras does not count with a lot of alternative" materials that should show diverse versions of the reality, the official version is the one that is offered by the Government. There is a dread for relying on this type of materials that they could show the diverse versions of facts. The Government is afraid of people who question, and have vision.

Regarding the use of technological tools, they are legitimate those that are used for the education or with cultural purposes. For instance, if a person is using the chat and there is a waiting line for use the computer, but in the line there is a person who is going to make a

homework, or some other type of labor, the second person has the right of using the computer instead of the other person.

The legitimization of the information is entitled principally to the managers of the venues, since they are who decide what kind of information can be used in the libraries and what type of information is offered to the users, when they request it, it depends on the subjectivity and consequently on his/her vision of the world.

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.

About the cell phone as a device for accessing the information, it is used in the rural zones for communicate with relatives. In this matter, it is important to indicate that the cell phone ones displaced the services of telephony offered in the libraries. *As other technologies used to accede to the information in the urban level, the cell phone is used to accede to news by means of digital newspapers, they are free services only it is necessary to request the service and subscribe. Also, the cell phone is used for receiving receipts the bills, and nowadays the access to Internet.* It is important to indicate that the individuals who accede to these services are principally of social average and high stratum. Besides, it is necessary to mention that not all the people know about the alternative services that they can receive in his/her cell phone. Also, not everybody can enjoy the service, for example the news, this depends on the company that offers the service of telephony, it could be charged in some cases.

3.9.2   Web 2.0 tools & 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).

In case of the CCCCs, the Honduran Council of Science and Technology (COHCIT) its initials in Spanish relies on a program that restricts the visit to specific pages, in the documentation or manual that is delivered to the manager of the CCCC is explained what is allowed and what is restricted, pornography and downloading software, since they are so weighed that they could affect the good functioning of the CCCC. There are no restrictions for the use of chats; however the use of cameras are forbidden since they consume a lot of bandwidth.

Regarding the libraries of the Foundation Riecken, the chat are used for the exchange of knowledge and the sharing of the activities that are developing in the communities across the libraries, in this matter, the user meet for regions of the country and connect, whereas a member of the Foundation fulfills the role of moderator.

Besides that, information is shared through a forum, which is so called: " I am a librarian ", the first person who must break with the barriers to use the technology, is the librarian, due to the lack of training about this the only training that the librarians receive is given by the Foundation Riecken, its personnel train them in the use of technology.

Regarding the forum, it has turned into a space in order that the librarians share the work that they realize, sources of information. The goal is to share knowledge among the librarians firstly, and then it could be transmitted to the users. Nowadays, the forum is just two months old of having begun, so it probably will increase.

Regarding the public state libraries, a basic regulation is given to each of the Red of Bibliotecas with suggestions, which is adaptable to the reality of each one of the libraries. It is possible to have access to this type of tools as long as it is in used for educational, and cultural purposes; as long as the subjects are not offensive. The use of these tools can be used also for entertainment and as a work tool.

The Coordination of Redes de Bibliotecas considers that the tools can be thought and used to generate attractive spaces of exchange of information among young people and children, in this sense exploiting the practices of this populations, if this resources are used to design a way adapted to turn the tools into exchange of knowledge, beyond entertainment.

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 & TV, other print media, street theatre, songs, etc.

Libraries Riecken developed community radios in all the libraries, nowadays this service to the community is not available anymore, it was cancelled due to the fact that it is not is not financially sustainable. Now it is working again, but it belongs to a profit-making organization.

The initiative started in 2002, the difficulty with the community radios was the design of the communal programs, since the content was local and was adjusted to the reality of each one of the communities where it was available, this work was done by a production team that was

developing the scripts of the different programs. These are some of the them: (1) Local News, (2) A talk show about local topics. (3) Segment of educational humor: with a host called "Pascualito" who always thought a valuable lesson to his audience (4) Knowing other Countries, (5) The "Biblioagenda": inventory of all the library's activities, (6) The Question of the Week: that assign a research to the library's users.

Besides, in some communities has been created some web sites about the community the previous thing, in some of the communities, or products for the marketing. According to high-level people.

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.

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.

Riecken Foundation has been doing interesting activities in its libraries. For instance, the x zone which has a group of young people who do diverse activities such as the internet searches, and then debate on topics of communal or national relevancy, besides an innovative contest, where community members do a project that has not been worked in the communities, in many occasions, it has led to the sale of products.

The initial collection is selected the Riecken Foundation. The Fair of the Book is celebrated every year. The books are chosen by the librarians who receive a training that allow them to have criteria of selection. This fair is intended to supply the needs for information through the purchase of new books. In addition, since it is organized by the Riecken Foundation, it is a private fair, only both librarians take part. The Fair is divided in two sections, (1) trainings to improve the services of the librarians, which include the promotion of "Las horas del cuento" (The Story Hours) using TIC, early children stimulation, use of the SID: System of access of information about the services of the library. Every year they change the topics according to the needs that require strengthening. The Foundation contacts publishing houses that lend the books, they are exhibited by subjects. The librarians visualize the books and choose the right books for the communities. Previously to all this, the Directors Board manages funds in order to purchase the books. In addition to "Fondo Amigo" plan. The Directors Boards must manage funds plus the plan "Fondo Amigo" and the Riecken Foundation grants the amount to them. By 2008, it was about $7500, the fair was on Thursday, the 7th of August, 2008.

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

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)

Comments:

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:

4 Venue-Specific Assessments

4.1 Venue # 1: State 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?

The state libraries are oriented to all the communities, but its work policy states that the library belongs to the Major's Offices more than to the community, as for limits and the order, La Red de Bibliotecas Estatales has the vision that the libraries are the community engine of development, since they make people grow to individuals because of the information that can be found in the libraries.

In the state libraries, the access to the information is performed principally from the book search, since the majority of people do not possess or do not rely o) computer. - (52 out of 128) o people do not have access to a computer. (18 out of 128), but according to Ingrid Cortés, Coordinator of the Red de Bibliotecas, the lack of Internet should not have been an impediment in order to take the wanted information.

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)?

The "Red of Bibliotecas Estatales" has libraries in all the departments of the country and are in the urban zones. as it was said previously, some of them are considered to be rural, the data could not be confirmed in this investigation.

The state libraries do a lot of a series of activities focused in the promotion to the reading, in which they try to include the family parents and to make them see that the library also is for them. In Honduras a strong work is done in demythologizing the libraries as places only for students.

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.

Geographical location: 128 Public Libraries distributed among the 18 Departments of Honduras. These are pilot Libraries that are located in the Department's Capital and contemplate incorporation of other communities. There are two extra Libraries in villages that have not Municipality.

Principally the "Red of Bibliotecas Estatales" has libraries in the urban zone, but was indicated that also in some villages, these villages are located in rural zones. At the beginnings of the conversations, The "Red de Bibliotecas Nacionales" indicated that all the libraries were located in urban areas, but when there were reported by other person of the "Red de Bibliotecas Estatales" that there are also libraries at rural zone, but they are very small, about 2 or 3. For this investigation, it was not achieved to say with clarity how may libraries are in rural zones.

Age: Access to information in Public Libraries is aimed at the general public, with no restrictions or requirements necessary for the use of the services. It's important to mention that mostly children and young people make use of the services.

Gender: As for the access for condition of gender, the "Red de Bibliotecas Estatales" gives a key participation of women as users, Nevertheless it is important the fact that in most of the population are women.

Socioeconomic status and educational level: The "Red de Bibliotecas Estatales" states that the users' major quantity are children and young students, who belong to an economic status of medium to low principally.

Relatives of Emigrants: There are not programs or another activities that are intended for them, but if it is important to point out that the State Libraries have a System of Information opened for the community where people can find information related to job placement (employment agency) out of the country, since it has been an important demand of the population.

Regarding ICT, out of 128 state libraries developed by the "Red of Bibliotecas Estatales", 52 of them have a computers, 18 have access to Internet.

4.1.2.2 Appropriate Technology & 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.

All services offered by the Libraries are adecuate to the population. They have been designed and implemented to satisfy their needs.

ICT services offered by the Library, like the computers and Internet access, are essential to users due to the large amount of available information and the availability of other tools to enhance their skills, no matter age, educational level, social class, etc.

It is important ot point out that Regarding ICT, out of 128 state libraries developed by the "Red of Bibliotecas Estatales", 52 of them have a computers, 18 have access to Internet.

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.

If we speak about services in general, the access is less limited, but if we talk about libraries that have ICT services, the use is more restricted in the adults, because of perceptions and fears of the technology. In this matter, those who possess more capacities of use are the children and the young people. The restrictions are put by the same adults, as personal barriers, since the libraries are directed the whole population, but if the adult population does not accede to the technologies, consistently they could not develop the suitable capacities.

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?

Public Libraries are free, the only requisite is that users must present student ID. School kids are asked for one of their parents or guardian's ID. If they have no ID and the user needs a book on loan, he/she is asked for a personal item as a guarantee.

As an interesting point, libraries could elaborate badges for the users, this way they would not have to depend on the ID.

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

Users are asked for an ID. Time of use for computers and internet is limited in some Libraries, since some of them only have one computer and the demand is high. Also, users are asked to use the computers if possible only for homework or assignments and not for entertainment purposes (chat, messenger, pornography).

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.

It is not necessary to extend the information about the geographical location

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:

In the photography there appears the map of the location of the State Libraries, though in the image, it is not estimate very well, the map has a few flags that indicate the zones where the libraries are established

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.

Among the factors that affect the access there is identified that the libraries are considered only for children and young students, and there exists an important number of people that think yet that they have to paid for the services given in the libraries. According to the interview Ingrid Cortés. From the "Red Bibliotecas Estatales", it is considered that the libraries are a way for promote social change, but the problem that they face is that most of the populations do not consider it this way which is visualized in the important quantity of the population that does not take part of the services offered in this spaces.

From the Network(Net) of State Libraries of Honduras it is considered that the libraries are a way

for the social change, but the problem that faces is that most of the population does not consider thus, which is visualized in that an important quantity of the population does not take part of the services offered in these spaces.

She ponits out: " it is necessary to convince dad and mom that they can be present with their children at the libraries and that they can also find interesting material for them".

Furthermore, Ingrid Cortés talks about other obstacles that affect the access:

- the illiteracy,

- the spent time looking for information,

- the lack of libraries that could answer the needs and demands for information and communication of the individuals and their communities,

- the disinterest of the political authorities and people themselves, - the physical limitations of the individuals,

- the distance that some people have to cross to come to the libraries,

- Honduras is built by 298 municipalities, and only 128 of them have libraries.

4.1.3 Capacity & 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)?

As for the capacities of the users, the libraries do not develop strong programs about the use of technology, the developed activities focused principally in the promotion of the reading, libraries has worked hard to stimulate children and young people, As a result, they have designed activities that involve also the adult population.

Regarding the creation of local content, Honduras has a limited initiative in most of the venues taken in account for the investigation. In case of the public libraries, they posses a real experience, which was pointed out by Ingrid Cortés of the "Red de Bibliotecas Estatales" in a community where the elders are organizing an ethno-library. libraries generate a relevant content for the community, through a system of information that the libraries develop.

About the integration to the daily routine and social appropriation, as for the use of TIC, is complicated to offer a panorama, mainly because they do not have specific information, and

secondly, because inside the state studied libraries none was meeting technology.

Regarding to confidence, most of the consulted people considered the information to be reliable, among the most common criteria it indicates that the information found in the books is true and accurate.

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.

In 90 % of the libraries, have only one librarian, who is entrusted to orientate the users in the search of the materials.

4.1.3.2   Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & 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.

The staff of public libraries do not have sustainability for they work under "alcaldías" contract, do not have knowledge in the field and do not receive constant capacity building. The low profile of librarians generates a problem because the staff do not have capacities to help the users. This happens specially because Honduran universities do not offer the Library Science career.

This requires the training of the Librarians, since they can't offer a good service to users if they don't have the proper knowledge.

This requires the training of the Librarians, since they can't offer to good service to users if they don't have the proper knowledge.

The " Red de Bibliotecas Estatales" does training, and workshops for the Librarians from beginners up to advanced as long as the budget is enough.

In other cases like the Secretary of Culture, it had agreed with some friendly governments institutions that Experts would come to the country, to train librarians and staff of "Redes de Bibliotecas Estatales".

If we focus on the mainly work of the Libraries, in order to open one, it has to be considered as a need of the community, it should exist an organized committee or that the Major's Office itself

makes the request, and then signs an agreement with the Secretary of Culture. A third part should be included also: a Cultural Committee; and every one of them cooperate together. It is one of the Secretary of Culture duties to train the librarians, the endowment of books, and materials.

In Honduras does not exist a major in Bibliotecología. However, there is a project with the "Universidad Pedagógica" in order to offer a degree in Bibliotecología. The "Asociación de Bibliotecario y Documentalistas de Honduras" is promoting Association of Librarians and Documentary makers of Honduras, this graduate is promoting this degree. Because the Honduran Universities do not offer this major, the "Red de Bibliotecas" must find out a way how to train to the group responsible for the libraries. This degree is being developed for approximately two years.

This degree is oriented to all the suppliers of information, it goes to the people who are employed at this field, but it is also accepted all those who want to join this area.

4.1.3.3 Services Offered

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

Services Offered	Comments
1. photocopy	It is not offered in every library. .
2. secretarial services	
3. trainings	The training is focused maily in the reading promotion, and in some cases, TIC is in charge of this training.
4. bibliografic material – books-	
5. computer	Only 52 of all the libraries have computers.
6. reading area	
7. children´s area	
8. internet	Only 18 of all the libraries have Internet access.
9. multimedia services – projectors, scanner-	Not all the libraries offer this kind of service.
10. educational videos a documentals	

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

18 Libraries have photocopiers, and some have printers. Most of them have TV's, computers

and internet access. 52 of them have computers, but only 18 of the 128 have internet access because they do not have enough budget.

There is a minimum delivered equipment, a computer and a printer, but it depends on how many population will be attended, but in most of the cases it is not possible to take the machine to there is no enough budget.

The libraries receive computers, then the librarian organizes the labors of the library, some computers have Internet access with the purpose of extending the information in the library and to satisfy the needs of the users. Sometimes the libraries that do not have computers, manage the purchase with the Mayor. In some other cases, the Mayor's Office takes responsibility for the payment of the Internet service.

One of the problems that present in the libraries that the number of computers that have access to Internet is not enough to satisfy the user demand. As a result, they prefer visiting the cyber cafes, according to the information provided by Ingrid Cortés- "Red de Bibliotecas" Coordinator.

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.

From the point of view of the Coordinator of the Red de Bibliotecas Públicas de Honduras", it is thought that there no designed or develop programs that benefit specific populations who are in social disadvantage.

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 all the libraries that belong to the "Red de Bibliotecas Publicas", it has been considered to be necessary the creation of local contents of the communities in which they are immersed.

Other Content Needed:

According to what was previously mentioned, some of the State Libraries count with a program called "Sistema de Información a la Comunidad" (SIC) its initials in Spanish (System of Information the Community), in which local information can be found.

From the interview made to Ingrid Cortés we can say that, for instance, in the Library of Lempira, the elders of the community are working now at the creation of ethno-library.

Local Initiatives to build needed content:

This information was not found.

Source: Ingrid Cortés's Interview.

4.1.3.6 Services & 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.

Only 1% of the materials available at libraries is written in local languages.

4.1.3.7 Types of Uses

What do people USE the venues for (most frequent kinds of information & 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:

Regarding this Group, they have in great value the information for the growing process because they own the information; besides, it is used in the development of school, and/or high school works. Children in the school ages and young population, are the mainly users because they spend time searching and consulting documents of their interests.

As per the ICT, the children and the young population as well are the primary user. Regarding the libraries, they use the computers and the Internet access. Also, this the population that posses more knowledge about technological tools. As a result, the appropriation and implementation of the compiled information becomes very common and feasible, according to information provided by Ingrid Cortés.

When the documents are not in physical materials, the young people and children go to the search of the information by means of the use of the Internet, due to the requested information compete to varied topics related to the school homework,

It is important to indicate the experience of Tegucigalpa's Public State Library which does not possess Internet access to Internet, even though it has computers, because of when the visitors need of some type of information that is not in the physical material, the person in charge of the library takes the responsibility looking for the information in the Internet at his/her house, and taking the printed document back to the library, and then to leaving a copy in the library for future users.

Likewise, It is set as information requested by users, all matters related to processes, employment. All the requested information by users is sent through the SIC-, which is a small section in the libraries, where there are announced the employment offers, the tourist sites. Many of the information offered by this system of information adjusts to the user and community needs. For instance, nowadays, users are requesting a lot of information about migration, for example, what is need to be done in order to leave the country, and the employment offers in another countries. According to Ingrid Cortés.

According to the consulted users in the different Public Libraries, the most requested information is as follows:

Type of Information	Quantity of People, according to percentage
Education	95,5% of those polled.
Personal	36,4% .
News	31,8%
Health	27,3%
Agriculture	22,7%
Government services	13,6%
Other (arts)	9,1%

4.1.3.8   Number, Type and Frequency of Users

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

Bearing in mind all the populations who use the public state libraries annually, they are visited by a users' range that goes from six thousand to the thirty thousand, according to information provided by Ingrid Cortés.

People access information every day, the majority being kids and young people in school and university students.

Libraries that have ICT's receive daily visits, but there's no information on the user

According to the information compiled through the consulted users, the main ones of the services given (54,5 %) are women, followed by men with a 45,5 %. This data is taken from the quantity of consulted users; therefore, it is not possible to generalize that there are more women who go to the libraries than men, (if we are based in this information). In terms of frequency in the

assistance, an important quantity of the consulted users claim going to the library frequently (31,8 %) followed by a 31,8 % that there represents the population who goes every day.

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 & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

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

It is important to indicate that the populations do not have limited access to information; in case of the libraries it refers to the access by means of books and other materials. Although the community has free access to the libraries, the adult population is the group who less visits them.

In the libraries that have access to ICT, they are principally the children and the young population who more attend and possess the main capacities of use.

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:

The Culture, Arts and Sports Department along with the Education Department and the Pedagogical Universities' Librarian Association, host 50 hour workshops that help Librarians understand Libraries better. A Module is established on Library management, with 8 topics, and a follow-up with 6 more topics using the "Learn from Experience" method.

Some workshops are aimed at housekeepers, such as handcrafts and reading.

The Public Library Network and the Culture Department establish reading encouragement programs for children and young persons. A Reading Club for the elderly, a Mochila-Viajera, Caja-Viajera, and a Biblio-bus, whose goal is to reach communities that lack material and encourage reading.

The Bibliobus is bus that promotes the lecture, it is set with books that can be used for all the population. This bus has a temporary program and a specific route, and tours around schools and urban and rural areas. In addition, the Bibliobus develops games to motivate kids to read and give capacity building training to the teachers.

At the moment, the idea of taking the Bibliobus to prisons is being discussed among the authorities.

 The traveling boxes are plastic boxes that circulate in all the libraries network. The boxes are full of literature material, and are given in loan for a moth to each community, that has to give back a report with photos that records the experience of children and teachers.

The bag packs are similar to the traveling boxes, but these include audiovisual materials and are oriented to elders.

Besides this, Libraries have the goal to reach out to the communities, that's why there are workshops designed for women housekeepers, like arts & crafts and reading clubs.

Furthermore, Ingrid Cortés points out that the courses principally develop in the libraries that they find inside the House of the Culture, where it is promoted in children and young people classes of painting, theatre, and handcrafts. This way many of the libraries stress the different activities that are free. Also, the courses offered on the use of the computers, the Internet, on how to print, information searches, when digital encyclopedias are available. Most of the trainings are programmed, but if some users come to the library and need help, they will be trained at that very moment, or at least their doubts will be solved.

ICT specific training courses: There are activities and workshops available to users inside the Libraries. Also the Bibliothecary Extension of the Library Network gives library introduction courses in schools.

ICT access is limited because only 28 of 128 Libraries have computers, and only 18 h

According to the information provided by Ingrid Cortés, in some libraries that have access to Internet, offer lectures to housewives about how to use Internet.

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.

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.

The integration to the daily routine is a complicated process to visualize, according to Ingrid Cortés, only by consulting the users we can find out their vision, due to the surveys. Even though in the state libraries do not have access to TIC, a lot of people pointed out that the technologies that they to use in another spaces, or point of access to the information, have improved their quality of life as per they commute less to communicate with another people, since this technologies has opened a new form of communication with their relatives, both interior and exterior of the country.

Related to the labor properly of the library, the users indicate that the information compiled in the library turns into series knowledge.

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: ie, 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.

Citizens are aware of the social importance of information, even though the Library attendance doesn't reflect this. Students are the ones who consider the Libraries to be very important because they offer a space to learn and to amass knowledge. They consider it not only useful but necessary. But reading, information and knowledge as a way to improve the quality of lifestyle is still not a widespread though amongst the rest of the community.

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.

As per the social appropriation of the information, Ingrid Cortés thinks that the community that count on a library raises its profile, because it offers an option for spending the spare time; for example people can learn some handcraft that could improve their quality of life, and for the simple pleasure of reading and increasing their knowledge. These are opportunities that the libraries offer in order that the people can improve their quality of life. If the community does not have a library, it would be more complicated to access the information, communicate, and to have access to a series of activities, courses, and trainings that can improve people's cognitive level; and consequently, having an impact in the individual and communal life.

As indicated by Ingrid Cortés, many people use the Internet to make processes like a passport requesting. The appropriation also is visualized in that many communities take care and defend their library.

According to the compiled data, among the consulted users, as for the perception that is obtained, 15 people think that the library is a nice place, 5 of them think that the libraries are boring places, and finally only 2 people think that they are places where people can show their responsibility. Among the reasons this reasons we have found: they have all is necessary, they offer a good service, they are comfortable, and they are well located. As per the people who answer that the library is boring, they indicate that they have this perception because the library did not have enough books. It is necessary to have technological equipment, and more attractive decoration as well.

4.1.3.14 Trust, Safety & 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?

According to the applied surveys, from 23 people who answered questions regarding the state libraries, the information is as follow: Only 4,4 % answered that the information that they have access to is neither reliable nor safe. Although they did explain their reasons. Whereas 95, 6 % answered that the information that has been offered to is safe and reliable because:

- The information on the books is safe and trustworthy (50 %).

- The tasks that they realize with the information that they consulted was always successful (31, 8 %),

- They found the information they were looking for. (9,0 %),

- The information is reliable (4, 5 %),

-No reason was provided (4,5%)

4.1.3.15 Gaps and Opportunities in information & services offered

What other information gaps & 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)

 All Public State Libraries belonging to the Library Network should have Internet access, as well as services for the handicapped like audio books, sound archive, etc. Plus the designation or construction of areas for children.

According to the polled users needs, within the required services: offer computers, have access to Internet, photocopy machine, telephone, trainings, and offer more specialized information and books.

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 & public support, regional and international context)?

Based on the economic environment, the access to the information is affected by the poverty conditions in the country, since it does not have the resources that make able to get to the libraries, due to several aspects that affect the information access, principally of the adults population. Also, the maintenance of the libraries gets affected, due to the fact that they do not count with the political and economic support or law that guarantees and promotes the access to the information in Honduras. One of the many problems that the libraries are facing is the lack of economic resources that are b meant for the suitable development of the libraries and this way

have access to more resources that could be brought to the community by means of the processes of training.

4.1.4.1   Local & National Economy

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

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

The economic environment affects the levels of poverty of the country, in this respect the State and the Government do not invest in the creation of libraries, which is a need the "Redes de Bibliotecas Estatales" The access to the libraries are affected from people's high levels of poverty, due to the fact that they prioritize their needs. In addition, the access to the information and to the communication, regarding the personal growth and the improvement of the quality of life.

4.1.4.2   Legal & Regulatory Framework

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

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

There is no public policy that supports the creation of the libraries and its sustainability. While the country does not have a policy, there will be no access to the libraries.

A suitable budget that guarantees the well-being of the libraries and his sustainability. Nowadays as it was indicated in the paragraph on initiatives in the country, there is hanging in the Congress the General Law of the Book and of Libraries, which would be a great support as for the economic support that the libraries need.

4.1.4.3   Political Will & Public Support

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

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

In order the communities to access information through the libraries depends on the political factor "If the politicians do not want neither to support nor to invest in the libraries, the process cannot continue " said Ingrid Cortés.

The first thing that is required in order to create more libraries in Honduras, is the support of the State and its different leaders, and this way to endow the 298 municipalities of spaces where people could have access to the processes of information and of communication.

Regarding the political will and its support, the "Red of Bibliotecas Estatales has been working on the previously mentioned law for the libraries to possess a legal support that should be guaranteed to the libraries. Nowadays this support is limited basically because of the economic

resources destined for the "Secretaría de Cultura" and consequently to the Libraries.

Culture is not a priority in Honduras, according to Ingrid Cortés, the forts are the topics of health, the safety, which is a priority. For this reason the "Red of Bibliotecas Estatales de Honduras" works with a lot of important limitations that affects the good functioning, development, and sustainability of the libraries. This institution, as part of the "Secretaría de Cultura" depends on the budget that the State assigns Therefore, if this budget diminishes also the support will. As consequence, the libraries and the communities will be affected.

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? (ie, national public library system, telecentre franchise or network, etc)?

Public Libraries are organized under the Public State Libraries Network. The Network is located in the National Public Library building. This specific Library is not part of the Network, since the current Minister of Culture decided to separate it.

The Network coordinated and organizes the Public Libraries. Besides, the Network provides advise and technical assistance, supplies bibliographic material to Libraries, trains personnel and supervices Libraries, since a report must be sent to the Mayor.

The Network was a State initiative, starting in 1993. The Network is made up of 120 Libraries spread around 18 Departamentos.

Not all Public Liraries belong to the State. The other Public Libraries are organized under different Foundations, such as the Riecken Foundation Public Libraries.

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.

Libraries recieve support from the Consejo Hondureño de Ciencia y Tecnología (COHCIT) and the Asociación de Bibliotecarios y documentalistas de Honduras (ABIDH).

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?

In Honduras, Culture related activities receive little support because they're not a priority for the government. In spite of the necessity to open more Libraries in new Departamentos, the budget of the Secretaria de Cultura (3,36% of the national budget) does not allow to satisfy the demand, según datos proporcionadaos por Ingrid Cortés.

On the other hand, the Municipalities, the actual owners of the Libraries, dont have a budget destined to them, since other needs from the community incluye instalation of public services,

reforestation, agricultural projects, etc.

There's no government budget available for the proper conditioning of Libraries and the creation of new ones. Even less the support they receive regarding ICT's. If the conditioning of this centers is not a priority, the conditioning of the services becomes a distant prospect, even though the community needs it.

Poverty: The main factor that affects fair access, specially people with a low education level. They don't visit libraries because they are unaware of how to access information.

Low production of books: Honduras is known for it's lack of Literary production.

Ethnic Exclusion: Public Libraries have little to no books in native languajes.

In relation to ICT's one of the main setbacks when it comes to access is the lack of equipment.

One of the inminent problems that the Libraries are facing is the possibility of the Secretaria de Cultura and the existing Libraries of being shut down, so they are jointly working with comitees to ensure the stay of the venues. There isn't in Honduras regulations regarding Public Libraries, nor there is any legislative framework.

The Government only provides 3,36% of the budget to cultural activities. A very small pertantage of this is destined to Libraries since that budget does not suffice to satisfy the cultural needs of the population in Honduras.

As a result from the closing of the Secretaria de Cultura, the budget destined to Libraries World be lost, as well as technic assistance, trainings, support, donation of books, etc. The Secretaria de Cultura is closing due to the reduced budget available.

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)?

This information Could not be found.

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 (local currency)	Comments

Total national budget
Education
Public Libraries

Other Comments:

A 3.36% of the National Budget is assigned to the "Secretaría de Cultura" This percentage is divided among all the instances that are part of the "Secretaría de Cultura" According to unofficial data, a 0.01% out of the total budget is assigned to the Public Libraries. The access to this information is difficult because the "Red of Bibliotecas Estatales" does not handle the budget, it just write a list of requirements to "Departamento de Secretaría de Cultura".

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:		
International donors:		
National donors:		
User fees / services:		

Other Comments:

According to the "Red de Bibliotecas Estatales de Honduras", there are some libraries that has Internet access paid by the Major's Office.

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?

This information could not be found.

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?

This information could not be found.

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)		
Building Infrastructure		
Utilities		
Staff Training		
Computers / Technology		
Total	100%	

Other Comments:

This information could not be found.

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?

This information could not be found.

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.

National Public Library, Tegucigalpa.

The National Public Library is located in the City of Tegucigalpa. It opened in 2006 and belongs to the Public Library Network. Being part of this Network has benefits, such as receiving books in good shape, and books for repair.

It is considered type A according to the designation established by the Library Network, and is located in an urban area.

This Library doesn't restrict access to information or use of equipment. It possesses a collection of books and is equipped with computers, but these are only useful to consult an Encarta Encyclopedia and to use the various Microsoft Office applications. It must be noted that users don't have to pay for this service. Computers in this library don't have internet access, so Mrs. Juan

Rosa Aguilar, Chief of the Library, searches the information requested by the users, mostly young people, on her home computer and presents it to them on the next day. She keeps a copy of said information in the library archives in case someone else requires the material.

Two people are in charge of the Children Library: a bibliothecologist and an archivist, plus the Chief of the Library. The Library is located inside the Municipality building and has ample space and two areas: one for children and another for reading and computer equipment (5 computers).

Amongst the workshops the library offers are: Reading Clubs aimed at little boys and girls where reading is encouraged, aided with cartoons and animations, and the use of the computer. There's also handcraft classes for the kid's mothers, since the majority of them come from a low-income background. The person in charge of the handcraft courses is the Chief of the Library. The idea came to her to utilize recycling material for the projects. Children are taught how to make puppets from bags.

People can take books home, the only requisite is that they must read at least 6 books prior to soliciting this option. To ease the process, assistance is offered to determine books that appeal to the needs and interests of the youth.
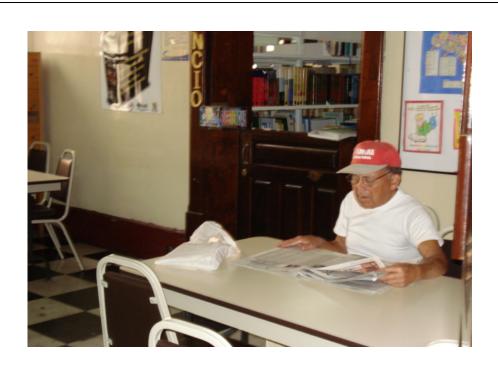
The Library offers a "Traveling Box", which consists of a number of books made available to schools. Right now there's an iniciative to take the Box to the Women's Prison, but this will be possible only when enough personnel is adequately trained.

Some of the main needs are: Free internet access and more books covering varied subjects. Once, the Library participated in a tender from a private company offering to donate internet access, but they didn't met the solicited conditions (maximum use of 10 minutes of service per user, and the display of a publicity banner from the company) and weren't accepted.

About 1300 persons a month visit the library. In 2007, 13 thousand people visited the facilities. The majority of users are adult males and young people (female and male) between 14 to 19 years old, who attend high school.

Another concern is that the library sometimes doesn't always have the material requested by users, specially the kind of books used in Universities, on subjects such as Sociology and Medicine. Basic stationery is not available, recycled paper donated from other institutions is used. This shows that the Municipality doesn't care much for cultural development. The only link the Municipality holds with the Library is paying salaries every month, it doesn't get involved in any other way.

National Public Library

4.2 Venue # 2: Public Libraries of the Riecken Foundation

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?

The Libraries Foundation Riecken Foundation have a different behavior when compare to the rest venues that were taken in to account for this research. This Libraries are an open space opened to the community. Also they are oriented to the entire

community, contrary to the public libraries that are considered to be student oriented, It has been difficult according to the polled users, to break with this vision about the libraries and to make them feel part of the communities. The Riecken Libraries have the characteristic of being a way to achieve the participative democracy. The purpose of the Foundation is not the creation of libraries, but become the engine of the communities, according to the interview made to Paola Zavala from the Foundation.

The Libraries promote a series of activities that include the communal participation and the creation of new activities that they adapt to the needs of every community.

It is important to mention that the libraries are not in all the departments of Honduras, which limits the access to the information and to the communication of an important group of individuals.

Through different techniques developed (Zone X and Readers' Club among others. It is possible to indicate that the libraries of the foundation Riecken are to communal level the actions that causes more effects, due to the access to the information and communication that is given in this libraries. First of all, they are directed to the whole community, though courses development and activities focused on the integration of the community and the different groups. Besides, they count in almost all the libraries with technologies of information and the communication that makes the access to the information possible through other tools as the Internet.

The community access in general to this space, it is possible because the promotion of the libraries as places for communal participation and the vision or perception that the users have of them. The success of the Riecken libraries is tied to the appropriation of the community and to the continuous help of the Foundation.

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)?

The Foundation Riecken have 52 libraries of public character, which are located in all the departments less in Atlántida, Colón, thanks God and Olancho, this due to the economic conditions of the Foundation, developing libraries in remote zones involves investment in endowment of equipment, trainings, maintenance, and so on. The Foundation Riecken does not have at the present time economic support of organizations, only of the founder.

Although they are not located nation wide, the municipalities can count with a library that is characterized for including the population radius with in 5 to 10 kilometers.

One of the advantages of the libraries of the Foundation Riecken is that they are communal, oriented to the community and they belong to a group of volunteers that take care of its sustainability. The access is promoted in the libraries, and it is strong enough. Thanks to the programs that they develop in each of the communities, some of them created by the Foundation, while others adjust, and implement depending on the needs of each community.

Due to the activities that are developed in the libraries, it is considered as an advantage that brings to the access, since the civil society is a part of the project and, through the activities the library is known and its performance too. Regarding this, the libraries have turned into spaces of social conciliation of the community and generation of local relevant content. As a result, he purpose of the Foundation Riecken is not to provide the communities of libraries, but rather generate a democratic space that becomes noticed through the libraries.

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.

The Riecken Foundation policy is to create inclusive centres-libraries in the communities. Trainings, activities and services have the general population in sight.

Geographical Location: The Riecken Foundation has the majority of its covered area in Rural Zones, as stated earlier. 51 Libraries are spread across this areas and serve communities within a 5 to 10 Kilometer radius.

Of the 52 Riecken libraries only one of them is located in the urban zone, more than a urban library the Foundation Riecken is conceived as a neighborhood library, since the people do not usually go to "Flor del Campo", due to the fact that it is a urban marginal zone.

Age: User access to technology and its tools is equitable and contemplates all the population in general. Difficulties spring when it comes to adults and the elderly, since they are less likely to understand the use of the technologies, mainly computers and the internet. Common Internet and computer users include children and youth.

Gender: Amongst Females and males, the later are the most common computer and internet users, while women look more for bibliographic information.

Socioeconomic status and educational level: the libraries Riecken are oriented to the whole population, but especially the one with a low social strata, considering that the access to the

information is a human right and even though the smallest toll is charged, there will be an important part of the population who will remain excluded.

Relatives of Emigrants: There is no program that focuses on the population whose relatives live abroad. However, they go to the libraries to access, and mostly to communicate with their relatives.

4.2.2.2 Appropriate Technology & 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.

As of 2007, 47 Riecken Foundation Libraries have satellite Internet access. It is mainly used as a tool in educational processes for children, youth and adults. The goal is that users may appropriate the technology and use it to their advantage. Riecken Libraries have developed a space for debates that take in the internet and are conducted by toung people. Here they discuss relevant topics about their community and it's problems. They agree on subjects using intenet tools before making a decision. The idea is that users are able to access information. Free internet access aims to narrow the digital gap in Honduras.

The service known as "The Library Collection" is made up of documents common to all Riecken Libraries in Central America: books, magazines, grey literature, compact discs, DVD's, videos and audio books. Items not in this category include: games, didactic resources such as maps, disposable products, etc.

The Library collection features interesting, good quality, good print materials that encourage critical thinking and self-learning. Information is designed so as not to exclude any social group, and above all, to offer an answer to inquiries or problems from the community. The collection looks to satisfy the interests and needs of the whole community, not just students.

Currently there are compact discs with DVD, videos and audio books. The libraries can be strengthened by using other digital technologies such as multi-media games and using ICTs for production of content by the very populations that consult them. Also, there can be online information consultation.

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.

Free computer lessons are a highlight to the Library, this way they help narrow the digital gap. Libraries divulge the benefits of the digital revolution so that citizens may take advantage of the

tools made available.

It's important to mention that while the Libraries have no restrictions, adults and elderly abstain from visiting the Library because they lack knowledge on Technologies. This is why middleman practices are present, usually a young person or child will assist them. This is why the Foundation promotes computer trainings.

Regarding the use of capacities and appropriation, according to the interviews and surveys, it has been determined that it happens mostly on children and young students. Even though, the printed and technological resources are accessible to the entire community, and a lot of activities are done in order find their approval.

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?

The Riecken libraries don't require membership, since their mission is for libraries to be a social inclusion point, where al people find a space of access to information. Hence, no economic resource or membership is necessary to use the libraries, with the purpose of not excluding any social stratus. Also, access to information is considered a *human right*.

Regarding work schedules, the people in charge also take care of defining the schedule, although the Foundation suggests working days to be from Monday to Saturday.

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:

It's important to mention that the majority of services are free, but due to maintenance needs, some Libraries ask for a voluntary contribution to use internet (this is not obligatory, and users only contribute if they can or feel like it). The Library does charge for photocopies and prints.

The Riecken Foundation aims to provide free Internet access in avery one of their Libraries.

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.

The Riecken Foundation Works in Regions, this way it can guarantee coordination in the programs they develop and at the same time be able to have a positive impact in the involved communities. There is a Youth Program Manager and a Library Manager in every region, they provide the necessary assistance. Regions are divided geographically.

Each region is composed of a maximum of twelve communities. The Youth Program Manager looks after a maximum of six communities and takes care of a maximum of twelve Libraries.

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:

As it was indicated previously, in the map it is possible to see that the Foundation has not taken its libraries to the departments of Atlantis, Olancho, thank God, or Colon. Also, it can be observed the first urban (urban - marginal) library, marked by the black star.

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.

According to the Riecken Foundation Web Site, the main obstacle to equitable access to

information is that citizens ignore the existence of the Libraries. Also the lack of economic resources to improve the Libraries and supply them with materials. Another setback is that interest in the project is lost when a new political party arrives at the government, independent of the success rate of the programs.

Because of this, it has been given the task Riecken Foundation of train the Directors Boards in the managing of the situations that are linked to politics, from the trainings, the volunteers have had to look for the person in charge of the communities (inspector of the municipal functions and the mayor), this due to the fact that the Mayor does not give the awaited support.

The weight of the political aspect is strong, as per the training process, since it is invested around two years one in the managers of the libraries, as consequence of the conflicts with the mayors, many of the managers resign to the library and the whole process of training gets lost. A new person must be sought and begin again with the trainings. Every change of government. According to Paola Zavala of the Foundation Riecken, once the people enter, they have the uncertainty on how the library will continue working …

Issues that affect equitable access to information:

- Ignorante of the existente of Libraries
- Difficulty obtaining funding from organizations
- Political interests show up at the momento of naming libarians
- Community distrust over Librariy processes
- Limited Access to technology
- Poverty level in the Community
- The traditional Library system.
- The assumption that Libraries are only useful to students
- Ignorance in relation to the services and information available.

In addition, one of the obstacles that faces the Riecken Foundation is that they do not have libraries in some municipalities, principally because there is no enough budget to create more libraries, at least not with the resources to give the technical assistance, Another point against the expansion of the libraries is oriented to the difficulty of making monthly visits to each of the libraries. In conclusion, There has been requests for the creation of more libraries, but there are needed counterparts that support economically the initiative.

Low knowledge about Technologies, lack of encouragement about the benefits of the access of information, and the preconceived notion that only professionals may access this information.

4.2.3 Capacity & Relevance

2–3Paragraphs:
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)?

Regarding the capacities, it's important to point out that compared with other information access points taken into account for this study, the libraries of the Riecken Foundation are the ones that carry out more work regarding user training, by means of developing several important activities, although they currently don't have strong specific courses in technology. The Riecken Foundation is overall training itself as an organization to be able to take the experience to the communities.

In relation to creating relevant local content, it depends a lot on the communities and the information needs they have. In this sense, the initiatives have been mainly focused in tapping into and documenting the history of their communities.

About integration into daily routines and appropriation of technology, Paola Zavala of the Riecken Foundation considers that although there is sufficient information this has been a difficult step to achieve in the communities, since although technology can be an important support for their employment and productive activities, this linkage is yet to be made.

Regarding trust in technology and the services provided by the libraries, based on the surveys applied, the majority of the users inicate that they trust and consider safe the information they consult in the library, since it has the two main information sources: the books and the Internet.

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.

A maximum of two persons can be tended at the same time in the Riecken Libraries, depending on the services offered. Besides the Library personnel, the Libraries have a Board of Directors and a Support Committee. Both are considered part of the Libraries.

The Riecken Foundation trains the library staff to use ICTs (digital cameras, overhead projectors, computers and Internet access) before they open the libraries.

As far as ICT's go (computers, Internet, cameras, etc.) the Library personnel receives training from the Riecken Foundation in Tegucigalpa, where a Basic Computer Workshop that lasts a week is imparted. The workshops begins at level zero and by the end, participants are able to operate the Windows tools.

4.2.3.2 Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & 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.

Librarians are trained by a Workshop on Bibliotecology, which lasts one week and they learn about book and resource collecting as well as ways to champion reading. It's specifically focused on how to classify and catalogue books, how to develop a thematic presentation, carry out a Storytelling Hour and fill out administrative forms. The Basic Computer Workshop also lasts one week and goes from zero to learning how to use all of the windows based programs.

The Workshop on Bibliotecology and the Basic Computer Workshop are carried out in Tegucigalpa. After the opening, the Librarian is constantly supported by the Project Manager and the Reading Initiative Coordinator. There are follow-up sessions for the Librarians so that they can update their knowledge and skills.

Besides the above, the volunteers of the Board are constantly trained in the areas of management, fund administration and proposal writing. The main idea is to form volunteers as leaders.

4.2.3.3   Services Offered

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

Services Offered	Comments
Books	
Reading encouragement Programs for kids.	
Youth Programs	
Computer area	Not all libraries have Internet Access. Only 47.
Reading area	
children area	
trainings	
printing	
photocopier	
trainings and courses designed for the population in general	

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

Libraries do not charge for Internet use since free access to information and knowledge is parto f their philosophy.

Photocopying and Printing are services that require a fee since they represent an expense.

Services and Areas are similar in every Riecken Library

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.

Programs Developed by the Riecken Libraries are aimed at Rural areas since most of the venues are located there. Of the 52 existing Riecken Libraries, only one is located in an urban area, since it is assumed that information is easier to access in that zone.

The Riecken Foundation develops two programs: The Library Program and the Youth Program, both of which pursue to strengthen community leadership. The Library Program was created to enhance social and educational institutions so that these may spread the spirit of discovery and promote social involvement, as stated on the Riecken Foundation's Web Page.

The Youth Program promotes values and skills necessary for young leaders to be able to affect their society. Three initiatives present in the Library Program guarantee that the Library stays updated: appropriate and free access to knowledge, freedom of expression and the promotion of user involvement. The Library also has a Program to promote reading among children.

The main characteristic of the Riecken Libraries is that they are considered community centres, known for their versatility, where citizens are able to access information free of charge. Also, these Libraries offer the opportunity to participate in cultural and learning Programs.

It should be mentioned that besides trainings and programs developed by the Foundation, there are others designed by the libraries, some of which are lead by women, like the Self Esteem, Violence Against Women and Community Leadership workshops. Trainings are developed according to the necessities of women in the communities, for example Dressmaking and Microsoft Office basics. These trainings are also offered to adults (male and female) and young people.

A recent space is called "Leyendas en la hora del café" (Legends at coffee time), led by elders from the community. Here they can share their knowledge with the new generations.

Children assist to Storytellings and Reading Clubs.

Riecken Libraries offer training on Word, Power Point and Excel to Adults, youth and children.

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:

In the last months the libraries have ben working on generating local content. The initiatives are

often based on the needs f the community and not only as an initiative that comes from the Riecken Foundation. They've been initiated by volunteers, the Boards, the librarians and in some cases the users.

Other Content Needed:

Although there are some initiatives, there's a need for generating and mainly promoting in all the communities the need to generate content locally, that is adjusted to the needs of the community. According to each one of the communities where the libraries are, there's a need to have more information produced by its members. In some cases this need is presented by students.

Local Initiatives to build needed content:

The generation of locally relevant content is important, indicates Paola Zavala of the Riecken Foundation, to foster a space for users to generate the content of their communities for the library. Every year the Riecken Foundation holds the Innovator Contest and invites the libraries to carry out a project that has never been seen before in the communities.

Aside from the above, some libraries have created the community essay, local poetry books, tales and legends based on interviews of elders. They've also created political forums, forums about the elections and in some libraries the candidates to mayor have been invited to present their proposal to the community.

Some initiatives found in the field work as well as in conversations with different people linked to the libraries are the creation of web sites (to publicize the community and its work), informative bulletins, cultural agendas, community histories, compilations of community poetries and legends, as well as story circles and coffee hours where the communitie's elders tell the legends and stories that have characterized the communities through time.

Source: Based on the results of the Focus Group.

4.2.3.6   Services & 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.

About 25% (250 books) deals with local subject matter, provided by local suppliers. The rest is provided by international suppliers.

The Riecken Libraries do not offer books griten in any of the native tongues present in Honduras. A comment was made that since there is not a Riecken library located inside a community where a native language is predominant, no effort has been made to obtain material in that language.

What do people USE the venues for (most frequent kinds of information & 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:

According to the data from the surveys applied in the Riecken libraries, the information requested, in order of most frequent, is the following:

Information Consulted in the urban Riecken Library (11 surveys applied)		Information Consulted in the rural Riecken Libraries (20 surveys applied)	
Type of Information	*Relative*	*Type of Information*	*Relative*

	Amount		*Amount*	
1-Education	100% of the surveyed.	1- Education	90,0% of the surveyed.	
2- Agriculture	45,5% of the surveyed.	2- Health	25,5% of the surveyed.	
3- Personal	36,4% of the surveyed.	3- Personal	30,0% of the surveyed.	
4- News	27,3% of the surveyed.	4- Agriculture	25,5% of the surveyed.	
5- Health	9,1% of the surveyed.	5- Other	20,0% of the surveyed.	
6-Government Services	9,1% of the surveyed.	6- News	10,0% of the surveyed.	
7- Other information.	0,0%.	7- Government Services	5,0% of the surveyed.	

4.2.3.8 Number, Type and Frequency of Users

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

240 thousand people use the Riecken Libraries at the present time (this data comes from an evaluation the Riecken Foundation made on 33 of its venues), assuming they visit once a week.

There is no information on equitable services and on social, educational, ethnic and migrant groups because there's not a definitive attendance from its members to be able to present in a statistic. This information is gathered from visual recognition. Most users identified in this way include children who attend school, young people who attend high school and university students.

Users visit from 1 to 3 times a week, but mostly to use Internet.

Data provided by the Libraries show that males attend more often than females, according to data from all the libraries; however the users consulted were a majority of women.

50% of the users are between 11 and 17 years old and only 10% is older than 29. About 49% lives at a distance of less than 500 meters from the Library, and 26% visit from nearby Municipalities and communities.

Computers, as well as bibliographic material are used more often by primary school, high school and university students.

Most of the librarie's users visit it frequently, followed by those who assist daily. These two choices are the ones that gather the larger percentage of users, both in the urban and rural zones.

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 & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

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

Participation in Youth Groups, reading clubs and Storytelling Hour makes the audience rise by 65, 54 y 16%, respectively. Participation in readings, use of computers and developing school homework aso has a direct relationship to greater attendance. In general, users tend to be people with lower income.

Use of Technologies, specially computers and Internet are the main reason people visit the Libraries. This is why most Riecken Libraries hold workshops to instruct on the use of these technologies. Also, librarians have access to an 'Internet Search' manual and encourage the use of computers.

It's important to point out that users choose books directly, since there's an open shelf system. If the users need help they receive orientation from the librarian. The Riecken libraries use the Dewey Code which is based in color codes so that users easily locate the required material.

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:

The Riecken Foundation focuses on diverse programs aimed at the general population and government workers. First, the Board of Directors receive training in order for the Library to become a place for community development and strengthening. Librarians also receive training on the Foundation basics.

Another Program centers around young people. Here they can share information on youth improvement. Reading promoters train volunteers on reading techniques and promotion so that they can develop activities involving children.

Other activities are planned with the general population in mind, like tapping into knowledge and traditions from the elderly, like the "Tardes de Café", in which old people read stories and tell legends.

Focused on the Children:

Barrilete Viajero: Aims to promote the habit and pleasure of reading among children. There is a "Hora del Cuento" (Story Hour), a reading club and early stimulation programs.

In order to successfully carry out the Barrilete Viajero librarians, along with parents, receive training from the Riecken Foundation in reading promotion in their communities.

Early Stimulation (0-5 years old): This program looks to stimulate language, vocabulary, pre-reading, develop skills and enhance positive experiences related to reading books, all this through workshops and the Hora del Cuento, with the help of the parents.

Hora de Cuentos (6-9 years old): This program consists of a scheduled lapse where a Librarian or Reading Promotor introduces kids to children books in a cheerful and varied way. Sometimes they incorporate puppets, music, costumes or other accessories in order to make it more dynamic and fun. Sometimes instead of using traditional books, a story might be narrated orally, or they may use a book that contains only pictures instead of words, or use a whiteboard.

Club de Lectores (10-13 years old): Eight to Fifteen kids read the same book over a period of time. They gather once a week and share thoughts on the text. Each are allowed some time to present their perceptions and post critical questions, afterwards they comment on the experiences.

Other than that, the Barrilete Viajero organizes other activities, like the reading contests, mask building workshops and bibliomovil, which is a backback that is taken to neighborhoods and schools.

Focused on the Young population:

La Zona X: This is a space for young people where activities take place, like teaching of values, theatre workshops, debates on current issues that affect the community, and team work encouragement. The Programs value participation, their goal is to encourage young people to take part in social changes and the solution of community issues.

The program forms young leaders capable of helping their communities.

The program is designed for the young, aged between 13 and 20. The program strengthens reading habits among the youth, and makes sure they have access to ICT's and information, so that they may generate information on their own. According to the Riecken Foundation, these skills are the corner stone of critical thinking and social leadership.

Zona X is present in every Riecken Library. The young people are guided by an adult known as the "youth spokesman". This person is part of the Board of Directors, he/she is trained by the Foundation and is in charge of the activities from Zona X. The program focuses on reading and creation of information tools and hosts two sub-programs: Theatre and Current Issues. The Theatre workshops nourishes from the environment, presenting plays about current issues or topics that relate to the community. There's the debate team mentioned beforehand, formation of values and basic computer knowledge that can be transmitted to other members of the community.

Besides the above, every month or two months the Riecken Foundation provides economic support for workshops on basic home electricity for housewives, bricklaying, creation of microenterprises and cultural activities that are proposed by the community itself.

ICT specific training courses:

It's necessary to point out that the training programs regarding ICTs are focused on the use of basic programs such as Excel, Word and Power Point, which are targeted at both adults and children, depending on the interest of each library and community. But ther are no other strong ICT activities developed regarding ICTs.

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.

One of the problems that integration into daily routines faces is that it happens through a process that's often limited by socioeconomic as well as personal barriers. When interviewed, Paola Zavala pointed out that not knowing technology creates a fear of approaching itwhich in turn implies that adults are the ones who have the most personal restrictions and hence lower participation and appropriation.

On Paola Zavala's visits to communities and libraries she has noticed that teachers use Internet to check if their payment has been deposited, more so when they live in far away regions, and once they have verified they will travel to withdraw it. Before using internet, the teachers would travel without knowing if they would actually be able to collect their payment.

Another experience commented is that Internet is used to register for courses and at the Universities. There's a specific case of a person that studies an online career and coordinated with the Board of his library so that on the days he takes the course there's always a computer available for him.

Some libraries have developed their web sites which in turn makes their community known and has even led the to create alliances.

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: ie, 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.

According to interviews and documents provided by the Riecken Foundation, the communities greatly value the presence of a Library since it's an important information access point, it helps kids and young people enhance their knowledge and it provides tools to help with their studies or assignments through digital and bibliographical sources. It helps with community development since it encourages reading on all age groups. The Library also functions as a Network without the intervention of political or religious interests.

The Board of Directors manages the monetary resources earned through some of the services offered in the Library. They also have bonds to Municipalities in the communities and supervise librarian performance and promote participation of the citizenship, this is why most Boards are

considered trustworthy.

According to the surveys applied, 96, 6% of the users consider the Riecken library as a pleasant, nice and amusing place. The remaining 3,3% did not answer the question.

Among the reasons that people find the Riecken libraries pleasent are....because one finds the information needed, because of its decoration, because if the library did not exist there would be no nearby place to look for information, because the place is comfortable, because it provides a good service and because there's no charge for using the computers or the Internet.

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.

This can be analyzed through the growth in number of volunteers. The educational sector uses libraries as a source of investigation. Libraries also host projects and activities from the communities and provide technological tools for communications and small commerce.

Community members have shown signs of appropriation of the information offered by the Riecken Library, since they are visited by school kids and high school and university students who need to solve homeworks. Usually students make the most out of the information offered.

There's a new creativity and innovation contest focused on productive projects in each community, such as renewable energy sources, tourism development, small enterprises and other projects sprung with help from the Foundation.

ICT:

Computers and Internet have made the process of learning easier for children, young people and adults. Information found on the internet is vital for eduction and development of skills-mental and technological-.

Integration of the information found at the Libraries is vital in knowledge processes and the solution of issues inside the community. As mentioned earlier, young people who participate in Zona X debate those issues. They help themselves with information compiled from internet sources, using it as a tool to attack problems that affect their community and their country.

A lot of the neighbors use the Internet to make payments, such as bills and paying the register fee for their university education, also they make bank transactions online to avoid being charged the extra fee. In some communities, access to internet has spawned e-commerce and the development of web pages. A fine example is Copán, which set up a web page to shine a light on, and promote the community.

Its important to mention that the young people from Zona X recieve an elementary course on the use of computers. The citizens who undergo these courses have the social obligation to pass down the knowledge to other members of the community.

According to the surveys applied, users have answered that information and technologies have

made their lives easier and that they integrate them by using ICTs to communicate (26,6%) and that they use Internet and books to learn, know and do homework (56, 6%).

4.2.3.14 Trust, Safety & 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 the surveys applied in the Riecken libraries, 3, 3% did not answer if the information was safe and trustworthy. It's important to point out that **none** of the people interviewed in the different Riecken libraries considered that the information was not safe or trustworthy, which refelcts that 96, 6 % indicates that the information they have access to is completely safe and trustworthy, which is explained by reasons such as

 - The information found in books is sabe and believable (31,3%),

- One finds the information needed (30,9%),

- The information found in the Internet is safe and truthful (27,5%)

- The information is truthful (3, 4%),

- Depends on the user and how she/he searches for information (3, 4%),

- No reason stated (3,4%)

4.2.3.15 Gaps and Opportunities in information & services offered

What other information gaps & 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)

The stakeholders must be the generators of information; that is, the teachers and the Health Center should have a relationship with the library so they can develop joint work in training and awareness building.

For example, if there's an HIV campaign in the Health Center, the doctor can provide training for the library and the teachers can assign homework related to that topic.

Based on the surveys the following service needs arose:

66, 6% indicated that there are no services missing in the Riecken Libraries that were consulted. 13,3% indicated the need of a photocopying machine, 10% pointed out the need to buy more specialized books and the remaining 10% indicated the need for more computers and books.

From the point of view of the economy, access is affected by contextual conditions such as poverty, which limits access to the libraries, because although there's no charge to use the services people have to travel to them. Poverty also affects the sustainability of the libraries since their upkeep is responsability of the community, hence they must develop activities or sell products to generate income.

Regarding the legal framework and political support, it's necessary to point out that since Honduras doesn't have a law that guarantees access, use and appropriation of information and technology, the Riecken Foundation considers that it doesn't have political support. Also, since the Riecken libraries belong to a private foundation, neither the government nor the State are concerned with making these spaces function adequately. In some cases the City Hall supports by providing the salaries of the people in charge of the libraries and have donated space and materials to build the libraries.

4.2.4.1 Local & National Economy

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

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

Access to the libraries is affected by the high poverty levels of the country, since when people prioritize their needs, access to information and communication as well as use and appropriation is affected because the place is not seen as a space for personal growth and improving one's quality of life.

The lack of resources also affects the voluntary support provided in the libraries of the Riecken Foundation. The poorer people are the less interest they have in fulfilling a non paid voluntary job. This affects the sustainability of the libraries since there are no people willing to work for the upkeep of the space. Also, the development of activities that require financing are affected, like the maintenance of equipment, salaries of personnel, trainings and general upkeep of the infrastructure.

Aside from the above, the general sustainability of the library is also affected due to the lack of economic resources in the communities, this implies that services can't be charged, which would collaborate with the economic support of the library, but due to the high poverty levels the users payment capacity is affected.

4.2.4.2 Legal & Regulatory Framework

The Riecken Foundation libraries are affected since there are no public policies that promote or advocate for public access to information and communication in Honduras.

Currently most of what's being developed are initiatives more than policies, but they benefit or are assigned to state institutions so they take care of access and use of technologies.

The political aspect has an important weight, not only because there's no policy to support public access to information and communication in Honduras, but also because political party politics affect the funtioning of the libraries. Although they try to stay far from this sphere there are coflicts with Mayors that won't pay the salaries or that will provide support to the libraries only if they display symbols of a specific political party.

4.2.4.3   Political Will & Public Support

So far the political will in favor of the libraries of the Riecken Foundation is very limited. Some of the municipalities where there's a library provide economic support –paying the librarian's salary-- although it's a limited practice. At a national level, some organizations know the work of the Riecken Foundation, but there's no support for the work of the libraries.

There are both positive and negative cases with the politicians; in some cases the municipalities want to support but don't have any budget or economic resources to support in some way each library. Paola Zavala that there's a library in Santa María de la Paz, where the Mayor is a memberof the Board of Directors.

There's also a case in which the Inovator Contest was about how the community affects the environment and the municipality was asked for the trash bins to install them around the community but when they were delivered they were painted with the colors of the governing political party, hence the library didn't accept them, because their work is characterized for not being linked with party politics.

In this sense the libraries have a *"Transparency Corner"*, where the Board of Directors makes publicly available the libraries monthly income, expenses, the names of the people and organizations that support it, local sponsors and donors. There are communities where the members of the municipality aren't too comfortable with this initiative of the libraries, since in some cases in the transparency corner it's indicated that the municipality has committed to pay the librarian's salary and has not delivered it for several months. In other occasions the idea of the transparency corner has been taken to the municipalities of some communities.

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? (ie, national public library system, telecentre franchise or network, etc)?

Riecken Libraries have a Network system that generates processes for social participation. This network has become a vital space to share knowledge, ideas and to suggest solutions to problems. The network is made up of members from the Board of Directors, young people, people who promote reading, Librarians, local spokesmen, Riecken Foundation personnel and Library users.

Riecken Network members are known for their involvement in social causes and critic thinking. The Network focuses on trainings, regional events and exchanges between libraries.

The Riecken Libraries Community Network presents a space where community leaders can put forward ideas and solutions to common problems. The main idea behind the creation of the Riecken Libraries is the democratization of processes through social involvement.

On November 2007 took place the First Riecken Foundation Library meeting, in which representatives from every Library in Honduras came together.

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.

Riecken Libraries recieve support from local Municipalities. The Municipality donates the land in which the Library is built and pays the wages of its employees. Libraries also receive support from the Riecken Foundation, Cooperatives, Banks, Schools, Local Organizations and Private Companies. The Board of Directors is in charge of requesting help from these entities.

The support that libraries receive from other entities is managed by the Board of Directors of the different libraries. There's a specific case in which a Non Governamental Organization (NGO) provides the librarian's salary, because they had problems with the community's Mayor, since the president of the Board of Directors was from the opposing political party.

At a Government level there's mainly dialogue more than support. The problem of working with the State's institutions is that the State has deficiencies and can't cover economically the activities it develops. Also, the process to approve activities is long and implies a great deal of steps.

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?

One of the problems with Internet Access in the libraries is that the Board of Directors has to pay a monthly internet connection fee. At the beginning the Internet service was sustained by the sales from phone calls, but this service is no longer provided since when several companies started offering mobile telephony services in Honduras, the people from the communities have stopped using the library's service for international calls. In this sense, "Claro" and "Tigo", the two

enterprises that offer mobile telephony services in Honduras, have finished the business of the libraries, which provided upkeep and maintenance for them.

This situation made therelatives of migrants opt for buying a mobile phone to communicate, although there was a strong campaign to show that the use of mobiles generated more economic expenses.

Another factor that affects the sustainibility of the libraries, as it has been previously stated, is the problems the Riecken Foundation has to provide maintenance to the libraries. Currently the Foundation takes care of the internet fees of 95% of the libraries, which is one of the highest and most requent expenses that the libraries deal with every month. Hence, they're working hard to identify and generate new alliances that support the libraries.

The libraries have been told that for the Foundation it's not sustainable top ay for the internet service and some libraries have come up with new forms of payment. Paola Zavala, from the Riecken Foundation mentions: the service fee is payed by the University of the United States, the library gets the Money through a donation from a tobacco company located in the community. Currently there are only four libraries that have presented this behavior.

To generate the sustainability of the libraries the communities search for local sponsors, sell photocopies and print-outs, carry out fund-raising activities, campaigns and sell products from the "innovator contest" like recycled products and crafts. This proves that the work is done jointly to guarantee the sustainability of both the libraries and the Riecken Foundation.

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)?

According to the Riecken Foundation it's complicated to answer how much is the budget allocated to the libraries since it's a process that's difficult to quantify. Per year there's an approximate investement of $17 thousand in each library, from the inauguration of the library, including technical assistance, equipment maintenance and administration. This budget doesn't take into account the purchase of equipment or properties.

The equipment of each library entails aproximately 70 thousand dollars, including the construction. Due to the high costs of building and maintenance of the libraries, the Riecken Foundation is currently searching for partnerships and support on behalf of different entities for creating and sustaining the libraries.

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 (local currency)	Comments
Total national budget		
Education		
Public Libraries		

Other Comments:

This information was not obtained.

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:		
User fees / services:		

Other Comments:

The Riecken Foundations has been supported by one single donor, hence in 2006 no libraries were built since it was necessary to think whether to provide sustainability for the existing libraries or create new ones, and the existing ones were prioritized.

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?

This information was not obtained.

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?

This information was not obtained.

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)		
Building Infrastructure		
Utilities		
Staff Training		
Computers / Technology		
Total	100%	

Other Comments:

This information was not obtained.

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?

This information was not obtained.

4.2.6   Case Example for Venue # 2: **Riecken Library**

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.

Riecken Public Library

Yuscarán, Honduras

The Riecken Public Library in Yuscarán is located one hour and a half away from Tegucigalpa. It's considered a rural library since the policy of the Riecken Foundation is to support only libraries in rural zones. This library has an area dedicated to the five computers it has, which have Internet access, a reading area designed for children and a reading space for adults.

The day this library was visited (week of February 10-15 2008) the Board of Directors was about to appoint a new librarían, due to the structural changes in personnel that were happening since there had been internal conflicts with the previous Board of Directors. The community is characterized for presenting local conflicts and struggles for political interests, hence it was decided to make an open call for the position of librarian and hold a contest at the community level.

One of the important practices of this specific library is to allow children the use of computers and

Internet Access only after they've read a few minutes of a story book.

Among the services that this library offers to the community are book loans, computers and Internet access, which is free but users are requested to donate some amount for the upkeep and operational expenses of the library.

The services provided by the library can be accesed by all the neighbors from the nearby communities. Regarding the use of Internet, it's limited to 20 minutes per person and requested that it be for educational information, hence the library has internal regulations for use and access of Internet.

In this library nine people work in the Board of Directors, there's a committee of collaborators integrated by three people –which belongs to the Board- and there's also an additional "support committee". Once the librarian is chosen then the search for another librarian starts so that each can work half-time and one of them has to be an educator from the community. Agreements have been established so that teachers can cover part of the day and the schedule of 8a.m. to 6p.m. can be met, since sometimes it needs to stay open longer. It's relevant to point out that the librarians only earn 1800 lempiras ($95) hence several of them have left the position for an option with better wage. For this reasons a struggle has begun for the salary to surpass the minimum required by law and also for all benefits to be provided, such as the fourteen annual salaries.

Regarding the trainings provided by the library, there are courses, self-esteem workshops targeted at women, about domestic violence, leadership and origami. Also, there are basic courses of Word, Excel, Power Point and Internet use, targeted at adults, youth and elders and in the future they will include children. There's a reading club for children from the community, the barrilete vajero (the travelling kite) where books are shared among schools of nearby communities. The reading club developed a story writing contest, for which the library received an innovation prize.

This library carries out the X Zone Program, which incentivates young people to use Internet and other resources that the library has.

One of the characteristics of the library is that it provides support for people that don't know how to use the information sources, so the librarian has to have some type of training or at least general knowledge in informatics.

Among the problems that the library faces is the donation of equipment, because there are printers that have arrived without cables that are not easy to locate or too expensive to purchase. Also, there was a photocopying machine that was donated in 2001 and it doesn't work properly anymore.

The upkeep of the library is thanks to the donations of the Foundation that are in materials and not economic resources. The general expenses are paid by collaborations from the users and neighbors of the community.

Regarding the amount of users that visit the library, during school period it's about 50 daily persons, while during vacations about 20 people per day visit the place. There's an important participation of children and youth.

About the relationship of the library with the Riecken Foundation, the Board of Directors considers it's necessary to have closer support, since they only visit the library once a month and do some monitoring through e-mail or phone.

Among the challenges identified by the Board of Directors is the legal capacity, in order to become a model library.

4.3 Venue # 3: Community Centres of Communication and Knowledge (CCCC-spanish acronym)

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?

The Community Centres of Communication and Knowledge (CCCC) were created with the objective of improving the life conditions of social groups affected by poverty. In this sense the initiative rose as a Project to Broaden Technological Capacities in Poor Communities (ACTECOP, Spanish acronym). The methodology developed allows for a very successful project, but the lack of follow-up puts an end to the good intentions of the project.

Currently the CCCCs fulfill the function of the cybercafes, an issue that has been pointed out for some of the people in charge of the Community Centres, because people demand from the the services that usually characterize a cybercafe.

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)?

The Community Centres of Communication and Knowledge (CCCC) are located in 122 communities, the poorest of the country. The election of these communities was done through a process where members of the community where explained the functions of the CCCC and what it meant to accept this space. Most of the centres are located in the rural zone, where in some cases ICT access is achieved by using solar panels, since the communities have no electricity.

It's important to point out that the CCCCs cover all the regions of the country.

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.

The basic idea of creating the centres is to include underserved individuals affected by their socioeconomic condition of poverty. In this case the CCCCs are targeted at this population. In CCCCs there are people of all ages since the implementation of the centres is considered of great importance to broaden the knowledge and learning of all users, which was the initial objective of the Community Centres of Communication and Knowledge (CCCC).

The CCCCs have been located in municipalities with an important amount of citizens, so that people from nearby villages can also approach.

The people in charge of the CCCCs consider them accesible, since the fee for using the computers and the Internet is very low, due to the competition with the cybercafes.

Although the Community Centres of Communication and Knowledge (CCCC) is directed at the whole community, most of the users are children and youth; in very few cases do elders attend, which is linked to poverty, lack of interest and little knowledge of the use of technological tools on behalf of this population.

4.3.2.2 Appropriate Technology & 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.

UNV United Nations Volunteers coordinate the activities of the project of rural telecentres or Community Centres of Communication and Knowledge (CCCC), for 46 municipalities in the West and South of Honduras. UNV help adults and youth to use computers and Internet as a means to improve their knowledge on issues that are essential to the families, like education and health. The project provides assistance to Hondurians from the most marginal rural communities. Since March 2004 the United Nations Volunteers in Honduras are working in the project of rural telecentres or Community Centres of Communication and Knowledge (CCCC), for 46 municipalities in the West and South of Honduras. Honduras is one of the poorest countries in Central America and the zone where the volunteers work requires support in education, health and basic needs. The Hondurian Council of Science and Technology (COHCIT – Spanish acronym) has promoted the implementation of the Rural Telecentres or Community Centres of Communication and Knowledge (CCCC) to provide people with information and communication technologies as well as online available services, in the hope that it will contribute to break the barriers for economic development that the most marginalized populations face, specially in the rural areas.

According to the Red de Desarrollo Sostenible de Honduras (RDS-Hn), the CCCCs provide connectivity services as well as telephony through Internet but the users constantly have problems and the service provided by the Hondurian Council of Science and Technology (COHCIT – Spanish acronym) doesn't have the quality that was expected. Hence in the different communities rose the need to create cybercafés and offer international communication services.

The Red de Desarrollo Sostenible de Honduras (RDS-Hn) developed the "Bridge Project" in a community called Chinacla, which they implemented through a Community Centre of Communication and Knowledge (CCCC). The University of East Carolina, in the USA provides the budget for the RDS-Hn to carry out the initiative.

The Project was implemented in 2004 and laste done year; it had activities such as training local researchers in the use of digital tools to make videos of families that had no contact with their

migrant members to help bring them together.

This was a pilot project developed with the intention that if it was effective the Hondurian Council of Science and Technology could carry it out in each one of the CCCCs of the country.

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.

Socieconomic Status: the Community Centres of Communication and Knowledge (CCCC) started their work with the objective of strengthening the capacities of communities that are characterized for their high poverty levels. Innn this sense, the CCCCs have as their main target generating access to information and communication for people with low economic resources. But this doesn't exclude the rest of the population, since the CCCCs are directed at the community and have no restrictions for people to attend and use the services they provide. The prices charged by the CCCCs are the lowest possible to avoid excluding users and in some cases there are free trainings.

Educational Level: the Community Centres of Communication and Knowledge (CCCC) are mainly directed at poor people; hence many of them have low educational levels. It's important to point out that the CCCC is open for everyone so nobody is excluded because of their educational level.

Age: children and young people are the ones that visit more the Community Centres of Communication and Knowledge (CCCC). The rest of the population doesn't benefit as much from the services of the CCCC since there's more lack of interest and fear among adults than youth. Adults show a larger fear of learning by using technologies.

Geographic Location: the Community Centres of Communication and Knowledge (CCCC) were created to strengthen the capacities of poor people, hence they were placed in the poorest communities of the country. The CCCCs prioritize work in the rural areas and they cover an important zone that is far away from urban centres, allowing them to have access to information and communication that would otherwise be scarce.

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)

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Access to CCCCs is free and doesn't require membership. The idea is that the neighbors of the municipality where the CCCC is located can use it regardless of their age or educational level. It's important to remember that the goal of the CCCCs is to broaden the technological capacities of communities with high poverty levels.

Every CCCC has autonomy and needs to support its operation. The Center has to cover operative expenses. That is the reason why for the use of Internet, photocopies and others there is a fee, pre stablished by each center.

It's important to point out that to support the sustainability of the centres a diverse fee is charged for the use of the equipment and the Internet. This fee is charged according to the economic possibilities of each person, hence there are cases where children will arrive with some coins and consult how long they can use the service with the amount of money they brought.

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.

The Community Centres of Communication and Knowledge (CCCC) are located only in zones that the Hondurian Council of Science and Technology (COHCIT – Spanish acronym) considers rural zones.

They're located in the departments and communities of:

Copan	Choluteca	Colón	Comayagua	El Paraíso	Francisco Morazán	Intibuca	La Paz
San Jerónimo.	Cofradía.	Limón.	Esquías.	Alauca.	Lepaterique.	Colomoncagua.	Cabañas.
Trinidad.	Duyure.	Sico y Paulaya.	San Jerónimo.	Trojes.	Ojojona.	Dolores.	Chinacla.

Santa Rosa.	Santa Ana		San José.	Yuscarán.	San Juancito.	Jesús de Otoro.	Guajiquiro.	
San José.	Marcovia.			San Lucas.	Maraita	Masaguara.	Marcala.	
Cabañas.	El Triunfo.			Teupasenti		San Isidro.	Opatoro.	
Dolores.	Namasigue.					San Juan	San José.	
San Antonio.	Orocuina.						Santa Ana.	
Ruinas.	San Marcos de Colon.						Santa Elena.	
San Agustín.	El Corpus.						Santiago de Puringla	
Concepción.							Tutule.	
Ocuyagua.							Yarula	
El Paraíso.								
Florida.								
La Unión								

Lempira	Ocotepeque	Olancho	Santa Bárbara	Valle	Yoro	Cortés
Tomala.	Belén.	Campamento Viejo	Santa Bárbara.	Nacaome.	Sulaco	San Antonio.
Candelaria.	Dolores Merendon.	Culmi.	Concepción Sur.	Ampala.	Yorito.	Fundación Mhotivo.

Cololaca.	La Encarnación.	Santa María del Carbón	San Francisco de Ojuera.	San Lorenzo.		Bajamar
Erandique.	Lucerna.	El Tizate.	Atima.	San Francisco de Coray.		
Gracias.	Mercedes.	Guata.	Concepción Norte.	Goascoran.		
La Campa.	San Jorge.	Gauyape.	El Níspero.	Langue		
La Iguala.	San Fernando	Patuca.	Las Vegas.			
Las Flores.		San Esteban	Naranjito.			
Lepaera.			Protección.			
Los Limones.			San José de Colinas.			
San Andrés.			San Luis.			
San Francisco.			Quimistan.			
San Sebastían			San Pedro.			
San Manuel.						
San Marcos.						
San Rafael.						
San Ramón de Talgua.						
Gualsince.						

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:

In the map, it is possible to observe that the community centers do not include all the departments of the country; however, the municipalities where the Communication and Knowledge Community Centers (CCCC) are developed are 122, the poorest of the country.

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?

Political conflict is the factor that affects the most. Political and personal interest conflicts are very common in the rural areas of Honduras. People from different parties do not come to agreement easily and this affects the operation of the centers (some of them were closed).

The access to information is affected by changes on the committees, which are done every year; this affects the follow-up and sustainability of the Community Centers. Some of the parts involved on the development of the Communication and Knowledge Community Centers (CCCC by its abbreviation in Spanish) project, consider that the Honduran Council of Science and Technology

(COHCIT by its abbreviation in Spanish) has not give enough follow- up to it, in this sense the Sustainable Development Network of Honduras (RDS-Hn by its abbreviation in Spanish) has created a methodology to support the functioning of the community centers, the RDS Hn was uncharged to give continuity to the project by providing the necessary documentation to each CCCC regarding how to integrate the committees , how to develop a business plan. Many times, as a result of these changes, key information about the center sustainability get lost. Those who initiate the center get training but with the committee changes this information is gets lost.

At the same time, there is another problematic regarding the committees that many times end with the dissolution of the CCC, in many cases there is no help or support to the managers so they leave their job in search of better labor opportunities. Since there is no support from the community, sometimes is required to hire a person, outside the community, to manage the CCCC. In addition to this, it is necessary to indicate that there have been cases where the managers of the CCCC got trained to offer services to the community and then left the CCCC, invested in equipment and opened a cybercafé which generates competition due to their wider band width.

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

The obstacles that the CCCC faces are also linked to the availability and support that the community offers to the project .If the support to the project is strong, then it's more successful and effective for the community. In this sense, the CCCC presents both experiences: communities that work for the CCCC and communities that consider, or are waiting for, resources without making any efforts to sustain the Center. This is an obstacle for the success of the Community Centre.

According to the evaluation report of BID (Interamerican Development Bank), of the 120 CCCC, 97 consider that the infrastructure and equipment do not fulfill the user needs, and are insufficient to assist all the population of the communities, especially during rush hours.

As referred in the country profile, Honduras is one of the poorest countries in the region with high illiteracy levels. This situation makes very difficult to integrate the communities, to development programs that include ICT tools use, many people do not know how to use computers, or how to write or read.

Low income levels difficult the real access. Many children are forced to drop schools in order to work. In this sense, surviving becomes more important than any other thing: people do not think about the social value of information, instead, they need to devise ways to survive with less than one dollar a day.

Although information and ICT can help people to improve their quality of life, and can be used as development tools, in some communities, poverty is an obstacle to start the process.

Other situation that affects the access to information is the infrastructure: connectivity does not cover the totality of the country and some communities do not have electricity, nor media or any kind of ICT service near to them.

Regarding the access to the ICT there are intermediation practices identified in order to access the information .The intermediation practice is visualized as a problem because the residents of the communities admit that the information required, in many times, is found in the CCC; however is

not consulted because it has to be done through the internet and they don't know how to use this technological tool, it is for this reason that sometimes they request children and young people, who are users of the CCCC, to collaborate in the search of the information needed.

It is also recognized as an obstacle the fact that in some cases when equipment damage is reported it takes a long time to be repaired, as a result, the computers are not available for the users.

4.3.3 Capacity & 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, and social appropriation of technology)?

In relation to the capacities of the CCCC, they develop trainings on the use of technology in order to improve life quality; trainings have been turned in to courses on the use of the different computer programs and Internet access.

Concerning the relevant local content, the CCCC presents a very limited experience because, at the present time, the only activity that can be related to it, is the creation of websites for the communities and their business processes, according to the information given by the former coordinator of the CCCC

According to Carlos Cerrato, former coordinator of the CCCC, in relation to the integration on the daily routine, commercialization, both national and international, has been implemented on some of the community members and at the same time, the appropriation of the ICT is visualized through the use of technology to communicate with the migrant relatives.

In relation to the trust, the consulted users consider that the information is reliable and safe.

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.

In the Communication and Knowledge Community Centers (CCCC) work two persons, a manager and an assistant who are in charge of the user's attention.

The CCCC staff receives training building courses to learn how to use the ICT services and help the users in their learning processes.

4.3.3.2 Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & 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.

The training for managers was developed according to the Training Plan through the consultancy made by the Sustainable Development Network of Honduras (RDS-Hn), this plan is designed to facilitate basic and specific knowledge regarding administration, accounting, computer equipment manteinace,training for the manager-administrator on the computer science services offered by each community center(CCCC).

The RDS-Hn developed the methodology in 52 Communication and Knowledge Community Centers (CCCC) ad then hired other companies to implement the methodology developed by the Sustainable Development Network (RDS).

Before giving any training to the users, the people in charge of the CCCC is trained to manage the center. Through the methodology designed by the RDS-Hn they learn how to integrate the committees, give follow-up and sustainability to the center, elaborate a business plan, they are also able to consult a manual, investigate , and repair simple malfunctions on the equipment.

4.3.3.3 Services Offered

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

Services Offered	Comments
11. Different type of trainings	
12. Computers	The community centers which doesn't have access to electricity, work with portable computers, because they depend less from energy
13. Access and use of the Internet	
14. Training on how to use the computers	
15. Use and appropriation of information to improve production in harvests	
16. Sewing courses for women	
17. Use electronic work sheets to manage crops.	
18. Photocopier service	The community centers that do not have access to electricity, but work with solar panel, possess photocopier, since this one would consume all the energy.

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This is one of COHCIT's main interests concerning CCCC's, but experience has proved contrary, due to different political interests, that have even caused some CCCC's to close.

None of the CCCC's visited offer this service

They offer basic telephonic services, as well as Internet, e-mail accounts, web pages for the municipalities, multimedia transmissions, voice on IP, video diffusion in 2 reception modalities: TV and PC, data, digital content, virtual private networks, and data transmission.

The services for CCCC are different, and 5 types are defined according to particular characteristics of the benefitted communities.

CCCC type 1: Telephony (Hondutel) and e-mail. One computer, 1 printer, 1 TV, DVD, VHS, digitizer, photocopier, multimedia projector, digital camera, UPS, lands system, communications equipment and basic furniture.

CCCC type 2: telephony (Hondutel) e-mail. Five computer in network, 1 printer, TV, DVD, VHS, digitizer, multimedia projector, digital camera, UPS, lands system, communications equipment and basic furniture.

CCCC type 3: telephony (IP), e-mail and Internet access. Seven computers in network, 1 printer, TV, DVD, VHS, digitizer, photocopier, multimedia projector, digital camera, UPS, lands system, communications equipment and basic furniture.

CCCC type 4: telephony (IP), e-mail, Internet access, local ISP, ISP services to other CCCC. Eleven computer in network, 1 printer, TV, DVD, VHS, digitizer, photocopier, multimedia projector, digital camera, UPS, lands system, communications equipment and basic furniture.

CCCC type 5 (in marginal and poor areas): telephony (IP), e-mail, Internet access, local ISP, ISP services to other CCCC. Eleven computer in network, 1 printer, TV, DVD, VHS, digitizer, photocopier, multimedia projector, digital camera, UPS, lands system, communications equipment, wireless access equipment and basic furniture.

The idea is to support educative centers, and promote education among the communities. CCCC have become a meeting place for young population, where people talk and have fun while looking for information. The services depend on the community particular needs. For example, in one of the CCCC visited, we found other services as projector loans, room loans, bound, and sale of educative materials.

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.

The CCCC have been located in rural communities characterized by high poverty levels. The communities were chose after a study of the undernourishment and illiteracy maps of the country.

The idea is to give technological support to the municipalities. The community receives computer science basics, and after this, they try to tie the production zones with Internet for knowledge and cultures handling. What the center wants is to reach a new appropriation level of technologies in order to improve the quality of the worked products.

Besides, people learn how to use electronic spreadsheets that help the knowledge of real investments and expeditures.

There's a specific case in Santa Rosa de Copán, where the community center is supported for the Cooperación Española, who provide funds for the training of people living in poverty conditions in relation to business and microenterprises development.

As we mentioned, the Internet use is focused on the products quality improvement. The Internet is used as a tool for culture handling.

The centers also offer capacity building for young people, in the uses of Windows Office (kids have scholarships financed by the "Asignaciones Familiares" governmental program).

Every Communication and Knowledge Community Center (CCCC) has the autonomy and the option to look up for the center sustainability, that is why in some cases they offer funds and scholarships through the PRAF (Family Allowances Program), this program assign a certain amount of lempiras (Honduran coin) to provide trainings for the kids of the communities, kids on social risk,single mothers, and residents in extreme poverty and low level education

In other cases when the Community Center has more economic resources it sponsor the kids of the community to be trained in the use of computers and its programs.

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:

The Communication and Knowledge Community Centers (CCCC) have push the creation of local content but this is not a regular practice on the majority of the centers, the initiatives have aroused according to the needs of the community to create a representative local content.

Local Initiatives to build needed content:

The built of local content have been reflected on the creation of web pages and in very few cases bulletins and newspapers.

Other Content Needed:

Source: *From the results of the focal group and from the interview with the former coordinator of*

4.3.3.6   Services & 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 the Communication and Knowledge Community Centers (CCCC) there is no information available in native languages, which generates a country identity loss.

4.3.3.7   Types of Uses

What do people USE the venues for (most frequent kinds of information & 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:

The starting idea of the creation of the venues was to extend the technologic capacities in undeserved communities. The CCCC were thought to become a source for local development, which helps the population to reach new levels of appropriation of the technologies and find new uses of those to improve their quality of life. However, at the moment, the main use of the CCCC is to be a communication channel between the community members and their relatives that have migrated to other countries.

Besides that use, young people are the most frequent users of the CCCC, using the venue with educative aims, to find information for homework and information search.

ICT:

Besides this, the children and young people are the most frequent users of this venues with educational purposes escencially,because they do their home works and college researches allowing the knowledge of different subjects

According to the applied surveys its demonstrated that the users make use of the Communication and Knowledge Community Centers (CCCC) ,to look for the following information:

Type of Information	Quantity of persons in percentage
Personal	83,3%
Education	66,7%
News	26,6%
Governmental Services	13,6%
Other information (Bank transactions,	13,3%

environment and History).		
Agriculture	10,0%	
Health	10%	

4.3.3.8 Number, Type and Frequency of Users

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

Socioeconomic status: 81,8 % of the interviewees indicated to belong to the middle class of the country, while 9,1 % indicated to belong to low social stratum and a 9,1 % said to belong to the high social stratum.

Educational level: according to those surveyed in one day, most of them accomplished secondary education (66, 7 %), and the rest indicated to be university students (20, 0 %), a 10 % indicated to attended until primary school.

Age: It is indicated that from the applied surveys that day, most of the users are in the group within 15 to 35 years.

Gender: according to the number of persons consulted, it is indicated that more women were surveyed, but it is not possible to confirm that are the women who the most frequent visitors of the Centers.

Geographical Location: the Communications and Knowledge Community Centers (CCCC) have been developed only in the rural zone.

As for the frequency of the users, from those surveyed, it is possible to indicate that 50, 0 % attend frequently the Communications and Knowledge Community Centers (CCCC), followed by 13, 3 % that indicated it was the first time, to assist occasionally (13, 3 %) to assist regularly (13, 3 %) and 6, 7 % indicated to attend rarely.

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 & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

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

Due to typical conditions of the Communication and Knowledge Community Centers (CCCC), being located mostly in rural zones, the only the behavior possible to indicate is the one reflected in these zones, concerning the capacities of use

The capacities of use are caused by different factors, in this case it is reflected that as low as the educational level and social status of the individuals who shape the communities, costlier are the capacities of use, in this sense although the CCCC offer trainings, it is complicated that persons who live in poverty prioritize their activities, reason why acquiring knowledge to access technology is one of the last priorities.

If the conduct is observed by age, it is the children and the young people who own major capacities using technologies, this, because they have grown in a reality that demands learning,

since they have been encouraged in some occasions from schools, to consult the information offered on Internet. It is important to indicate that the age is an influential factor on the capacities of use, it departures from the idea of the adults: "if we grew up without technology, it is possible to survive without it "; this generates a resistance by the adult population regarding the access, and certainly, the learning and the use. The behavior of the adults limit the learning of the children, since technology, is considered in many cases, not necessary to grow and learn.

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.

Training courses:

1-Capacity building for CCCC administrators.

2- CLIC Program: with this program, children learn about diverse kind of topics as math, language, and social studies. The learning process is interactive, using playful techniques.

4- Capacity building for entrepreneurs, oriented to improve the competitiveness and enterprise leadership. The process is focused on accounting, SMEs tool, kit handling and Internet uses, including virtual businesses. This program is directed to young people, to support the creation of SMEs.

5- Implementation of Distance Learning Programs in 70 CCCC. This programs have been developed through the ACTECOP Project, some universities and the CAD (Center for the Distance Learning), which is part of the COHCIT.

6- Capacity building for young people through the PRAF (Programa de Asignaciones Familiares), for this program has a partnership with the COHCIT to give scholarships to young students under poverty conditions.

ICT specific training courses:

The Education Department in partnership with the Pedagogic University created an educative program to train the teachers, constituted by one hundred cyberlessons. This program will be reactivated in 2009

ICT capacity building programs, oriented to develop management in diverse areas that allows reduplicating knowledge and orienting the users of the CCCC in the information search.

Including:

1. Education focused ICT (virtual education, educative reference search on the Internet, educative portals, guides of educative resources over the Internet, educative links, books on Internet, courses, online educative magazines, virtual educative forums, virtual

libraries, virtual communities.

2. ICT for the promotion of products and services (online commercialization, marketing, online publicity, online sales, virtual exhibitions.

3. ICT for the promotion of social employment tools (Internet search, virtual employment pools, employment portals, employment promotion, online curriculum).

4. ICT focused on the local development management and strategic alliances (use of Internet to generate strategic alliances with research centers, to facilitate strategic alliances for enterprise management, municipal alliances and institutional development alliances).

It is important to mention that none of the programs previously indicated are being implemented these days.

In this moment there is no training program directed to the Communication and Knowledge Community Centers (CCCC),

In the CCCC visited to realize the surveys, from 30 applied surveys, only 8 persons indicated to have received training in the CCCC, of which 5 persons got trained in computer science, 1 person in accounting and entrepreneurishment and the last person did not answer the type of training received.

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.

The former coordinator of the Communication and Knowledge Community Centers (CCCC) indicates that the integration of the information and communication processes is visualized mostly in the use of technology to communicate with relatives who are in foreign countries followed by the information search to realize home works. In some cases, there have been successful experiences on the use of the technology for the improvement and the construction of commercial relations. But these experiences could not be verified.

According to the results of the surveys, the users indicated that they have incorporated the use of the technology into their daily life mostly to communicate with their relatives, as the former coordinator of the Communication and Knowledge Community Centers (CCCC) commented , also the technology has been incorporated for learning and the fulfillment of student tasks, representing 23,3 %. From the total surveyed only 3, 3 % indicated that their life has not changed by the use of the ICT. While 96, 6 % pointed out that they have integrated the ICT and that has

facilitated their daily life because the processes are faster by the use of technology.

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: ie, 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.

One of the main characteristics of the CCCC is that the adult population does not visit the CCCC regularly since they don't consider the information that they can find in a CCCC as relevant, they do not even think that quality of life can be improved. The most frequent of users of CCCC are children and young people, who consider the Internet as a source of valuable information, since it facilitates the knowledge and learning, as well as being a support tool to the topics discussed in classes, homeworks and university studies, according to the interview realized to Carlos Cerrato, former coordinator of the Communications and Knowledge Community Centers (CCCC).

According to the surveys applied to users of different Community Centers it results :

Perception of the users about the CCCC	Comments	Relative quantity (%)
1-the CCCC are" pleasant"	They consider that they are pleasant because they find what they look and need, because there's a good service and because they are entertained	60, 0 % of the surveyed users.
2- The CCCC "are fine".	"They are fine" because they find what they look and need, because there's a good service and because they're entertained, although they lack privacy.	16,6% of the surveyed users
3 - The CCCC are boring.	They are boring because there is a small number of users, better decoration is needed and because they lack privacy	13, 3% of the surveyed users.
4- The CCCC are NOT pleasant.	They are not pleasant because they lack privacy although it is where the most comfortable price is obtained	6, 6% of the surveyed users.
5- The CCCC "lack life"	Because there are a small number of users.	3, 4% of the surveyed users.

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.

From the Evaluation Report of the BID, we obtained information related to the way producers of the municipalities that count on a CCCC. They use the center to communicate with suppliers and clients, and also as a tool to search information related to production and agriculture.

As for levels of appropriation, the microenterprises of the communities who count with Communications and Knowledge Community Centers (CCCC) use the Internet to promote their products, in some specific communities, where crafts are produced, they have the e-mail addresses of the different souvenir stores in the country then when the micro enterprisers have their new products available, they e- mail the photographies to the different shops, in other cases, the shops are the ones requesting products to sell.

There's another community that has a Communications and Knowledge Community Center (CCCC) that cultivate blackberries and grapes to produce hand craft wine. Producers negotiate through the Internet with different supermarkets and additionally they got organized and currently they export blackberries, wine and jellies they even have a plant to manufacture the wine and other products.

According to the characteristics of the communities where CCCC are located, we can find experiences of appropriation of technology on their daily life, similar to the previous cases, in a community where coffee is the main product, banana plantations were sowed to shade the coffee plantations; the banana had no other use than the protection of the coffee and since this community had a website some businessmen from El Salvador found out about it and now the banana is exported to this country.

The peasants can verify the price of the coffee every day before going to the market to sell it; also the quality of the products has improved due to online trainings that the CCCC offers.

All the cases previously mentioned were commented by the former coordinator of the CCCC, Carlos Cerrato

In addition to this, the communication between migrant relatives is also identified as an effect of the appropriation of technologies.

All this was taken from the interview realized to Carlos Cerrato, former coordinator of the Communication and Knowledge Community Centers (CCCC).

It is important to explain that these experiences do not happen in the majority of the Communication and Knowledge Community Centers (CCCC). From the total users consulted (30 users), only one person indicated to have been trained in entrepreneurishment and accounting.

4.3.3.14 Trust, Safety & 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?

According to those surveyed in the Communication and Knowledge Community Centers (CCCC) it is admitted that 3, 3 % of the persons did not answer the question, 13, 3 % indicated that the CCCC is not consider reliable or safe, because the information needed is not always available. while 83,3 % indicates to have confidence and security in the information offered in the CCCC, due to the following reasons.

- The information found on the Internet is reliable and truthful (32 %)

- Finds the information needed (32 %)

- The tasks completed with the information consulted are always correct (12 %),

- Depends on the user and how the search of the information is done (8 %),

- Does not indicate reason (8 %),

- Only uses the e-mail service, that's why any insecurity is found, since it does not consult any other information (4 %),

- The information finds easily (4 %).

4.3.3.15 Gaps and Opportunities in information & services offered

What other information gaps & 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 this case, users request constantly the international call services. However, the administrators orient users into other services such as education, learning processes and productive activities support, to avoid the center to become a "call center".

According to the number of the surveyed users: 26,6 % indicated that in the Communication and Knowledge Community Centers (CCCC) no service is absent

A 20,0 % indicated that it would be necessary to include international call service, a 10,0 % indicated that it is necessary to improve hardware, also a photocopier is required (6,6 %), trainings (6,6 %) and to improve the infrastructure (6,6 %), a 3,3 % indicated that free software access is required and finally 3,3 % pointed out that is necessary the selling of office supplies as sheets, pencils, etc. it is necessary to mention that 16,6 % did not answer the question.

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 & public support, regional and international context)?

The access to the information and communication is limited since the political level, the government and the State do not support the initiatives, in this sense, although the State supports the project economically, in Honduras does not exist any law that guarantee the access to the information and communication .

It must exist an adequate context regarding economic, social and political capacities, to generate initiatives and spaces where the individuals could get access to the information and communication, but it is important having these two tools so the communities could have the capacity to incorporate the information and the technologies into their daily life, generating a level of appropriation that improves the life quality of the individuals and their communities

Other issue that affects the access to information in Honduras is attached to the levels of poverty, since it has been indicated in previous spaces, the individuals prioritize their basic needs and, in most of the cases, the access to the information is not one of their priorities. If there are problems of access to employment, feeding, clothing etc, in conclusion, satisfaction of basic needs, it is not possible to indicate that Honduras have the best socioeconomic conditions to generate proper access, use and appropriation of the information and technology. In this sense, it is through governmental organizations that the State can develop initiatives, projects or programs to promote the equitable access to the information and communication, remembering that the task is not so simple as taking the technology to the zones but to implement training processes that guarantee a real impact in the life of the users and the community. The success of the initiatives departures from the commitment of the community and the entities related to the project, in this case the follow-up has been one of the missing activities to guarantee the individuals education process and the pursuing of the goal of the Communications and Knowledge Community Centers (CCCC)

4.3.4.1   Local & National Economy

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

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

Due to poverty conditions, indicated in previous paragraphs, the payment capacity of the users is identified as one of the consequences of the economic condition that affects the access to both information and communication in Honduras. In addition to this, the sustainability of the CCCC is also affected, because they don't have access to economic resources and the payment of the manager of the Community Center of Communication and Knowledge (CCCC) is being affected as well.

The access to Information and Communication Technologies (ICT) is affected, because there is an important amount of economic resources required for equipment purchase and training, in order to satisfy these needs.

4.3.4.2   Legal & Regulatory Framework

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

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

The Communications and Knowledge Community Centers (CCCC) are affected because there is an absence of public policies to promote the incidence and to guarantee the sustainability of the projects that are implemented to stimulate the public access to the information and Communications. Through this example is possible to observe that in Honduras although there are no laws that endorse actions, initiatives have been developed from the state organizations. However is possible to say that the project of the CCCC has not been so effective regarding its initial goal, since the communities had started to conceived them as the ***cybercafé.***

There also an issue regarding the power of politic in the processes of access to the information in the CCCC, because, as the managers of the centers and the former coordinator said, conflicts appear because sometimes the users belong to the opposition party, so the Mayors choose to close the community center.

4.3.4.3   Political Will & Public Support

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

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

In some communities there is support from the Mayoralty, but in most of the cases support is not offered, in this case it is given by the Committee and the manager, since the support of the State is determined by the political colors.

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? (ie, national public library system, telecentre franchise or network, etc)?

The CCCC are part of the COHCIT, and are regulated by this council, although one of its main characteristics is the autonomy.

They also have a National Knowledge and Communications Network (RNCC, by its abbreviations in Spanish), a program that arises from the "Extension of Technological Capacities in Poor Communities" project (ACTECOP). This program has as objective the creation of a telecommunications infrastructure that allows the knowledge sharing between all departments and municipalities of the country. The RNCC is in charge of the Internet services for all the CCCC.

At local level every CCCC it is managed by a Town council of Knowledge and Technology (CMCT by its abbreviations in Spanish), that constitutes the principal instance of local participation for the local actors. At national level there's an Institutional Coordination Committee (CCI by its abbreviations in Spanish) integrated by institutions related to technological innovation, they coordinate efforts to assure the sustainability of the processes generated by the technological packages.

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.

As mentioned, the CCCC are supported by the COHCIT. There is not private investment, because the corporations that have offered funds produce cigarettes and alcoholic drinks, and due to a moral conflict, the COHCIT has not accepted these funds.

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?

It is possible to indicate that the sustainability and the appropriate functioning of the (CCCC) depends on the follow-up that the COHCIT offers, but it also depends on the dynamics and disposition of the communities where the CCCC are inserted. Cases happen where the communities are optimistic and get involved, but in other areas there's a problematic where communities do not make efforts, for the growth and the sustainability of the CCCC.

The political matters have a strong influence in the functioning of the CCCC. Officials of the COHCIT expressed that the centers could be regulated through any non-state organization in order to avoid conflicts

Another aspect that affects the proper functioning of the Communications and Knowledge Community Centers (CCCC), is the absence of follow-up to the developed labor because the budget is not enough to afford visits because of distance problems

When we made our first visit to the zones with the intention of interview the managers of the CCCC, two of the centers were closed temporarily, one because they were doing works in the place (Yuscarán) and in the other one because most of the computers were not working (Maraita), indicated the consulted neighbors. It is important to mention that in both communities Riecken libraries were very close to the centers, principally in Maraita, where the CCCC and the Riecken Library were next to each other .*Since the Riecken libraries offer free access to Internet , there are conflicts with the CCCC, In this matter the initiatives should be thought to complement each other and not to invest in a place that has to stop working, because the prices and programmed activities of the nearer venue are more accessible*

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)?

A budget of 9.5 million dollars was awarded to the project of CCCC or Telecentros Rurales, this budget was assigned by the Inter-American Development Bank (BID), since it financed the project of "Enlargement of Technological Capacities in Poor Communities" through the CCCC.

The Honduran Council of Science and Technology (COHCIT) with financing of Inter-American Bank of Development (BID) have developed the Project Enlargement of Technological Capacities in Poor Communities of Honduras. Which under a strategy of promotion and training allows an integral design of the CCCC presided by the Municipal Committees of Science and Technology (CMCT).

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		
Education		
Other (name)		
Public Libraries		

Other Comments:

The information was not obtained.

4.3.5.3 Sources of funding

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

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?

The information was not obtained.

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?

The information was not obtained.

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)		
Building Infrastructure		
Utilities		
Staff Training		
Computers / Technology	580 thousand lempiras to 950 thousand lempiras.	Depending on the number of computers given to the CCCC, the expenses increases or reduces. Besides this not only Computers are offered, but also scanner, printer, photocopier, DVD, digital recorder, projector, WEB cams, digital cameras and furniture.
Total		

Other Comments:

The information was not obtained.

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?

The information was not obtained

4.3.6   Case Example for Venue # 3: CCCC

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.

Knowledge and Communication Community Center, Morocelí.

This CCCC is located in Morocelí, 2 hours away from the City of Tegucigalpa. It is considered an Urban CCCC because it's inside the Municipality building. This CCCC was conceived in 2004, but began operating in 2005.

The Center doubles as a gathering place, since young people visit on the afternoons and don't necessarily make use of the services offered. These services include: Projector loan, loan of a room for various activities, book binding, school supplies (pencils, wite out, etc.).

Three persons work in the Morocelí CCCC: a Manager, an Assistant Manager and a Guard.

CCCC offers workshop with every member of the community in mind. The current Government, through the Programa de Asignaciones Familiares (PRAF), sponsored 60 scholarships so that young people could learn how to use Internet and the Microsoft Office package. Courses lasted 6 months; this in turn helped sustain the CCCC.

People 25 years old and up do not visit the Center because they consider that the information offered is not relevant to improve their lifestyle. Most users are young people going through High School and College.

This CCCC is self-sufficient since it is maintained with the fees users pay, for example: photocopies (50 cents), computer and/or internet use (15 Lempiras an hour) and renting the Projector (150 Lempiras an hour ($8)). The Center doesn't pay for the Internet connection, it is provided by the Consejo Hondureño de Ciencia y Tecnología (COHCIT). Fees charged are used to cover the CCCC's other expenses.

An issue the Center has faced is that users think of the CCCC as a high end technology center, and feel disappointed or upset when they ask for a service that's not offered, for example: long distance phone calls. That aside, these Centers were conceived as places where people could access information, but mainly so that children and young people could develop learning skills.

A problem present in the community is that even though the neighbors know they could find much of the information they need in the CCCC's, they don't visit them because they don't know how to use the Internet. Often, they ask some of the children who visit the Center for help.

Morocelí Knowledge Center

4.4 Venue # 4: Cybercafés

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?

To obtain information about the number of the existing cybercafés in Honduras has been complicated, because they are not organized, this although the National Council of Telecommunications (CONATEL), is responsible of keeping a record of inscriptions, the information was obtained from a six year range Which indicate that, in Honduras, during this period about 640 cybercafés were created around the country. (2001: 76 inscribed cybercafés/ 2006: 640 cybercafés).

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)?

Regarding the access, most of the cybercafés are located in the urban zone, this could be a result of the technological "boom" in Honduras, which is a brand new topic and due to the conditions of the country it is a space that is still developing, predominantly, in the most crowded zones and where there is a higher economic access to pay for the service.

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.

Most of the cybercafés, in Honduras, are located in the urban and tourist zones, which sometimes are combined with zones characterized by conditions of extreme poverty. It is important to indicate that a 36 % of the surveyed answered that they visit the cybercafés. The cybercafés are indicated as the number one option of other visited places.

4.4.2.2   Appropriate Technology & 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.

.
It is significant that the payment for the service is high but the cybercafés are characterized for trying to provide higher quality services, such as high speed connection and access to technologies that in many other venues are not offered.
One of the advantages that the cost of the services have, is that the cybercafé is more sustainable,

and also that the equipment can be repaired or replaced easily, first because it does not belong to any organization, so there is no need communicate the problem and wait for a technician and second, because the income provides a bigger chance to substitute or fix the computers. In addition to this the cybercafés are conceived as places where the persons can satisfy a lot of their information and communication needs, making use of Web 2.0, which generally has no restrictions.

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.

The access is related to the price of the service, especially in a country like Honduras where poverty is one of the most important problems. On the visited cybercafés the prices were very similar, around one or two dollars an hour. But the fact that it is required to pay for the service, which most of the times offers a higher quality, reduces the participation of low social stratum populations.

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?

Since the cybercafés are profitable businesses they require to charge for the services.

Indicate amount in local currency: the prices of the services oscillates from 5 to 150 lempiras.

Equivalent in US Dollars: From 26 cents to 8 dollars

Date of estimate: July 23, 2008.

Local currency name: Lempira

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:

According to the surveys the cost of internet services oscillates from one to two dollars. International phone calls fluctuate from 26 cents to 8 dollars depending of the country the call is directed to.

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.

As it has been mentioned before since there's no specific information about cybercafés it is necessary to indicate that the zones, municipalities and departments cannot offer for the aims of this investigation. According to the record of the National Council of Telecommunications (CONATEL), the places where more cybercafés are located are Tegucigalpa, The Ceiba, San Pedro Sula and Comayaguela.

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).

This information was not obtained

Description of map:

There is no map available since there is not exact data of the number and places of the cybercafés in Honduras.

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.

It is possible to indicate that the cybercafés are located mostly in the urban zone, which leads us to think that those who live in rural areas do not have this service, if we compare it with the urban zone. The geographical location and the ability of the communities to use the technological tools it can become an important limitation.

4.4.3 Capacity & 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)?

In case of Honduras although the cybercafés are one of the most visited venues, according to the results of the applied surveys, it is also important to remark that their profitable aims turn these places into a space that just offers services and not as a space for personal and communal growth, because the interests are not focused in the development of the communities where they are located. One of the main characteristics of the cybercafés, observed and visited in Honduras, is that they are not in residential zones but in urban zones, it is very common to locate the cybercafés inside the malls.

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.

According to the visited cybercafés only one person is in charge of the user's attention.

4.4.3.2   Staff Training

What is the overall capacity of the staff (ie, librarians, telecentres operators) to help users access and use public access to information & 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.

According to the visited and surveyed cybercafés, the managers have indicated that they have not been trained for the position, but in some cases they have a degree on computer technician / bachelor it seems that there is no requisites to become the manager of a cybercafé, although is preferred to hire a person who knows about computers, as one of the surveyed mentioned.

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 & conference rooms; audio/video programs, computers, internet, other). Include Digital ICT services if offered.

Services Offered	Comments
Play station.	One of the visited cybercafé rents the play station for entertainment of the users
Internet Access	
Local phone calls	
International phone calls	This service is not offered in all the surveyed cybercafés
Video calls	This service is not offered in all the visited cybercafés

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

It is important to indicate that in of the visited cybercafés it was possible to locate a amount within 5 to 25 computers, which depends on the demand and on the capacity of the business.

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.

The consulted cybercafés don't develop programs, neither courses nor trainings to this type of population, principally because they have been created commercial aims to satisfy the information and communication needs of the population who can pay for the service.

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:

The cybercafés, for their characteristics, have available information thanks to the large range offered by Internet, in this sense does not exist a relevant generation of contents from these venues, that fit the specific needs of the communities; it is possible that due to the validity given to the information found on the Internet, local content is not generated

Other Content Needed:

Relevant content is needed, as the investment of the remittances, entrepreneurishment, information about the prevention of sexually transmitted diseases, especially on the HIV-Aids, information about the advantages and the obstacles that migration represents regarding family disintegration

Local Initiatives to build needed content:

It is important to indicate that the managers, as well as the users think that in the cybercafés, local relevant content is not generated, because Internet offers an important amount and variety of information.

Source*: Visits and realized surveys.*

4.4.3.6   Services & 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.

One of the advantages that offer the information Internet via is the variety of languages in which it is possible to consult the information, but in Honduras there isn't any web site that offers information in native languages, not even governmental sites.

4.4.3.7   Types of Uses

What do people USE the venues for (most frequent kinds of information & 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:

One of the prime characteristics is that in the cybercafés there is freedom to chat, to look for information and a compilation of information and activities, which is not mediated by the time that the user spend in the place, but for the payment capacity. In this sense the cybercafés diverge from the non- cost spaces, where it is necessary to provide room to the person who is in the line.

Besides the search of basic or general information such as education, health, many people uses the cybercafé for entertainment, to consult on sports, kitchen recipes, handcrafts, payment of services, to make homeworks, not only by searching on the Internet but writing paperwork in the computer of the cybercafés, to consult information about advertising; according to the results of the applied surveys.

4.4.3.8 Number, Type and Frequency of Users

The information that appear next *alludes only to the persons who were surveyed for the investigation:*

geographic location	gender		Age			education level			Social Status		
Urban	woman	man	14 or less	15-35	36 or more	Primary	Secondary	University	Low	Middle	high
100%	33,3%	66,6%	4,8%	81,0%	14,3%	4,8%	38,1%	57,1%	19,0%	61,9%	19,0%
	100%		100%			100%			100%		

As it can be seen in the chart, according to the surveys, most users are men, while the age range oscillates within 15 to 35 years of age. Regarding the educational level of the surveyed users, most of them are university students and they belong to a medium social status.

Regarding the frequency of the visits 38, 0 % of the users attend frequently, 23, 6 % indicates to rarely visit the cybercafé, 19, 0 % visits it every day, for the14, 3 % it was the first visit and 4, 8 % does it occasionally.

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 & communication resources, differentiating by applicable Equity of Service variables (Form 1c)?

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

Most of the users who visit the cybercafé are qualified to do their tasks and when a person does not know or presents any problem, accessing the computer or to the Internet, the manager of the cybercafé works as a trainer-facilitator

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:

ICT specific training courses:

It is necessary to indicate that, according to the visited cybercafés, none of them offers either trainings or courses to the users, but if they need some type of support and guidance, when they visit the cybercafé the manager fulfils this function. According to the surveys 21 consulted persons indicated that they had never received training in the cybercafé.

It is important to indicate that in spite of not offering trainings services, sometimes the role of the managers as assistant in the process of access to the information is not visible. Since some of the managers have studied computer science, they are qualified to facilitate the process to the users when they don't know how to make use of technology.

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 for the integration to the daily routine, the surveyed users mentioned that technology is used often to communicate with others and to consult information turn into learning. The integration of the services offered in the cybercafés is visualized principally in the processes of communication and formal education. The cybercafés are seen as places of digital literacy, which occur in some occasions between the users, who share the knowledge; in other cases the manager of the cybercafé become the guide of the processes to access the information and the TIC.

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.

From the total surveyed, only 14, 2 % of the users did not answer the question. While 85, 8 % considers the cybercafé is a pleasant place and that "it is fine" for the reason that they find all the information needed, because offers a good service, because the place is comfortable and has a good location, in addition to the possibilities of entertainment available.

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.

The cybercafé offers spaces for the appropriation of technology since the relation is more direct and there are no temporary restrictions, the cybercafé propose to be a place for the exploration and the knowledge of new tools and the access to different information.

In all the venues the impact of the appropriation in communication is visualized, this is the most remarkable use utilized by consumers, which are realized trough chat, videoconference and e-mail.

4.4.3.14 Trust, Safety & 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?

From the surveys applied to users of cybercafés it results that 4,7 % did not answer the question related to the confidence in the information that the cybercafés offer, while 95,2 % thinks that the information found in the cybercafés is reliable and safe for the following reasons:

- The information found in Internet is reliable and truthful (30 %).

- Does not indicate reason (20 %).

- Only uses the e-mail service, that's why any insecurity is found, since it does not consult any other information (20 %).

 - Depends on the user and how the search of the information is done (10 %).

- Finds the information needed (10%).

- The tasks completed with the information consulted are always correct (5 %).

- The information is truthful (5 %).

4.4.3.15 Gaps and Opportunities in information & services offered

What other information gaps & 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)

According to the surveys, the users of cybercafés demand office services such as fax and in some cases international call service. Beside that, some of the persons are not qualified to assist users on the use of technology, in this matter, having the staff trained or an information agent on the cybercafé seems to be a big help to supply the users information needs.

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 & public support, regional and international context)?

4.4.4.1   Local & National Economy

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

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

The economic condition, specially the absence of labor opportunities and consequently the poverty, has led a big number of individuals to migrate. Due to the conditions of poverty, persons are not provided with resources to access information and technology, in this sense it is more complicated because of the costs that it implies, but it is important to indicate that there is a preference for visiting the cybercafés because of the quality connection, than visiting the Communications and Knowledge Community Canters (CCCC), where the prices is lower but the connection speed is slower, it falls down and they have more restrictions than in the cybercafés.

4.4.4.2   Legal & Regulatory Framework

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

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

This information cannot be obtained for the cybercafés.

4.4.4.3   Political Will & Public Support

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

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

None of the surveyed cybercafés indicated to receive any support from the Government. If support for the state actions is limited then it is slightly probable that it offers support to a private business

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? (ie, national public library system, telecentre franchise or network, etc)?

The cybercafés are not organized neither in networks nor affiliations but it is supposed that they are regulated by the state entity National Council of Telecommunications (CONATEL)

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.

The cybercafés do not work with any public or private entity, principally because they are a private enterprise and their sustainability is given according to the number of users that visit them.

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?

There are not other factors that affect the access

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).

Access to this information was not obtained.

4.4.6   Case Example for Venue # 4: cybercafés

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.

Cybercafé

Valle de Angeles, Honduras

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Many organizations offer Internet access, in Honduras we find the Riecken Public Libraries, the Public State Libraries and the Community Canters, spaces that offer free internet access or at very low cost because their purpose is to offer services to the whole population regardless of the social stratum. These centers have restriction policies regarding the use and the access to the information because in most of the cases their main goal is to satisfy the user's intellectual growth necessities. The cybercafés are not free of charge, excluding then, a significant segment of the population, not this way other selected venues, whose main goal is the equitable access

The cybercafés do not offer trainings or personalized attention that collaborates in the appropriate - effective use of the information search and consequently the knowledge - growth of the individuals since the gathered information.

These spaces behave as lucrative businesses, because the use and access to the information services are not restricted and are used mainly for the entertainment of the users.

However, the cybercafé is a space designed to obtain information and communication, even though their main objective is not related to social good or to establish growth spaces of the diverse populations.

One of the visited cybercafés is 30 kilometers away from Tegucigalpa, and it offers services such as photocopies, document printing, digital photography and printings and two play stations. In this cybercafé only works one person, who is a graduate in computer science which helps in the attention to the public The price for the Internet access and play station is 20 (1 $) lempiras an hour.

This cybercafé does not offer trainings but all doubt and questions, regarding the computers and Internet, are answered

Regularly they get about 20 users a day, mostly young people within 14 to 23 years of age, who use the Internet to check e-mails, communicate with the relatives and search information for school and university assignments

5 SUCCESS FACTORS & 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 & communication venues?

*Regarding the information needs of the population, it is possible to identify that is necessary to offer information concerning employment options, fight the migration, generate, produce and supply the venues with all possible contents, in order to teach individuals that migration also represents obstacles and other social problems. It is also necessary information regarding etrepreneurishment, how to create, sustain and promote the microenterprises, offer tools to promote the search and solutions inside their own country. In Honduras exist a big amount of information about migration, the behavior, the remittances etc, The organizations are working in compiling stories, do estimations on the activities that they perform, on how is the migratory route, how to attend the illegal population expelled. But there's no information about what the Honduran can do to fight poverty and migration

*Linked to the migration issue is the subject of identity and Honduran values, due to the migration Honduran culture has been lost, because when the migrants return to the country bring new habits that are eliminating, little by little, the Honduran customs, starting from the language.

*It is necessary to have information regarding natural disasters, because the existent material is not enough to make the population aware, also, material on fighting diseases transmitted by mosquitoes such as dengue and alternative places to shelter when the rainy season comes.

*Information regarding sexuality; in the Riecken Libraries have been cases where the sexuality information is not placed with the collection, because of the content, however they mention that the sexual informed life is a human right. There is also a necessity of information related to teenage pregnancy prevention, sexually transmitted diseases and sexual and reproductive life.

*Not only information is needed but also trainings in occupations that improve the socioeconomic conditions of the population, in many cases focused to women, because they are single mothers or because their partners have migrated.

5.1.2   Where people go

Where do people go for public access to information & communication in the country, especially underserved communities?

According to the consulted users, most of them attend the cybercafés, libraries and Communications and Knowledge Community Canters (CCCC), in case of the children and young people they visit the libraries, particularly because of the school needs. Besides these venues, it is possible to identify that the users attend some other spaces of information access and the ICT like the mayoralties, the health centers, the centers of specialized information as the developed by Non governmental Organizations (ONG), in addition to the house and the office.

5.1.3   Access, Capacity & Environment affect Public Access

How do access, capacity and environment affect public access to information & communication venues in the country? (Refer to details under access, capacity & environment in research design document).

As it has been indicated in several times during the whole document of investigation, between the problems identified in Honduras, that affects the access to the information and communication and specifically to the technologies, is the phenomenon of poverty.

There is also an absence of policies that support the access to the information and communication and to the information and communication technologies (TIC) however it is necessary to mention that although the State has no policies, the different leaders have raised initiatives to improve and to provide an equitable access regardless of the geography, sex, age, educational level nor social condition.

At this time Honduras has been giving more importance to the topic of access to public information than to the topic of public access to information.

One of the situations that affect the access to information is caused because the State does not provide economic resources to offer spaces with pleasant conditions and appropriate infrastructure. Also, if there is no budget to improve the already existing places, it is not possible to keep developing these initiatives in other regions of the country where the State Libraries have not emerge, specifically because of the deficiency of economic resources used for the opening and the sustainability of these spaces.

Another reason that affects not only the access but also the development of capabilities to access the information, communication and TIC, is the fact that in the educational programs they do not offer technology as a topic of study. The access of schoolchildren to TIC has been offered by the government through the Honduran Council of Science and Technology (COHCIT), which thanks to the international cooperation donated an important amount of computers to different schools around the country, in this sense there are initiatives called in different ways, but they are basically the same actions: to donate computers to schools, declared Carlos Cerrato, former-coordinator of the Communication and Knowledge Community Centers (CCCC), some of these projects intent to take the computers to the schools, but when there is no classes they can be used by the rest of the community, which would support not only the access, but the training needs of the adult population

 As for the capacities of the persons to use the resources of information and communication, if

it s information consulted in printed means, there are no problems, since the librarian is entrusted to assist the access. When we refer to the capacities to use the ICT problems appear, since, first, it is considered that the topic of the technology in Honduras is still an innovation and there is not enough digital literacy taught to the different social groups. It is the adults who major obstacles present, in many occasions are obstacles that they have impose to themselves because of the fear of learning or committing errors, sometimes the parents think that the use of the technology is an entertainment or even a wais of time.

As for the processes of appropriation, in Honduras it has been a slow process, as indicated the participants the focal group, departing from its own experience, cases have happened where the technology is used for commercialization, training, but the consulted persons and the results of the applied surveys endorse that the appropriation of the technology in Honduras is visualized since the communication processes with relatives.

5.1.4   Role of ICT

What is the role of ICT in public access to information & communication? What untapped opportunities exist?

According to the consulted persons, they indicate that the role of the technologies in Honduras, in order to have access to the information and the communication, has a big relevancy and this becomes even more evident if we think that most of the consulted persons indicated that the principal place to look for the information is the cybercafé. In addition to this, even though the persons can consult books that they consider as safe, most of the surveyed thought that Internet is one of the most reliable and fastest ways to obtain good results also, the information located in Internet is more updated and there are more possibilities of finding it, taking in to consideration that the success of finding or not the information depends of the user and the how the search is executed.

Technology has come to facilitate peoples life, most surveys consider it this way, because it implies dedicating less time to go out , communicate with others and to look for information, the technology facilitates and improves processes, there are individuals who even accomplished studies or careers virtually, others have commercialize their products both inside and outside the country.

Although the appropriation of the technology is still not strong and is not considered to be a factor that could generate personal and communal development, in the course of time and of the diverse executed actions it is possible to demonstrate the individuals that technology can improve the quality of personal, communal and national life.

5.2   Success Factors & 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 & communication venues and practices in the country? (ie, solutions that would make it more accessible, affordable, appropriate?)

It is necessary to invest resources in the state libraries and to promote attractive activities to

generate participation of all the populations without distinction of age, in this sense, the support of initiatives that fits the needs of the adults is also needed, so the population can access these spaces.

It also necessary to invest by purchasing updated materials that fit the information needs of the users and the community especially in libraries where there is no Internet access. As for the CCCC, and the Riecken Libraries it is necessary to invest in trainings for the managers of the centers and after that qualify the users, although this is already implemented, the purpose must be oriented to the development of the communities, as it was thought originally, however, economic resources are needed to support these ideas. It is important to invest in the use of TIC in order to rescue local knowledge, in this sense it would do a big contribution for the generation of local content of the communities.

5.2.2 Key Success Factors

What are the key success factors for public access to information & communication to meet information needs of the population, especially underserved communities, and especially through digital ICT?

Between the main factors of success it is necessary to indicate that the support of the communities is required; appropriation, support and follow-up are three elementary factors for the success of the venues. It is important to indicate that if there are no economic resources to support and finance the venues, they will not be able to be successful, due to the absence of resources for their sustainability. It is necessary to point out that although there is economic, technological and human resources, the most important thing is that the individuals consider the venues necessary and identify to them.

5.2.3 Role of ICT

How can public access to information & communication venues in the country be strengthened to offer more meaningful and equitable access to information, especially using digital ICT?

Principally, promoting the access to the information, converting it into a tool that generates processes of appropriation, in addition to this, tools such as chat and others belonging to the Web 2.0, which are attractive and used by young people, to turn them into knowledge exchange tools beyond entertainment. Generating exchange processes about what happens in other communities, sharing experiences and acting together in situations and/or decisions of the national context

To promote trough hardware Web 2.0 the generation of relevant - local content from the same citizens, in this sense it is necessary to rescue the actions made by the Network of Development (RDS-Hn), which at present is about to develop a project in rural communities, where some of them are getting trained to produce a program regarding the community news and needs.

5.2.4 Top Ten Recommendations

What are the Top Ten recommendations for public access to information & communication venues in your country? Make sure you include policy recommendations as part of them.

1. To turn the libraries and the telecentros into spaces of exchange of information, knowledge and experiences, in addition to boost sharing spaces, communal needs and to encourage them to be, not only a space to access information and trainings, but to become a meeting space for discussion, action and struggles.

2. Hardware Web 2.0 must be boosted to generate local contents, primarily in young people who use them the most.

3. Is also necessary the joint between the diverse venues to generate wider processes of information, which implies the coordination with important instances to access information, in this sense it is possible to consider that the centers of health should offer information to the venue, the mayoralty, the centers of specialized information, between others, which are located in the communities

4. A participation process is elemental, where the individuals could define the needs of their own community. If among these needs is necessary the creation of venues then is required to define what is the crucial information as well as the most suitable type of venue and generate processes of insertion for all the population. In addition to this, mentoring is essential in the process of the approach to information, as well as to the TIC. It is necessary that the mayoralties or local governments fulfill a fundamental role in the integration of the venues or the definition of these visualizing the needs of the communities, it would play a fundamental role in the mediation

5. There should be joint efforts to know where the venues are located or where they try to settle, in order to avoid a double effort having several venues in the same place or, in other words, preventing a venue's sustainability to be affected due to the closeness of other venue that offers services at lower cost.

6. Teamwork is fundamental on the already existing venues, to share experiences and the support as long as their policies adapt and allow it

7. It could be an initiative, to link the work of the public state libraries with the CCCC, connecting this way the work of both, favoring the resources and the generation of complete spaces for the users.

8. It is elemental to generate training processes in the use of the TIC.

9. Generation of training and information management processes, to diversify the services parting from the sustainability of the cybercafés, in this sense, although the cybercafés already fulfill a social role that in many cases is not visualized, they have fulfilled a role even though they have not been created with this purpose. Being these venues one of the most used, it is possible to think of boosting the capacities of the individuals and generate a major communal impact.

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 Research

Algeria
Argentina
Bangladesh
Brazil
Colombia
Costa Rica
Dominican Republic
Ecuador
Egypt
Georgia
Honduras
Indonesia
Kazakhstan
Kyrgyzstan
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 & 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 & communication, especially to underserved communities, and especially through the use of digital ICT: What are the needs, barriers, opportunities & 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 & 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 & analytical models

To inform project design, CIS adapted the Real Access framework (Bridges.org), analyzing public access to information & 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 &

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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.