

IFAP Success Stories

The Library Wide Open Door project

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ZAGREB CITY LIBRARIES

Star#269;evi#263;ev trg 6

10 000 ZAGREB

CROATIA

Tel. +(385)(01) 4572-344

Fax: + +(385)(01) 4572-089

E-mail: kgz@kgz.hr, d.bastic@kgz.hr

URL: <http://www.kgz.hr>

The Zagreb City Libraries is a modern and well-organized network of public libraries. The library system includes two main libraries, the County Research and Development Department and 12 branch libraries with a net of 31 smaller branches on 45 locations. There is also Bookmobile Service provided by two bookmobiles that stand on seventyfour stations.

From 2007, Zagreb City Libraries conduct the project The Library wide open doors, with the goals to promote reading and life long learning and social inclusion of children and youth with development handicaps or with a disabilities. The project include:

1. PLAY SESSION - STORYTELLING – IMAGINATIVE SESSION: programme for including children with hearing impairment, speech impairment, reading and writing difficulties into regular programs of the library and support to their parents, teachers and educators;
2. CREATIVE WORKSHOPS AND CULTURAL EVENTS: art workshops, exhibitions of works, literary meetings, plays for children with development handicaps, youth and young adults with different degrees of slight and moderate mental impairment, and with physical handicap;
3. INTRODUCTION TO MUSICAL INSTRUMENTS: musical educational meetings for blind and partially sighted children and youth which include lectures, occasional concerts, talk with artists, learning about instruments by the sense of touch, and education as well as ecouragement to use computers for the blind users with special supplements - speech unit, screen reader and Braille line;

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4. HAND-MAKING OF TACTILE PICTURE BOOKS for the blind and partially sighted children and sensibilisation of children who can see. The world production of picture books for visually impaired children is very limited and, in Croatia, don't exist. Blind children in Croatia get their first book in Braille in the first year of elementary school.

Project objectives are:

- encourage interest and love for literature
- increase skills for reading and writing
- encourage children with vision impairment to read
- offer the possibility of familiarizing with cultural heritage, good picture books with quality illustrations
- enable visually impaired children and youth to have a unique and complete educational system with music
- develop the ability of blind students to use computers for the blind,
- develop sensibility and better understanding for children and youth with development handicaps or with a disabilities
- make libraries more approachable as a place for fulfilling needs for education, information, culture and entertainment for all.

In the first year of its existence, more than 700 children and young adults took part in the Library Wide Open Door project.

Attachments: 3 Photos, Video (Author: Igor Bararon)

Country	Croatia
Website	http://www.kgz.hr/projekt/Projekt.htm
Categories	Quality education Information ethics

Rural Information Express

With the support of the Chinese Ministry of Science and Technology, the Department of Science and Technology of the Guangdong People's Government, created in September 2003 an S&T information express website (<http://www.gdcct.gov.cn/default.html>) for the rural areas in the Province. Designed to provide public good services to farmers, the platform, consisting of computer network, TV network, and telephone network, operates to increase farmers' crop yield and income. The website has information correspondents at the municipal, county, township, and village levels, allowing direct information sharing among some 20,000 natural villages, or 90% of the natural villages in the Province.

Chakeng Village in the Jiangmen City is a typical beneficiary of the information project. The village is famous for leek shoot growing, with some 300 farmers, or one fourth of the population in the village, growing the vegetable. Leek shoot grown over an area of 1750 mu (1 mu= 0.06666667 hectare) has brought up an annual income worth RMB 10.0 million to the village. An information service station was established and physically located in the building of village neighborhood committee, in a move to help farmers to become rich by growing the vegetable.

The village has its own website <http://www.chakeng.com/F/39/default.asp>. It uses the information downloaded from the Rural Information Express to guide farmers growing leek shoots, and issue a range of information about the village, including inviting investment, tourism, and produces. It also issues leek shoots quotation to attract buyers from adjacent regions, and even from Hong Kong and Macao. The effort has allowed the leek shoots being sold at a profitable price, in addition to a boomed sale.

The village's website has attracted numerous farmers outside the village to grow the leek shoots on the leased land in the village. The raised rent alone has added a profit worth some RMB 250,000 to the village's treasury.

Farmers also established their own leek co-ops, with warm hearted leek growers who have achieved fine economic returns as their heads. The co-ops collect needed information, such as growing techniques and marketing, for their members, and share experience and information with each other through meetings, in an attempt to let every farmer be benefited from growing leek shoots.

Country	China
Website	http://www.chakeng.com/F/39/default.asp
Categories	Poverty reduction Information literacy

Helping Children in Orphanages in Developing Countries.

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Can new social networking channels be used to create public awareness on global humanitarian issues?

The answer is: Yes.

Global Learning Foundation – a non-profit organization - decided to use social networking web site Facebook cause functionality to unite people from all over the world in their support of children in orphanages in developing countries.

The first orphanage house that has been selected to support is located in Buzovny region of Azerbaijan.

Within a few months with virtually no marketing over 180 people from around the globe have joined the cause and raised over \$100 for these children. And this is only the beginning.

Global Learning Foundation continues to use new media channels such as groups in LinkedIn ; groups in Facebook and its own web site Causes We Support to increase public awareness on global humanitarian issues.

Global Learning Foundation is ready to support and educate groups from around the world on the use of Web 2.0/Web 3.0 channels for humanitarian issues.

Country	Azerbaijan
Website	http://apps.facebook.com/causes/view_cause/14596?recruiter_id=4354789
Categories	Human development Poverty reduction Quality education Information ethics Information literacy Information preservation

Not looking back: the experience of an advantaged user in Lesotho

Through cooperation and resource sharing, library consortia in developing countries can provide first-class services to their users who become world-class researchers

Pulane Lefoka is a Research Fellow at the Institute of Education, National University of Lesotho which is a small, landlocked kingdom surrounded entirely by South Africa. Ranked by the UN amongst the poorest countries in the world and with one of the highest rates of HIV-Aids infection, academics in Lesotho know the value of education in alleviating poverty and improving life chances.

The mission of Lesotho's Institute of Education is to promote educational development through research, in-service teacher training and curriculum guidance. Staff provide a range of high quality services to Lesotho's Ministry of Education and collaborate in international research projects.

Pulane Lefoka's expertise in areas such as tertiary and non-formal education, primary school teacher training and the impact of ICTs in African villages has earned her widespread respect over the last fifteen years. As an academic author and a keynote conference speaker, Ms Lefoka's research has been cited by UNESCO, the World Bank and the UK Department for International Development.

Underpinning scholarly research everywhere is access to quality information resources such as reference tools, reliable data and up-to-date peer-reviewed literature. The research community is global and the ability to produce top results requires access to the latest global research. Nowadays most resources are electronic and can be delivered directly to the researcher's desktop in Luxembourg, Latvia or Lesotho through their institution's library.

"I was introduced to the ERIC database (Educational Resources Information Center) around 1994", said Pulane Lefoka. "I found the exercise difficult and I felt more comfortable using hard copies which could be found in the library, borrowed and used at leisure in the comfort of one's office. However, I soon came to realise that the comfort zone did not have the latest publications. In contrast, the database contained research published within the previous month. I had to try online resources".

And so Pulane Lefoka began her journey into the online world and hasn't looked back since. "The advantages of using eIFL.net licensed resources are numerous. The idea of having only hardcopy resources seems a world away, as I now have access to much more up-to-date information. Searching for material is more convenient, for example, I no longer have the problem that I go to the library shelf and find that the book is already out on loan".

"Additionally, researchers can choose from a large pool of recent publications at their own convenience and in their own offices. Thus, the library has in fact moved to where the researchers are; to access information, it really does not matter whether one is working from one's own desk or from the library".

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“The fact is”, continued Pulane Lefoka, “the sky is the limit with electronic formats for as long as one has access. I would like to commend the systems librarians who have trained and empowered us researchers. I now regard myself, not only as empowered, but also as an advantaged user!”.

Lesotho Library Consortium

The National University of Lesotho was a founding member of the Lesotho Library Consortium, known as LELICO. Member libraries are dedicated to sharing costs and resources especially for electronic information, interlibrary document delivery and collection development. With financial and technical assistance from eIFL.net, membership of LELICO has grown to twelve libraries in the government, business, education and NGO sectors. Users benefit from affordable access to approx. 8,000 journals and reference works through eIFL.net licences, therefore advancing the research, learning and development of civil society and communities in Lesotho.

Country	Lesotho
Website	http://www.eifl.net/cps/sections/news/spotlight/2007_02_14_not-looking-back
Categories	Human development Quality education Information literacy

IMPROVED LITERACY HELPS PREVENT AIDS

HIV/AIDs has brought unprecedented misery to Malawians. Women and children are among the most affected groups in the population due to low literacy levels, poverty, and gender related social issues. Improving literacy levels can help increase economic empowerment and develop life skills which in turn can reduce HIV infection rates and help improve the lives of women and children.

Mzuzu University through its Children's Library conducts a range of outreach programs that are designed to promote literacy and to provide practical social and health information by developing a reading culture among women and children in the local area. Women and children who participate in these programs acquire skills and knowledge which not only assist them to improve their literacy levels but also to develop positive health and social behaviour.

Using entertainment, play and a variety of learning activities the program encourages women and children to acquire practical information. By using a range of specially created and selected learning materials, books, toys, costumes and games the activities demonstrate how accurate information can provide solutions for real life problems. The program also hopes to encourage in children a love of reading for pleasure and enjoyment.

In addition to providing fun learning activities the program also provides local children, their parents, guardians and teachers with the opportunity to share their experiences in a supportive and safe environment. The program encourages children to listen, talk, discuss, question and learn about ways of addressing their own individual problems. Diverse issues such as HIV/AIDS, hygiene, disease prevention and ecologically sustainable use of water and land resources are discussed openly and honestly within a culturally sensitive environment that is cognizant and respectful of traditional and religious beliefs.

The underlying premise of the program is that knowledge is a key determinant of a person's ability to cope. Knowledge influences an individual's behaviour and the provision of accurate information can strongly influence how a person behaves in regard to contraceptive use, infant and child rearing practices, cleanliness, food preparation, dietary choices, farming and gardening practices. Resources selected for the Children's Library Outreach Program contain specific practical knowledge and information. The program also helps foster important life skills such as assertiveness, decision making, planning, stress and anxiety management, self control, critical thinking, goal setting, and effective communication skills.

Specific activities include:

Story Telling Sessions provide important practical information and also aim to provide physical and emotional support to children who are orphans and who may lack love, care and parental guidance in

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their homes. Story telling provides an opportunity for children and adults to express their feelings and to reflect on their personal experiences in a caring and supportive environment.

Reading Programs and Discussion Sessions enable children to explore a variety of literary forms such as books, newspapers, letters, poems and short stories. In addition to actively improving literacy skills these activities provide important factual information.

Drama, Role Plays and Puppet Shows are also used to provide important messages in an entertaining and non-threatening manner. These activities build on the strong oral tradition which is an integral part of traditional Malawi culture.

Traditional Dancing Displays help retain an understanding and build an appreciation of Malawian culture.

The knowledge and skills acquired enhance participants' self esteem, and assist them to develop attitudes and values which promote positive social and health behavior. In turn this promotes good decision making which is a key factor in HIV/AIDS prevention.

Country	Malawi
Website	
Categories	Health Information literacy

Using ICTs innovatively to promote market access for farming communities

My name is Iddisah M. Seidu, a farmer in Sisipe community

The benefit I got through the Eastern Corridor Agro-Market Information Centre (ECAMIC Project) is good market prices for my produce. Before the ECAMIC Project came into being, I and my community members were in total darkness. Farmers who should have built houses through their toil of the land were being cheated for a long time by market women.

Two years ago, SEND foundation brought the idea of operating a project called ECAMIC which seeks to disseminate market Centres. I quickly took advantage of the information and was wondering how the project will look like. Several questions run through my mind as to when the project will begin, whether it will be real and how it will be done.

When the project started giving us market information, I studied the trend and behaviour of market information given us on market prices on some selected food crops as they come. I advice my community members appropriately and behold we came out of the darkness in which we were and now the community is making profit in the sale of our produce.

Even though I'm not rich by myself but I have gotten a good name and respect in the community as a result of disseminating the market information. As the saying goes "Good Name is Better than Riches". I pray that the project comes to stay.

Thanks to ECAMIC, thanks to SEND FOUNDATION.

Country	Ghana
Website	
Categories	Poverty reduction Information literacy

Using mobile phone SMS messaging and notice boards as tools to market information accessible to farm

I'm Sulemana Issifu, a farmer from Kpolo community. Ghana

Before Send came out with the ECAMIC Project my farm produce were left to rot in the farms because, I never knew of where to sell my produce.

With the intervention of SEND, I am a better person today than before. I can now boast of a motorbike and two bicycles in my house. I acquired these through the market information that I read from ECAMIC by text messaging to my phone and notice boards.

I stored my farm produce and sold them at the right time to make profit.

This year I have sold my maize because of the market price I received from ECAMIC.

I have really benefited from the project.

Country	Ghana
Website	
Categories	Poverty reduction Information literacy

Open Source Software brings a new lease of life to libraries in Palestine

A few old computers, some freely available Open Source Software (OSS) and a little knowledge was all that it took to create a high-speed network that pleased staff and astonished students at Yusuf Ahmed Al-Ghanim Library, the Main Library at Birzeit University in Palestine's West Bank.

On returning home from a workshop on Open Source Software for libraries during the eIFL.net General Assembly in Vilnius in October 2005, Library Director Diana Sayej-Naser was inspired to approach the university's electrical engineering department who were running a project on OSS. Within a couple of months, the library had transformed their old computers into a new high-speed network with access to the Internet, online databases, the library catalogue and Ritaj, the university's academic web portal.

"The library terminals are always in high demand, so the students were delighted to have ten more computers available. At first it was hard to convince them to work with Pentium 1 and 2 computers which date back to 1993, because they expected them to be slow and unworkable", said Diana Sayej-Naser. However, the reaction of Nizar Khalil was typical, "I found no difference between this Pentium 2 and the Pentium 4 computer located in the main hall of the library. The speed is great! What have you done with them to become that fast?", said the fourth year arts student.

The answer is simple according to Dr. Wasel Ghanem, head of the Electrical and Computer Systems Engineering department, "We switched to Open Source Software. All the computers run Linux and the memory was upgraded. One Pentium 4 acts as a server to the ten older computers which operate as thin clients. Now they perform just as well as the new computers running proprietary software".

Dr. Ghanem believes that OSS offers great potential especially for developing countries. "Up until now, ICT in Palestine has largely focused on proprietary solutions, mainly Microsoft. The typical lifetime of a PC computer network in a school is three years, after which new versions of operating systems and applications become necessary. This is expensive and has hampered large scale deployment of computer infrastructure in Palestine. OSS can provide significant cost savings, especially in the education sector. Hardware costs can be reduced by as much as 65% and licensing fees are eliminated".

But for Dr. Ghanem it is not just about cost, it is also about quality. "OSS is flexible and sometimes superior to propriety solutions. Most importantly, it stimulates local innovation and transfer of knowledge by providing Palestinian software developers with the opportunity to contribute to the global OSS community, as well as OSS systems and applications".

Birzeit University

Birzeit University, situated just outside the town of Bir Zeit near Ramallah, was the first Arab university to be established in Palestine and is widely considered the foremost third-level educational

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establishment in the Palestinian territories. The OSS project at Birzeit University focuses on the ICT infrastructure required to support large scale deployment and applications of technology in education. It uses Linux Terminal Server Project (LTSP), an add-on package for Linux that allows lots of low-powered thin client terminals to connect to a Linux server. As well as the Main Library at the university, the system has been tested in Abu-Shkkaidem and Al-Saweyya schools and is now being implemented in Al-Bierheh, Al-Hashemeyya and Al-Ameer, the three biggest secondary schools in Ramallah.

eIFL.net

eIFL.net supports alternative models for libraries in transition and developing countries. Proprietary library software applications are often purchased through one-time donor grants. This means that eIFL.net libraries sometimes cannot afford licence and maintenance fees and the systems become obsolete. eIFL.net provides advice on software solutions that are sustainable for libraries in transition and developing countries.

Country	Palestinian Authority
Website	http://www.eifl.net/cps/sections/news/spotlight/2007_02_14_open-source-software
Categories	Quality education Information literacy

Librarians spearhead the information superhighway

Bathed in the warm glow of the setting sun and surrounded by the picturesque plateau of Zomba in southern Malawi, a unique partnership led by librarians, which has transformed connectivity for the academic, research and development community in Malawi, came to fruition. High speed Internet access spanning the whole country became a reality as bandwidth doubled overnight, (then quadrupled on two sites), enabling a host of new services for libraries, students and researchers.

Like other developing countries, Malawi benefits from initiatives to bring top quality electronic resources, such as those licensed through eIFL.net, to the region. It was estimated at the time that Malawi had access to over three million US dollars worth of online electronic content. However, poor connectivity, mostly through dial-up modems, greatly hampered its use. Downloading journal articles was painfully slow and important functionality, such as full-text search facilities, was impossible. Librarians and users expressed their frustration. “It was like looking through a window, but being unable to enjoy the view”, said Margaret Ngwira, College Librarian of Kamuzu College of Nursing.

The Malawi Library and Information Consortium (MALICO) decided to act, with support from eIFL.net. The result was a major national infrastructure project spearheaded by librarians. Multiple stakeholders were persuaded of the value; funding agencies, technology companies, government procurement bodies, university vice-chancellors, national communications regulators, policy makers and politicians. The decision of the Malawi Revenue Authority to waive the import duty on the VSATS and the agreement by the Malawi Communications and Regulatory Authority to slash the licence fees by 95%, in recognition of the significance of the project for academic and research work in Malawi, was an encouraging early start.

With coverage on national TV, the Deputy Minister of Information and Tourism launched the VSAT network comprising 3.7 metre satellite dishes installed at four sites of the two major universities, University of Malawi and Mzuzu University. The VSATs now deliver bandwidth to the majority of higher education sites in the country and access is being extended to the development sector.

“The benefits have been enormous”, said Professor JJ Uta, Chair of MALICO and Mzuzu University Librarian. “I can’t begin to say the number of areas for which it has been a catalyst”. Academics have better knowledge of digital resources because they have access from their desks, leading to improved research output. Statistics show that journal article downloads have more than doubled since the installation of the VSATs. MAREN, the Malawi Research and Education Network, part of the UbuntuNet Alliance for Research and Education Networking, has been established and is being “incubated” by MALICO. Through MAREN, a virtual campus for health education has been created linking the institutions in a fibre loop in Blantyre in the south. It is planned to link the capital, Lilongwe, providing crucial assistance in attaining health-related Millennium Development Goals including HIV/AIDS, gender

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and poverty alleviation. Discussion of new services has been enabled, such as the creation of open access institutional repositories, curriculum development and distance learning courses to reach rural areas and better institutional websites.

“I knew that the library had access to many electronic journals, but online access was so slow that in practice, I couldn’t make use of them. Now I can search quickly and easily for the latest articles. It is really helping me in my studies to become a medical doctor”, said Wanangwa Chisenga, a fourth year student at Malawi College of Medicine.

MALICO

The Malawi Library and Information Consortium provided the lead in this pioneering activity to introduce VSATs to Malawi benefiting the higher higher education community throughout the country.

Country	Malawi
Website	http://www.eifl.net/cps/sections/news/spotlight/2007_06_18_librarians-spearhead
Categories	Quality education Information literacy

Moldova: focus on faculty, lessons for libraries

eIFL Direct Moldova is a consortium of sixteen major libraries spanning the Republic of Moldova. Independent since 1991, Moldova is one of fifteen countries of the former Soviet Union, and is now part of the Commonwealth of Independent States (CIS). With positive economic growth rates in the early 1990s, Moldova was hit hard by the regional financial crisis of 1998 and now struggles as one of the poorest countries in Europe.

The library community recognises its role in contributing to the social and economic development of the new state, assisted by the proud achievement of 99% literacy rates amongst its adult population. “Libraries have a part to play in improving education, teaching and research in Moldova”, says Silvia Ghinculov, Coordinator for eIFL Direct Moldova. “The new electronic resources, in particular, can dramatically improve inputs for our students and faculty staff, raising the quality and standard of outputs”.

There have been challenges along the way. Not unlike other countries, it took time for libraries to embrace the idea of pooling resources and sharing databases. Today, as even vendors insist on working with library cooperatives, the consortium model has taken off. eIFL Direct Moldova provides access to thousands of full-text journals in hundreds of subjects, satisfying the research needs of even the most prolific scientist.

Statistics showed that despite the increase in available resources, database usage in some university libraries was decreasing. Closer examination revealed one of the prime factors: the great influence of academic staff on the choice of resources used by students, for example, through subject reading lists. It was decided to address the “generation gap” and to encourage greater use of e-resources amongst a group whose tradition in searching lay largely in print materials and for whom English is a barrier.

The focus on faculty had a three pronged approach: to launch a promotion drive to support academic research and writing using e-resources, to add new resources in response to user needs and to convince the university administration of the importance of electronic resources for modern teaching and research.

Subject-based training sessions were attended by more than 800 academics from the Academy of Economic Studies, the Academy of Science and Moldova State University, across a wide range of disciplines from business administration to the physical sciences. Library staff provided journal lists for each subject area and taught basic search techniques, wrote about the databases in academic reviews and analysed citations used by professors and doctoral students. Lecturers soon realised that there was a wealth of current information to help with everyday teaching, such as case studies, statistics and company data, as well as quality research articles.

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The close contact with faculty also revealed some lessons for libraries. Leaflets and other promotional material were improved in response to feedback. A dedicated computer room was established in most consortium libraries. “We listened to faculty and took some small, practical steps to improve the experience of staff and students working with e-resources. We will continue to monitor take-up and usage and will adapt to meet the needs as they change”, said Silvia Ghinculov.

Advocacy for e-resources to senior university administration is on-going. One of the first hurdles is to explain the difference between printed books and journals and the intangible resources contained in databases, where the “product” is not visible. This can have beneficial effects, however. A library, instructed to slash its print journal subscriptions due to cost, discovered that many of the titles were available electronically through the consortium. The result: one happy vice-chancellor and a new champion of e-resources!

Country	Republic of Moldova
Website	http://www.eifl.net/cps/sections/news/spotlight/2008_01_10_moldova-focus-on-faculty
Categories	Human development Quality education Information literacy

Rural Central America: small library, big impact:

Every week in the Guatemalan town of San Juan La Laguna, village elders are escorted to the library to swap stories with children. They sit facing a wall of computers, above which are instructions on using the Internet to search for jobs, to phone distant family members, to read online newspapers and to undertake school research.

Young children dash in to play with educational games, teachers bring students to use library resources and adults search online for business opportunities. Coffee growers, women's weaving collectives and ecology groups use the library for meetings. Literacy entity CONALFA holds adult reading classes in it.

Three-year-old Rija'tzuul Na'ooj (its name means "Seed of Knowledge") exemplifies how a lending library with free Internet service can serve as a pulse point for rural development.

The library was built in a partnership with the Riecken Foundation, which has a network of 62 community libraries in Guatemala and Honduras. Through a volunteer library committee, San Juan La Laguna rounded up land and some construction materials while the municipality agreed to pay librarian salaries. The Riecken Foundation bankrolled the construction, purchased new books and computers, provided a satellite Internet connection and designed programming. All Riecken libraries offer a literacy program for preschoolers, story hours and youth leadership programming. This year with the support of Open Society Institute, the youth program includes competitive debate

Story hours are conducted not only in Spanish but also in Mayan languages in this farming community where 95 percent of the population is indigenous. Some readings unfold on the town plaza to attract children who don't regularly visit the library. One story hour was videotaped for local cable television.

"Story hours are my favorite thing," says librarian Jeremiah Hernández. "When we first opened the library, children were afraid to touch the books, to make noise. Now they rush in and run right over to the shelves. Their curiosity is boundless.

"But it's more than just the books," he adds. "I feel that we're bringing the whole world to them."

Rija'tzuul Na'ooj also takes its books on the road, a habit started when Hurricane Stan slammed the town in 2005 and library volunteers mobilized to hold story hours in the shelters filled with displaced families. Trained volunteers are a vital part of the Riecken libraries' success.

Innovative local initiatives are also a trademark of Riecken libraries. When Guatemala held presidential elections in 2007, Rija'tzuul Na'ooj hosted a series of candidate forums. It also held mock elections for children to help them understand the electoral process. The library sponsored a joke-telling contest in the Tzutujil language, coordinated this year's International Women's Day celebration and regularly

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spearheads “know-your-community” walks around the 10,000-resident town. A Clean-Up Day, which spotlights environmental concerns, is on its way to becoming an annual library event.

The library relies on partnerships – public and private; local, national and international – but community management is key to its sustainability.

Country	Guatemala
Website	http://bibliotecarijatzuulnaooj.blogspot.com/
Categories	Human development Poverty reduction Quality education Information literacy

Team Teaching English with International English Speaking Volunteers at Watphrathatwittaya School

Since 2003, Teachers from PTY (Watphrathatwittaya) and English speaking volunteers from Openmindprojects (Nong Khai, Thailand) have worked together to improve English teaching for PTY students. (Novices aged 13-18). It's a small school with 150 students from very poor backgrounds with limited academic success. Our story begins in October 2006. For 6 months we experimented with different teaching methodologies to find out what worked best. We wanted to give students the language they needed to say what they wanted to say and understand what they heard. Success was defined by increased student engagement, successful completion of assignments and the ability to use the language learned in a meaningful way.

Working together is challenging. Language and cultural barriers make communication difficult and sometimes lead to misunderstandings. They also provided fertile ground for learning from each other and creating approaches that take advantage of the best of each. In fact, working through these barriers with good will and humour significantly contributed to our ultimate success. It was a wonderful experience for both of us.

Students studied from an English text provided by the Thai government. It left much to be desired. The language was too advanced for the students to understand, the grammar so complex it would befuddle most Canadian university students and the examples were based on American, not Thai, experience. Teaching from the text resulted in rote recitation without understanding and endless out-of-context grammar drills. Students could not remember or use what they learned.

Adapting the text to suit student needs didn't work well. The examples and language were just too advanced and lacked any real connection to the world students lived in. Integrating computer technology in practical ways with English instruction helped. Students like working with computers. Unfortunately, their language capabilities were too limited for ongoing email communication or creating newsletters. Real success began when we created our own curriculum based on student needs and interests.

A variety of question-and-answer games proved very effective. Students loved them and it helped us assess what they knew and needed to learn. We then designed assignments based on the results. Research projects and a speaking contest were most successful. Students picked their own topics while we defined the scope and methodology to suit their capabilities. No student was permitted to say what they didn't understand and grammar was simplified to help them say what they wanted to say, clearly, in words they could remember. All presented their work. They surprised themselves and us with their

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commitment and level of achievement. Students became eager to learn and many completed assignments and presented in public for the first time.

We are no longer working together but the quality of education at PTY continues to improve with more creative teaching. Meaningful projects and assignments involving all aspects of language acquisition are being incorporated throughout the curriculum. To the delight of all, students at the school recently won first prize in a speaking contest involving 430 temple schools. Watphrathawittaya is alive with student learning.

Country	Thailand
Website	http://www.pty.ac.th
Categories	Quality education Information literacy

Thriving, not just surviving: how the library consortium transformed services in Azerbaijan

With access to up-to-date material, scholars and researchers in Azerbaijan can produce top quality results. Using resources licensed through the consortium, Fariz Ahmedov, Assistant to the Dean, Khazar University School of Economics and Management, was able to prepare a presentation for the high level international conference on Azerbaijan's WTO membership "International Trade, Standards and World Trade Organization (WTO): current situation, problems and prospects", Baku, April 2007

In 2001, more than ten years after gaining its independence from the former Soviet Union, libraries in Azerbaijan still did not have access to the wealth of electronic information and databases that it knew was available to libraries in other countries.

A short experiment with an international hosting gateway for electronic journals served only to reveal the obstacles facing librarians wishing to introduce modern information services to Azerbaijan, a new republic nestled in the Caucasus, at the crossroads of Eastern Europe and Western Asia. The vision of instant access to thousands of journals was soon tempered by the reality of technical, financial and legal issues, too complex to be resolved by the lone Library Information Centre of the fledgling Khazar University.

Yet within a few more years, students and staff at Khazar University (which means Caspian University), now have access to over 10,000 full-text journals, databases, online indexing, inter-library and digitised abstracting services which have revolutionised information provision at the University.

How was this achieved? In two simple ways. eIFL.net support for the creation of library consortia in member countries provided an impetus for forward thinkers in the library community in Azerbaijan, who decided that they would not let the opportunities provided by new technologies pass by.

In December 2003, Khazar University, together with Baku State University and Azerbaijan Medical University founded the Azerbaijan Library and Information Consortium, known as AzLIC. Today, the consortium has grown to thirteen members, including major libraries, academic institutions and international NGOs. In addition to electronic resources, AzLIC provides training and consultation, has become a national leader advocating for new information models, such as Open Access, and has built regional and international partnerships.

"Library services have been transformed in a very short time. Without working together as a consortium, none of this would have been possible", said Lala Hajibayova, eIFL country coordinator. "Ten years ago, libraries in Azerbaijan relied on print material to meet the requirements of our researchers", agreed Tatyana Zaytceva from Khazar University. "When we placed an order for a journal,

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it could take up to three months for the first issue to arrive. Nowadays, this would be unacceptable. This shows how much our expectations have been raised”.

Support from eIFL.net

Throughout this time, eIFL.net has been on hand to lend a hand. eIFL-negotiated licences with highly discounted prices and the fairest licence terms available on the market enable AzLIC to take charge of the business of selecting, managing and funding its own resources. eIFL.net training in consortium building has provided AzLIC with the knowledge and skills to make their consortium a success. “AzLIC is a support entity for librarians”, said Lala Hajibayova. “We can share concerns and solve problems together. We have gained a reputation as experts and are consulted on negotiations with vendors and legal contractual issues”.

In fact, the consortium meets nearly every second week to discuss its ongoing programme to members. Through the US funded American Centers and the Regional Library Development Program, AzLIC serves 15 regional public libraries in Ganja, Lankaran, Ali Bayramli and other cities. By the end of 2007, it will cover 20 regional libraries across the country.

Country	Azerbaijan
Website	http://www.eifl.net/cps/sections/news/spotlight/2007_07_30_thriving-not-just
Categories	Governance Human development Quality education Information literacy

Libraries supporting economic development: access to international journals aids Serbian research

Innovation and technological progress have replaced production and other traditional growth factors in modern day economies contributing as much as 50% to a country's economic development, according to the European Commission. A 2005 UNESCO report on science, technology and economic development in south-eastern Europe reached a clear conclusion: investment in scientific and technical knowledge is critical to the region emerging from a decade of transition, disintegration and conflict. Decision-makers in this corner of Europe must take urgent steps to ensure that science, technology and research re-gain a leading role in national development strategies, integrating the new nations of the western Balkans into the international knowledge-based society.

Serbia is making great progress towards achieving this goal. Two simple indicators can be used to measure the presence of a country in world science. The first is to calculate the number of scientists who have had their research findings published in international peer-reviewed journals. Between 2001 and 2006, Serbian authors included in ISI Web of Science, which contains over 8,000 high impact journals, doubled. The second is the number of national journals selected for indexing by international journal aggregators. Between 2002 and 2007, the number of indexed Serbian journals rose from four to six titles spanning biology, chemistry, materials engineering and veterinary science.

The driving force behind this remarkable development is the Serbian Library Consortium for Coordinated Acquisition, known as KoBSON. As a result, the world benefits from unique research undertaken by Serbian scientists, while at the same time national standards improve with the application of qualitative and quantitative norms, such as better citation data and high quality editorial content.

The work of KoBSON supports a key finding of a UNESCO study (2006) on the use of scientific information in south eastern Europe: access to specialised international literature is essential to revitalise scientific infrastructure and to ensure that universities in the region can compete and attract academics from other countries to collaborate in joint research projects. With over 130 members in faculty, research and university libraries throughout Serbia, KoBSON provides access to approximately 30,000 full-text journals across all disciplines, including a sizable number of open access titles.

“We recognised that before scientists and researchers can publish in prestigious international journals, they must have access”, says Biljana Kosanovic, National Library of Serbia and country co-ordinator for eIFL.net. “So we concentrated our efforts on promoting our resources directly to the end-users. We have made presentations to scientists in every member institution in Serbia. We monitor Serbian-authored articles in international journals and link to the KoBSON website. This raises awareness of the resources in Serbia, and it creates a healthy and vibrant research community with national visibility for

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their work". The statistics back this up, as article downloads increase by an average 100,000 year on year.

The role of KoBSON in promoting Serbian science, both nationally and internationally, is recognised by the Ministry of Science who commissioned the library consortium to undertake an independent impact assessment of local scientific publications to modernise Serbian research output. "There is a strong link between science and technology and economic development", said Kosanovic. "Our figures show the correlation between the availability of current scientific journals and the international presence of Serbian research. This creates a new role for librarians as educators and facilitators, one which we in Serbia are embracing!"

Country	Serbia
Website	http://www.eifl.net/cps/sections/news/spotlight/2007_09_10_libraries-supporting
Categories	Governance Quality education Information literacy

Advocacy, accountability and transparency: library watchwords in Ghana

“Advocacy, accountability and transparency helped to put our library consortium on its feet, and continue to allow us to flourish”, says Helena Asamoah-Hassan, University Librarian at Kwame Nkrumah University of Science and Technology and a founding member of the Consortium of Academic Libraries in Ghana, known as CARLIGH.

The consortium is certainly flourishing. After only five years, CARLIGH has an impressive membership of eighteen leading libraries dotted all over the country from Accra to Winneba and to Tamale including all six public universities, eight private universities, two polytechnics and research institutes.

Advocacy began in 2003 with the Committee of Vice Chancellors and Principals (CVCP), the executive heads of the universities, whose role is to promote the development of universities in Ghana. The CVCP was appraised of the rapidly changing information environment and the increasing amount of material available to libraries, students and researchers in electronic formats. The library response to the electronic switchover was clearly set out; the benefits of pooling the limited resources of individual libraries, sharing subscription and training costs, negotiating with international vendors as a single entity to get a better deal for Ghana. Once sensitised to the issues, funding proposals set out the aims and objectives of the fledgling consortium, usage statistics for electronic resources and detailed costings. Convinced of the value of CARLIGH to improve the provision and delivery of information for education, the CVCP gave authorisation to seek financial assistance from the National Council for Tertiary Education and its Teaching and Learning Innovation Fund (TALIF), and so the story began. CARLIGH continues to reach out to faculty board members, lecturers and students through letter-writing campaigns, presentations and training sessions, especially popular with students.

Accountability and transparency have carried CARLIGH on to success. A strong governance structure was put in place to ensure that the consortium is accountable to its members, who sign a formal membership agreement. A member-approved Constitution came into force in 2004, an application for formal registration was lodged with the office of the Registrar-General and the Governing Board meets twice a year. There are two categories of membership. As single subject specialists, research libraries are affiliate members paying an annual membership fee of \$250 and a flat rate of \$1,000 for e-resources, whilst educational institutions are full members.

Financial accountability is paramount; the consortium’s two bank accounts (foreign and local) are with reputable banks and have three signatories, two of which are required for any transaction. A Strategic Plan, available on the consortium website, sets out the goals and objectives, sustainability and future plans.

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Transparency is achieved through equality. The cooperative approach means that members have access to much more material than any single library could obtain on its own. Because resources are shared equally, it was agreed that costs are equally shared. The size of the institution does not count, because this does not necessarily reflect volumes of usage. This makes the payment calculation simple and clear; the annual invoice for e-resources is divided by the number of members in that year and the membership fee is a flat rate of \$500 per annum for full members. In return, each member is an equal partner in the consortium with one vote.

What impact has CARLIGH had on access to electronic resources in Ghana? “Database usage is increasing”, according to Helena Asamoah-Hassan. “At my own university, over 18,000 full text articles from twenty different databases were accessed every month during the first nine months of 2007. At the end of the day, this is the reason why CARLIGH exists: to improve the quality of teaching, learning and research in Ghana”.

Country	Ghana
Website	http://www.eifl.net/cps/sections/news/spotlight/2008_02_27_advocacy-accountability
Categories	Governance Quality education Information literacy

Libraries promoting Access to Knowledge

Access to knowledge (A2K) is essential for the functioning of a healthy and democratic society. Without a well-informed citizenry, enlightened public discussion cannot take place on political, social, environmental or economic issues. Without widespread debate, the broad consensus upon which a healthy democracy is based cannot be achieved.

It is universally acknowledged that access to knowledge is fundamental to education and research and the creation of human capital upon which the development of societies depend. This is especially true in the information society where economic progress depends on having a literate and educated population.

Libraries and education are synonymous. A library has little meaning if it cannot impart knowledge. Good education cannot exist without access to quality information resources to support teaching, learning and research.

Libraries of all types therefore are an essential building block in the information society and the starting point from which citizens can have access to information on an equal basis and in a trusted and neutral setting.

This is why libraries are a key component in the burgeoning social movement that is A2K. Since 2004, the A2K umbrella has brought together groups from a diverse range of interests, such as consumer and disability organisations, the open source software community and public health activists, united by the desire for fair access to knowledge and knowledge-based goods, especially with regard to copyright laws and other legal instruments.

Academics have embraced the ideas and deepened the analysis, drawing comparisons with the beginnings of the environmental movement more than fifty years ago, when it was realised that the natural world was part of a fragile interconnected ecosystem that must be carefully maintained. Similarly, the balance afforded by copyright between rights of protection and access must be nurtured to safeguard the original purpose of copyright, which is to encourage learning.

Members of the international consortium, Electronic Information for Libraries (eiFL.net) are a natural ally in the A2K movement. With millions of users in over 2,000 libraries in 50 developing and transition countries, they know only too well the value of providing access to critical educational and training materials for the scholars and researchers, doctors and lawyers, students and teachers in their countries.

They recognise that ICTs offer libraries wonderful new ways of providing access to global resources and opportunities to develop new services. They see at first hand how the digital environment has the

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potential to transform access and use, especially for those disadvantaged by distance or economic circumstance.

Libraries in developing and transition countries are working hard to ensure that learning content is made available to the widest possible base as part of their focus in achieving the Millennium Development Goals, and in contributing to the social and economic development of their countries.

Librarians support a vibrant public domain, fair and balanced copyright laws that take into account the stage of development of a country, transparency and participation in decision-making and openness to new models, such as open access and open source software.

“Access to Knowledge” means many things to many people. First, we asked librarians how to say “Access to Knowledge” in their own language. The variety of responses shows a rich diversity of language and culture, with the common purpose of making access to knowledge a reality for library users in developing and transition countries.

We hope you enjoy watching the video!

Country	Italy
Website	http://www.eifl.net/cps/sections/news/media/access-to-knowledge
Categories	Governance Human development Poverty reduction Quality education Information ethics Information literacy

MetaReciclagem

MetaReciclagem is an open network created in 2002 in Brazil. It has been the result of intensive exchange through the internet of over a hundred people from different sectors in a mailing list. At first a collective in São Paulo proposing the reuse of donated electronic equipment with free and open source software, soon MetaReciclagem turned into a network of multiple identities working towards the deconstruction of technology, taken in a broad sense, and its re-purposing and re-signification in different contexts aiming at social change. While opting not to follow the common path in Brazil - creating an NGO and earning lots of money from the government by repeating the same practices over and over again-, MetaReciclagem has established distributed and deep dialog with projects in the government and civil society, universities and businesses, proposing a participatory approach to collaborative exchange between people and institutions. Members of MetaReciclagem have been, in an emergent way, an important influence to plenty of Brazilian projects related to subjects such as digital inclusion and technological appropriation; free and open source software, knowledge and culture; media and technological education; open innovation networks and media arts; and many others.

It has emerged as a typically Brazilian yet globally replicable way to think and do human-centered technology development, supporting ethical principles such as collaborative production and social uses of technology. After five years, the network has become a reference in technological appropriation in Brazil, counting hundreds of collaborators, as well as being used as key methodology for the elaboration and implementation of large-scale governmental projects such as the Pontos de Cultura, Casas Brasil and others. More than a technology project, it has aggregated educational perspective, artistic experimentation and the development of alternate economic cycles, having received honorary mentions on Prix Ars Electronica Digital Communities in 2006 and on APC Betinho Communications Prize in 2005, and being listed a finalist for the APC Chris Nicol FOSS prize in 2007.

The evolutionary and maturation processes of MetaReciclagem started with a group of people in São Paulo who proposed the re-use of second-hand computers, with the objective of creating informational spaces in communities which did not have yet access to that kind of infrastructure. Based on the perspective of technological de-construction to create inclusive processes, not limited to offer only access, but also foster the forging of networks of social mobilization and distributed learning.

Over time, MetaReciclagem could no longer (or did not want to) be understood only under the generic and opportunist definition of digital inclusion, and its members started to look for more elaborate levels of critical action and the understanding of technology as social phenomena. Concepts such as collaboration, collective knowledge production, re-signification of technology and critical appropriation became the fundamentals for other levels of experimentation and creativity. MetaReciclagem has

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transformed the way of defining itself plenty of times, and that is one of the factors that allows it to survive scale and still be creative and productive.

Country	Brazil
Website	http://mutirao.metareciclagem.org
Categories	Human development Information ethics

The Computing Clubs for Young People: Cuban experience

The Computing Clubs for Young People (“Joven Clubs de Computación”) constitute a program whose mission is: To provide a computing culture to the community with priority to children and young people, playing an active and creative role and the formation of good values in the informatization process of the Cuban society. The adaptability to the environment and the flexibility in the processes are two aspects characterizing the program in its work.

There are more than 600 facilities in the whole country, a high number of them in rural communities, including areas in the mountains. They offer services 7 days a week, 5 of them with extended schedule up to 24 hours. Monthly, more than a million people are provided by different qualify services, recreation and healthy use of the free time, web surfing, language learning through digital interactive platforms, activities of vocational formation with children, access to digital libraries, among other services, that allow him/her an active participation in the social, labor and cultural life of the community. Everybody, with no distinction, receives, absolutely free of charge, all the services. Special programs are also developed for disable, mental retarded people, housewife and unemployed women.

Annually more than 250 000 people receive computer literacy in the Computing Clubs for Young People, in various courses with different specialization until degree and post-graduate levels, employing more than 3 000 professors, more than 700 of them Masters in Sciences and 100 being formed as Doctors. The learning modalities include lessons with personal presence as well as teaching at distance, using digital platforms supported in the net.

The Computing Clubs for Young People have developed a web site for every one of the 169 municipalities of the country, with information about their socioeconomic characteristics, cultural life, customs and traditions, centering an entire informative project on the net in which artists, historians, students, workers, and members of other sectors of the community converge looking mainly for the quality of the information and the ethics of the contents. The project also includes a Digital Magazine. Everything is accessible from the National Web Site of the Computing Clubs for Young People in: www.jovenclub.cu.

The Computing Clubs for Young People have an important role in the local government activity of the territories not only for the qualification offered to the its employees but also for their participation in the information process, for example in censuses, polls and other activities, contributing to the improvement of the government functions, moreover they elaborate specific software for enterprises and other entities contributing to the informatization of the society.

Two important events are biennially sponsored by the Computing Clubs for Young People: “Infoclub”, whose objective is to promote the development of software in diverse areas of the economy, services,

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science and others; and the “Symposium on Informatics and Community”, with international character, which evaluates the impact of informatics in the social community development.

Country	Cuba
Website	
Categories	Disaster prevention Governance Health Human development Poverty reduction Quality education Information ethics Information literacy Information preservation

Focuss.Info: Domain specific search engine with community contributed content based on Web 2.0 social

Focuss.Info is a subject specific search engine that generates its content from social bookmark accounts maintained by students, researchers and practitioners in the domain of global studies, like gender issues. Social bookmarking is the driving force behind the Focuss.Info Initiative with emphasising on community building and knowledge sharing.

Since November 2006 the coordinators of Focuss.Info developed the platform and started encouraging their peers to save their selection of websites and other e-resources on the Internet in social bookmark accounts. Participants were able to select their own social bookmark environment (varying from del.icio.us and citeulike.org to Google Marker), and consequently, the Focuss.Info search engine indexes the bookmarked resources and makes these resources searchable in full text, based on Google/CSE technology. This technology helps the coordinators of Focuss.Info focusing on how to encourage the peers in the global studies and international development co-operation field to store their favourite electronic resources in social bookmark accounts, rather than creating and maintaining their own search technology.

Thus, global studies information is now full text searchable through the Focuss.Info search engine. However, social bookmark platforms, such as del.icio.us, also assist users to browse through quality hand-picked electronic resources. By storing an electronic resource to a social bookmark account, social bookmark users can see other persons who added the same electronic resource. In most cases this person will have common interests and his or her social bookmark account might be valuable too. Consequently, Focuss.Info publishes the social bookmark accounts of contributors in a social bookmark register. Through this, our peers can browse through these social bookmark accounts individually and the social bookmark account of the ones who might have the same interests. Both the search and browse techniques improve the resource discovery in the domain of global studies and international development co-operation. An external evaluation conducted by the Overseas Development Institute (UK) has already proven that Focuss.Info generates relevant electronic resources which you normally could not find through generic search engines like Google, Yahoo and Microsoft Live.

Focuss.Info is a great example of community contributed content: it can include every relevant website in the search engine and is maintained with minimum human and financial resources because the complete platform is based on Web 2.0 technology. The Web 2.0 technology is free-for-use available and it can even be customised to individual and organisational needs and requirements. Therefore, every organisation can replicate the idea. Organisations are only required to actively encourage peers to use social bookmarking accounts. The more organisations are encouraging, the easier and less labour-

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intensive this will become; which is part of the objectives of Focuss.Info: encouraging our peers through a network of partner organisations all over the world.

The coordinators of Focuss.Info have minimised any boundaries which might be standing in the way for users with slower Internet performance (purely based on HTML) or for users with disabilities (direct users through the website through icons/buttons rather than text).

Country	Netherlands
Website	
Categories	Disaster prevention Governance Health Human development Poverty reduction Quality education Information literacy

“It’s DEAF WAY! - Deaf community in NE of Brazil creating the tool of their own for development”

Empowerment and active participation of civil society is a crucial element of development toward equality and poverty reduction. Capacity building of civil society organizations is possible through accessible information and knowledge sharing.

Like any other community in poor countries, the deaf community in NE of Brazil has been struggling from long history of discrimination and exclusion. While much development assistance are being invested in this particular region, deaf community has suffered from lack of accessibility to information and knowledge required to build an effective partnership with local governments as well as international agencies on development projects. The necessary information & knowledge of the development project and resource mobilization have never been accessible for deaf people due to lack of communication accessibility.

The PRATICA de PROJETOS initiative, supported by International Service (IS-Brazil), has been developed to address the needs of capacity building of local deaf community in Recife to learn & share information on “Project Development” and “Project Cycles” which are basic knowledge for participation to the development process. The initiative has fully utilized their own language (Brazilian Sign Language- LIBRAS) and visual formats (videos and designs) to share knowledge about project development through deaf-to-deaf peer education via internet website. The initiative taught the deaf member to use FREE website resources (Google video, Window Live Spaces, Youtube, etc). In this initiative, the each concept of the “Project Cycles” are explained in sign language some of which were newly created and filmed on video to be utilized as learning tools for deaf associations in various municipal cities through internet.

Through this effort and the proven methodology developed by community members, the deaf community has learned to identify their own needs and exercised to develop their first-ever project on “HIV/AIDS Education for Disabled People with Non-Literacy” which has been partnered by local state government and approved for funding by Japan International Cooperation Agency (JICA). The new HIV/AIDS project employs the same learning format as PRATICA de PROJETOS which is to learn and create their own tools with sign language, visual designs and videos to address the needs of non-literacy populations among disability community.

The initiative of PRATICA de PROJETO, which helped to build the basic foundation of the project development and partnerships, has enabled to break the stereotype among themselves that is to believe that “There is nothing we can do because we don’t have resources”. The confidence of establishing their own learning tools has brought a sense of responsibility among deaf members to

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ensure that the methodology must be applied for other development topics in the future to address the needs of deaf people and non-literacy population in rural areas.

Country	Brazil
Website	http://video.google.com/videoplay?docid=5402599030184493754
Categories	Human development Information literacy

Information literacy in health: an urgent need

The National Information Center for Medical Sciences-INFOMED defined among its main objectives, facilitate and promote greater capabilities among its members in order to meet the health needs of the country and other developing countries that maintain programs Cuban cooperation in health. By 2015, the goal of 2.0 Infomed become a sustainable social network dedicated to improving the health of Cubans and peoples of the world, making intensive use of information technology and communication to achieve this purpose.

In order to be identified as a priority the training of human resources in the National Health System in core competencies of information. An important step in this direction is the implementation of an "Information Literacy Program," improving the creative capabilities of the members - many of them experts point within the system and the same key players-through courses, workshops, teamwork, and virtual learning environments.

The programme is organised and run within each library, to be the site of the health institution where the management of information and knowledge and where there are the resources needed to be able to access information in its various dimensions, with the participation of information workers, the directors of the institution and health workers.

Between November 2007 and March this year we made in all provinces of information literacy motivational workshops with the participation of mainly library of the network dominate women at 73.7% (304) of a total of 418 individuals included in the same and to discuss among other issues, the contents of the program and its importance for promoting informational culture in society, work in teams, the proper use of information resources for the management of knowledge in health and Big6 as competency model in the handling of information.

These workshops are already replicate in health institutions, which will facilitate the desired outcomes in health workers and their managers, including the urgent need to make informed decisions and lifelong learning in problem solving, motivating them to acquire core competencies proposed by the program and benefiting from health care to the patients and communities they serve, whereas Cuba maintains medical collaboration in the poorer areas of our planet, disadvantaged people groups and where natural disasters have occurred.

Our National Health System accounts at the moment with 488767 workers, 339389 of them are women, representing 69.4% of the total.

Good practice should form the basis for the development of literacy, transferring positive experiences contributes to improving the quality of the process and encourage collaboration among the partners in

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the literacy program; communicate and share experiences in the process of literacy is the foundation for the program's success.

Country	Cuba
Website	http://www.sld.cu/sitios/ciego-avila/
Categories	Health Human development Information literacy

Queens Library: Saving Lives

When people think about their community library, it is usually in relation to books, computers, or maybe DVDs. But the Queens Libraries are offering a great deal more; they are redefining their role as an information source and becoming a link to healthcare for medically underserved. As part of a federally funded grant, The Queens Library HealthLink Project (QLHL), which is a partnership between the Queens Libraries, Memorial Sloan-Kettering Cancer Center, the American Cancer Society and the Queens Cancer Center (QCC), is addressing the significant health disparities in Queens with a novel Community-Based Participatory Research approach.

Before describing this model, Queens' urgent need for effective interventions must be understood. It is not the rate of cancer, but the rate of late-stage detection and subsequent cancer-related mortality that far exceeds national rates. For example, data collected at the QCC show rates of late-stage breast cancer detection nearly triple the US average, while the rates of colorectal and prostate cancers are twice the US averages! Queens is also unique in its population, being the most ethnically diverse county in the US (US Census 2000). Approximately half of Queens' residents are foreign-born and more than 25% are not US citizens; crossing streets can feel like crossing national borders in terms of languages spoken, food and dress. Additionally, approximately 17% of Queens' residents live in poverty. These factors affect both access to healthcare, as well as individual health behaviors.

Since each neighborhood has unique priorities, QLHL organizes community leaders who understand their community's resources and needs into Cancer Action Councils (CACs). Each council uses different strategies—a health fair at a local park, a mobile mammography unit at a church, or a cancer education workshop within local public housing. Two outreach coordinators, hired by QLHL, comb each participating neighborhood looking for health centers, community based organizations, religious organizations, and all who are passionate about reducing the tremendous health disparities in Queens. Coordinators arrange an initial meeting at local libraries, building on the already strong relationship that exists between Queens' residents and Queens' libraries, which offer a myriad of multilingual collections, as well as multicultural programs and services. After being connected with local health resources available through QLHL partners, CACs design programs and interventions suited to local needs, maximizing events' impact, improving and sustaining rates of screening and behavior change, and in effect, reducing the cancer disparity in Queens. QLHL services include Cancer Core Collections in English and Spanish at participating libraries, a mobile cancer screening van unit offering free cancer screenings, and educational programs offered in languages spoken by Queens' residents.

QLHL serves as a model for a successful community-based participatory approach to increase access to health-related information and care. With commitment from health resources such as public

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hospitals, experts who lead presentations to communities, and mobile screening units, these councils are able to address the health issues affecting their families and neighbors. In order to have the greatest impact, it is necessary for those who have the most insight and expertise to be involved in the development and planning of community-level interventions. Although the QLHL interventions have only just begun, we have already reached thousands of Queens' residents through neighborhood surveys, educational programming and cancer screenings. Two women already begun treatment after cancer was detected at library screening events. The QLHL project is doing more than inspiring community involvement; it is saving lives.

Country	United States of America
Website	
Categories	Health Information literacy

Who will tell their stories?

Once upon a time, there were stories to tell. There were storytellers: The ancients.

They were telling the stories of their community, their country, their history. Today the media relay our stories. The story of Illegal immigrants from Senegal to Europe is mostly told by countries where these Senegalese became illegal. Before being dubbed “Illegals”, they were courageous men, victims of an unbearable socio-cultural context. But that story is rarely told. They dream of Europe as an El Dorado – a place where an abundance of work and social freedoms would enable them to support their families. The story does not often end well as these dreams do not reflect the reality of the situation. The dream is sold as reality by the “Sellers of Illusions” who make enormous profits off the backs of those deluded. The journey in the dugout canoes, reminiscent of conditions found in slave trader ships, is nothing short of a death sentence.

These stories are being told by Fatou Dieng Fall from Radio Siggil, Dakar, Senegal!!

She tells us what the reality of illegal immigration is before it becomes illegal. She tells us why these people want to leave, explains why they cannot stay. You can listen to her, you can listen their stories!

Radio Lucie, the “radiophonic string” helped this type of content to be created. Radio Lucie is a project from the NGO Radio sans Frontières (RSF) that provides the technical training for francophone radio communities in the South. It does not influence the content, only provides the platform (the website) for the radios to emit their own content. Then, the radios are able to transform the numeric content from the website into herzien waves thereby spreading the message within a non computerized community. Radio is the one media available to all, it transcends geography, class, education level and even, through use of batteries, electricity. By providing the technical skills, Radio Lucie helps these people tell their stories, thereby perpetuating their history and human development.

Country	Senegal
Website	http://www.radiosansfrontiere.org/
Categories	Human development Information ethics

Bridging Digital Divide : Scholarship program to underprivileged young people

Madagascar is a country characterized by a low ICT penetration, as well as a high ICT illiteracy rate. As of now only 4% of the whole population has a mobile phone, not to mention the Internet. Only a few privileged families benefit from the numerous advantages that internet access, mobile phone usage and computers offer.

As our contribution in Bridging the Digital Divide, within the framework to Connect the Unconnected by 2015, a global initiative launched by the International Telecommunication Union and as part of a shared effort to implement the connectivity goals of the 2005 World Summit on the Information Society (WSIS); the ITU Youth Fellow Association has made the Declaration Action Plan during the WORLD YOUTH FORUM held in Hong Kong in December 2006, where young people across the globe focused on major issues relating to the development of ICTs (Information Communication Technologies).

On the basis of this Declaration elaborated, by young representatives, I commit myself to make serious change, by undertaking a concrete action within my outreach. Alongside other, I proposed to Jeunesse de Demain Association of Antananarivo, or literally in English Youth Of Tomorrow Association, in which I am the president to offer full scholarship to children and youth from very poor households living in the slum areas of Tana, to study by the use of ICTs tools and Internet.

By building upon the i.Connect, in September 2007, we trained some thirty children and youth in a 30-hour intensive course over 3 weeks during school break. To ensure its effectiveness, our staff has ensured that a special consideration is granted to women as they are often put under pressure and thereby become less likely to be literate than men.

On the logistical side, we have partnered with the UNIVERS INFORMATIQUE; an institution specialized in computer teaching, which has granted us a special discount in training fees.

The ultimate goal is that the recipients can stand up on their feet, so they can thereafter teach their peers, and ultimately lend hands to their parents in their businesses, for example in looking up for prospective markets, or in product advertising through a brochure publishing. To do it, we use computer softwares like Word, Excel and other free services available on the Web such as mailing, chat, and discussion forum. Our approach is to raise their efficacy in IT tools, as well as their critical analysis so as to entice them to actively engage in blog discussions. We believe that by equipping them to make the most of free online courses, or other free educational materials, we can help them self-develop (e.g.: new job), and deploy their networks.

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The resulting impacts are tremendous. Many participants honestly voice their enjoyments, as Andoniaina, 18, one of beneficiaries, has testified: Thanks to this training, as a recipient, I am able to look up for relevant information pertaining to my coursework, and can get in-depth understanding on any subject I want. My marks have increased, and notably I feel more confident about my potential to complete my studies, and to get new job.

Surely, as people become less ignorant, they increasingly have the potentiality to self develop and to influence their communities, and whereby will hedge them against poor judgment which could derive from a lack of knowledge.

Thanks to ICT, the result is that they can on their own develop their capabilities and become a key stakeholder in their communities.

Lastly, I encouraged all associations or NGOs all over the world to commit further, in translating their good intentions into actions, by bridging the Digital Divide in help poor communities to access information.

That is just the beginning and for the next school break and next coming years we are projecting to offer more scholarship to student living in the slum and rural area of Madagascar.

Country	Madagascar
Website	www.itu.int/YLinICTs
Categories	Human development Poverty reduction Quality education Information ethics Information literacy

The Radio: the voice as a cultural messenger. Senegalese Francophones!

La Francophonie is a well known concept and world wide institution. Many

countries of the South are part of it. However, very few seem to know the origin of the concept.

When Radio Lucie settled one of its training programs (programs included in the activities of Radio sans Frontières in Dakar 2006, May, 8 to 12, the theme of the exercise was a street poll on the origin of the word "francophone". Radio Lucie chose this subject in order to fulfill its mandate based on the allowance of the non heard voices to speak. It has made the choice to work within the Francophonie community in the emerging and dynamic realm of community radio.

To do so, it trains and provides technical skills within the domain of community radio. Then, the content is posted online and available for sharing (through the possibility of transferring the digital content on line on Hertzien waves) among the various francophone communities. The subject of exercise (first, recording, editing and transmission of the radiophonic message, and second, down and up loading of content from the website of Radio Lucie) during the training at Dakar was aimed to reveal the knowledge of Senegalese student about their rich heritage. In other words, to poll students on the campus of the University Cheikh Anta Diop of Dakar to see if whether or not they were aware of the central role Léopold Sédar Senghor (former Senegalese President) played in the development of La Francophonie.

This cultural knowledge is a crucial and basic need for human development.

Information and thus radio waves have this amazing potential of spreading the culture. Radio Lucie attempts to give basic skills such as radio production to people from the South in order for them to share their words and ideas, give shape and meaning to their strong culture. Radio Lucie and its radio partners strongly believe that sharing information helps the development of culture as well as the cultural education essential to the consolidation of an already strong people. Radio becomes thus a tool of cultural integration for the producers as well as for the audience.

Furthermore, Radio Lucie and its training programs allow community radios to further develop their own projects by providing them the necessary technology for radio production. It also encourages the spread of this technology. For each radio taking part in the training, Radio Lucie will get a USB key with the program Audacity which allows those with little technical knowledge and light equipment to produce a content of quality. Additionally, Radio Lucie is a great supporter of women's initiatives. For example, Radio Afia (93.0 FM, Dakar) was created in 1995 by the initiative of the Réseaux des caisses d'épargne et de crédit de Dakar et sa banlieue. It transmits from the CMC (Centre Multimédia Communautaire/Community Multimedia Center) in the neighbor of Grand Yoff. 90% of its audience are

IFAP Success Stories

women and as Coumba, technician at Afia, witnesses, Radio Afia has been created to encourage the initiatives and ingenuity of women, youths and the disabled.

They have therefore given a voice to those who are unheard, whose stories and plights often go unnoticed.

Country	Senegal
Website	http://www.radiolucie.org
Categories	Human development Information ethics

Changing lives through travel

SASTS working Adventures, South Africa's leading youth travel organization has always believed that the dissemination of ideas and values through travel leads to increased social and economic growth, ultimately leading to global understanding and respect. A concept the Kayamandi community has come to embrace and benefit from in various aspects of the community's life.

Kayamandi Township is a small community of roughly 27,000 people; located in the scenic Stellenbosch Winelands region which boasts some of South Africa's most popular wine brands. This small beautiful community is marred with poverty, unemployment, HIV/Aids related problems and crime, which grossly inhibit the community's development.

The SASTS Volunteer South Africa project aims to bring global ideology to South African communities through international volunteers and has seen close to 1000 volunteers placed in the township during the past 8 years. These volunteers bring with them practical ideas and information on problem solving and community building as they have experienced in their home countries. The success of the programme and the projects undertaken by the community has mainly been due to how the information was shared. Unlike workshops which dispense a lot of information within a limited period without a follow up structure, the programme places a volunteer in the community for 6 weeks to share and experience the problems first hand, thus creating an opportunity for continued interaction and follow through on initiated projects.

Since the inception of this programme a growing network of over 60 host mothers who have learnt how to run their homes as bed and breakfast establishments for the international youth tourist market has been created. SASTS hosts regular training sessions focusing on criteria for hosting, community involvement, and creating a positive impact on the volunteers and their communities. These training sessions coupled with the input and ideas received from the volunteers have made it possible for these women in Kayamandi to take advantage of the new "Homestays" tourism concept which is developing around the country. These women who are mostly unemployed and or running small businesses selling foods and basic services now have the experience and references necessary for expanding this opportunity into a full time business and getting government funding or tenders.

The impact of the volunteers on the community itself has been immense. Among the volunteer programme participants some of the most outstanding are Linda van Zeeland a Dutch nurse volunteer who through her selflessness managed to reach the hearts of her fellow colleagues at Kensington old age home and transformed the atmosphere of the home even long after she had left. Another Dutch volunteer Bob who has now returned to the programme for a second term helped the Sive Nathi home for disabled children acquire funding of over R250,000 towards revamping the home, and Patrick who was instrumental in the reconstruction of Noleta's crèche after it was burnt down.

IFAP Success Stories

SASTS Volunteers have brought more to the local communities they serve than can be imagined. To their projects and hosts they have brought vision, hope, ideas and a new lease of life to a community living so close to the bread line that they barely see much to look forward to.

Country	South Africa
Website	
Categories	Human development Information literacy

Latin America and the Caribbean social sciences cooperative digital library in support of education,

Universities, research institutions and policy agencies in developing regions lack the needed resources to provide users with update collections in their libraries. With Internet and the Web, opportunities are given to build cooperative digital libraries in support of education, research and policy.

In 1998 at CLACSO (a network of 216 social science institutions in 21 countries of Latin America and the Caribbean) we started promoting open access to research results and invited our member institute's editors and librarians join us in a cooperative development of a regional social science open access digital portal. This portal provides open access of full-text journals, books, working documents published by CLACSO's members in 21 countries of the region.

Today, exactly 10 years after, we receive each month an average of 300.000 full-texts requests from all over the world but mainly, and most important, from our region, thus providing a creative way to compensate for the lack of update social science bibliography in libraries around the region.

On the other hand, this development has provided social science institutions in Latin America and the Caribbean with a cooperative open source platform (developed with the open source Greenstone software built by University of Waikato, New Zealand), to publish their research results. In the past 5 years, CLACSO has organized more than 40 training sessions in 14 countries to help editors and librarians better understand open access and web access to research results, and development of digital libraries.

As a result, today 330 editors and librarians from CLACSO's network and more than 40.000 users interested in social sciences, receive each month news from this network of social science virtual libraries. Thus contributing to improve in this region knowledge and access to research results produced within the region, in an update and efficient way using Internet and the Web.

Country	Argentina
Website	http://168.96.200.184:8080/biblioteca/biblioteca/mapa
Categories	Governance Health Human development Poverty reduction Quality education Information ethics Information literacy Information preservation

Where there's a FLAME, there's a fire

WHERE THERE'S A FLAME, THERE'S A FIRE

By Sheena Magenya

FLAME is a young women's empowerment program based in the Katutura township of Windhoek in Namibia. FLAME stand for Females Leading Achieving Motivating and Empowering, and that is exactly what they want to do with their lives and the lives of others in their society. As part of a larger after school's sport-and-development program(PAY-Physically Active Youth-Namibia) that works with at-risk youth in Katutura, the girls, grateful already for what they already had in the program realized that they needed something different, something for girls only. FLAME was born of the passion of three women and a bunch of girls to have a community that was safe and theirs to own and belong to.

Along with the birth of FLAME came the mass realization that young girls needs are so diverse and delicate as compared to their male counterparts. Gender biased social norms, low self-esteem coupled with poverty and the ever looming HIV & AIDS shadow makes for a bleak existence, and another sad story waiting to be told. Many of the young girls did not know that they have a choice and a voice in any and every matter that concerns and affects them. They needed to know that what they wanted to see in their community-more opportunities for women, no rape, freedom of movement, speech and association, was possible and they could be the agents of change. More than anything else, the girls wanted a safe space where they could communicate their deepest fears and wildest dreams without fear and anyone telling them that it was impossible.

The young women and girls at FLAME have a passion for community volunteering and reading. In books they find endless possibility for growth. In the pages of the books they read they find that others too have dreams as bright, wild and colourful as their own, and they recognize that they are not alone. In the FLAME book club, the girls all read the same book and are able to meet and discuss issues that arise in the book. Last year, Annick Press donated 40 copies of the book Chanda's Secret by Allan Stratton. This book as the story of a young girl growing up in Southern Africa and having to deal with the reverberating effects that HIV & AIDS was having on her community was very easy for the FLAME girls to contextualize. It brought up numerous poignant issues around and about HIV & AIDS and the effect it is having in their communities.

These books in themselves, do not offer any solutions to their problems, but they plant the seed of hope and make more visible the dream of endless possibilities that they now have. Every chapter tackled led to an in-depth discussion of issues varying from sex and boys to tradition and culture. These reading and discussion sessions afford the girls a platform to express themselves. Also, they get a chance to ask questions around every and any topic so that they can separate the truth from the falsehoods and fact

IFAP Success Stories

from fiction. These sessions go a very long way in influencing and affecting the girls decision making ability and attitudes. All these are instrumental factors in the campaign towards an HIV free tomorrow for them. Every single life positively affected and influenced goes a long way towards achieving the goal of an HIV free community, country and continent.

FLAME has read so many stories, and now they would love to tell theirs. They know that there are many young women and girls out there who need to know about other young women and girls in Katutura who are trying to find answers to questions and solutions to problems and dare to dream impossible dreams. FLAME would love to publish a collection of short stories that will be distributed to community centres, schools, orphanages, daycare centres in their community. Their stories will hopefully positively affect the lives of other young women and girls, just as other books have affected theirs.

Country	Namibia
Website	
Categories	Human development Information literacy

Super Science Club providing science and love to disadvantaged students from inner-city Vancouver schools

In 2001, the Super Science Club (SSC) after-school science program was developed by Science World BC, a self-supporting not for profit society, to provide a love of science to disadvantaged students from inner-city eastside Vancouver schools. Living in the poorest and most dangerous neighbourhoods of Canada, SSC provides a safe and stable environment for children to learn and be inspired and engaged in science, technology and the environment. Each school term includes nine, seventy-five minute activity sessions and a family science night held on-site at each school and a field trip to the science centre as a finale.

Today, SSC reaches 360 students of diverse cultures, including First Nations, each term. Many of these children have access to after-school programs or field trips that are common place in wealthier communities. Parents typically cannot afford these activities even though studies demonstrate the value to the child's personal and educational development. The core programming happens in the vulnerable after-school time period when inner-city youth often have a great deal of unstructured 'free time' when there is an increased likelihood of children engaging in risky or less desirable activities.

SSC offers an option of fun, healthy, intellectually stimulating activities, materials and resources for inner-city youth who might otherwise lack adult involvement or supervision during after-school hours. By providing the program free of charge in their own communities, Science World is working to decrease socio-economic barriers that prevent children from gaining the tools they need to be successful in the future. Family memberships to the science centre are distributed to families providing more options and inspiration for the whole family. This program allows us to promote optimum human development and to build capacity within our community.

Science World actively engages schools, governments, universities, family and community volunteer members to work together supporting these children in their curiosity about science, technology, the environment and the world around them is essential to promoting life-long interest in science for our students.

Teachers and community supporters have indicated that students have more confidence and are more willing to be involved in daily classroom activities. Students are becoming more excited about science and look forward to attending the program week after week.

“The variety of learning activities and experiences are great stimuli for our budding scientists.” Henry Peters, Vice Principal, Guy Carleton Elementary.

IFAP Success Stories

This approach can be easily replicated with an export package of the program activity content now shared with science centre partners and rural schools. Awarded Best Outreach program in 2006 by the Canadian Association of Science Centres Best Outreach, SSC is constantly evolving and changing with adaptation and enhancements directed to the fundamental goal of inspiring these students to engage in life-long learning. Each year, program staff, teachers, students, parents and academics are asked for feedback on the program in the form of written evaluations and verbal feedback. For Science World, SSC is like Ohana and Ohana meaning family and family--nobody gets left behind or forgotten.

Country	Canada
Website	http://www.canadiansciencecentres.ca/Awards/Past/Awards_Pressrelease_2006_EN.pdf
Categories	Disaster prevention Governance Health Human development Poverty reduction Quality education Information ethics Information literacy Information preservation

Technology and knowledge transfer between the north and south

FAIR (See link 1) signed the agreement with the Ministry of Education in Eritrea in 2004, initiating this large-scale project of technology and knowledge transfer between Eritrea and Norway.

In an ICT-transfer project like this, the distance between success and failure is short if failing to provide sufficient training to the recipients. This project has proven the effectiveness of a unique method of transferring knowledge in parallel with technology. The first year of training a technician from FAIR in Norway lived in Eritrea. FAIR's technician installed the first 470 computers in the first 12 schools together with the 3 Eritrean locals FAIR had recruited for the project. The training of these focused on system administration, like client-, thin-client- and server- installation, user administration, driver management and network-cabling, as well as basic user applications and the 20 educational applications including dyslectic training software that was installed in each school. In addition the local employees acted as assistants to the norwegian technician in the basic and educational computer training courses, that more than 100 teachers received the first year.

FAIR's 3 Eritrean employees then performed the rest of the installation the next 3 years to a total of 1870 PC-s in 60 schools without physical assistance from Norway. They trained 500 more teachers in basic and educational computing and more than 60 in system administration. The norwegian technician was in Eritrea only 1-2 months each of these years. The result was that ICT has begun to be used in the classroom and has provided direct access to new information for close to 50,000 pupils in Eritrea. This project alone has met the need for computer access in all the public lower and upper secondary schools in the region of Massawa, as well as a large number of schools in the country's other regions. Through the University of Asmara and the advisory services provided by FAIR, Eritrea has drawn up its own national operating system based on GNU/Linux, with full support for Tigrigna. In official studies, the project was quickly recognized as an important contributor to the development of ICT in Eritrea.

By basic educational theory, «learning by doing», this project has given Eritrean schools a possibility to be and educate players in the digital world. Several receiving schools have provided «Internet-cafes» for their community and several Eritreans trained by FAIR has started Internet-cafes or received new jobs within ICT in their communities. The information and communication they now access have already changed their lives. It becomes harder for a suppressive regime to monopolize information. It becomes cheaper to communicate and easier to organize networks of people, like discussion-groups. When young women get information about human rights they improve their possibilities to strengthen their position in society. At the same time young men must learn about human rights and women, and their own roles and obligations. One method was the initiating of two youth ICT teacher exchange programs between Eritrea and Norway in 2007, supported by the norwegian peace corps.

IFAP Success Stories

Further, in this project gender considerations has been taken especially in 3 areas: 1) Equal or better access to the resources for women 2) Preference on women system administrators and ICT-teachers. 3) Free basic computing courses for local women.

As this was FAIRs first large-scale project FAIR developed the Fair Computer Recycling Suite (FCRS) to pre-test each computer. FCRS was supported financially by UNESCO (Information Society Division, Paris) and is available as free software (See link 2). Less than 15% of the computers broke down the first 3 years, and these are stored in take-back containers on two locations in Eritrea, for return to and recycling in Norway. The project was financed by a combination of environmental fees, the WSAN-awarded partner-program FairRecycling (See link 3) and NORAD.

Country	Eritrea
Website	http://portal.unesco.org/ci/en/ev.php-URL_ID=20698&URL_DO=DO_TOPIC&URL_SECTION=201.html
Categories	Quality education Information literacy

SIU-Guaraní case in Argentina

The SIU is a National Public Universities Consortium that provides a wide range of integrated solutions for National Higher Education System without charge: academic and management solutions, administrative applications and library services. SIU-Guaraní is an academic management solution which is being used by almost all the National Universities.

To understand the scope of this project, how it has changed practices and communication in administrative staff, technicians, students, teachers and management areas in the university, we have to understand Argentina's university's reality. When SIU-Guaraní was launched in 1996, the project sounded at least extremely ambitious. There were 39 universities spread in the national territory, with very different organization, that summed 1.3000.000 students; they had different academic management legislations; there was scarce training of users in informatics systems; institutions had no integrated vision of their own processes; areas within the institutions were divided and isolated; and administrative processes were carried out manually.

With this reality, the SIU decided to develop an auto-sustainable project with technician teams from diverse universities, flexible enough for all the universities to use according to their reality, with a work philosophy that was based on a collaborative method where the focus would always be centered on the people. This meant, among other things, that its updating and improvements were to be decided in groups that gathered representatives of all the universities. Another focus was to assure the availability, integrity, security and quality of information,

In ten years time, we have managed to reach these objectives and go beyond them. It has promoted a profound cultural change. This has been a revolution for all the SIU-Guaraní users in many senses. Now students not only can sign up for careers and exams, consult their career plans and course information through the Internet with SIU-Guaraní, they can also do it through their cell phones. Teachers can keep records of their classes and complete student notes through the Web too. University managers can analyze academic information for decision making with Dataware using information from the system. Administrative staff members participate in meetings where they decide democratically what changes to make in the system, discuss problems and give solutions through mailing lists. The implementation of the system has promoted inner communication among these users, now they are beginning to understand the importance of a good communication basis. Technicians are also actively participating in discussion lists all over the country to solve problems, and they are they are developing personalizations for the system and sharing them with all the university teams.

The replication of this project is carried out daily through a network of people and practices. Each course imparted by the SIU for technicians and administrative staff is later imparted by the university teams to people within the institution and to members of other universities. Information and personalizations for

IFAP Success Stories

the system are shared through lists and Website. Face to face meetings strongly reinforce a sense of project belonging.

Country	Argentina
Website	project: http://www.siu.edu.ar/soluciones/guarani/publicaciones/libro/
Categories	Governance Quality education Information literacy

A STEP TOWARDS TRANSPARENCY

In 2007, the Municipality of the Metropolitan District of Quito (MDMQ) began to assess the current method of public access to information regarding the government entities within the MDMQ. With the help of Grupo FARO, the MDMQ has worked to create a system of honest, transparent information regarding local government entities by disseminating information through their institutional websites. The objective is to improve the system of public access, in order to educate the public and increase local involvement in government decisions.

In order to create public confidence, Grupo FARO believes that it is important to encourage an honest and accountable administration within local governments. In 2004, The Organic Law of Transparency and Access to Public Information (LOTAIP) was implemented by the Ecuadorian Government. This law states that "Access to public information is the right of all people and is guaranteed by the State". Grupo FARO has focused on article 7 of this Law, which requires the publication of information regarding finances, contracts, services provided and its costs on every public institution's website. Following article 7, Grupo FARO has been working on a methodology to monitor the compliance with this article of the law.

The process of monitoring began in August of 2007 and was applied on the websites of 30 organizations of the MDMQ. Forty-six categories were measured based on the administrative and financial practice of transparency within each organization. Each category was given a score out of 100, which was then calculated into an overall score. To support the progress of local administrations, Grupo FARO also offered direct advising and training about the contents of LOTAIP to all organizations that wanted extra counsel. The results proved to be successful, and as a whole, the organizations increased their practice of transparency according to LOTAIP from 37.21 % to 75.64%.

Additionally, Grupo FARO produced a method to increase public participation and gain more public opinion by facilitating group discussions with web users. The intent was to facilitate discussion among a diverse group, electing participants from a range of categories regarding age, gender, geographic region and employment.

Although this project was successful, Grupo FARO has recognized the limitations concerning public access and participation. For example, many Ecuadorians do not have access to computers, and could not participate in the group discussions. Also, in our next phase, we would like to continue to increase the quality of information provided, as well as its usability to website users. We believe our ambitions to improve the quality of information, and improve its availability to the public, is extremely important to ensuring the most honest and transparent mode of communication between local entities and the public.

IFAP Success Stories

With the right amount of funding, Grupo FARO will be able to continue the process of improving the communication between local governments and the public. We are certain that your interest and support for this initiative will be crucial in obtaining this objective.

Compilation: Sophia Rodríguez

English Revision: Nadia Al-Lami

Country	Ecuador
Website	
Categories	Governance Information ethics

Our City, Our Voices: Immigrant Newscasts in the Digital Age

The goal of our initiative, called “Our City, Our Voices”, was to do a series of workshops about audiovisual production with recent and immigrants from Latin America. Many of the participants were undocumented and many of those were from small villages in rural Mexico. Immigration to Philadelphia has exploded during the last decade, reviving the southern part of the city and increasing the quality of life for many.

The migration process has been both positive and negative. On the one hand, it has created new understanding of the phenomena and tolerance. On the other hand, many problems have arisen owing to ignorance, fear and stigma associated with newcomers.

These negative aspects, compounded by the lack of media in Spanish, or safe and open spaces to gather, have given rise to the creation of the “Our City, Our Voices” project, the objective of which is to train a group of 40 immigrants on how to use video cameras and editing digital editing software, and write documentary scripts.

In this way, 40 community journalists, many of them undocumented immigrants, have been producing videos relating to their cultures, their points of view regarding their adopted home, and the problems they face as newcomers or undocumented immigrants. Simultaneously, the participants have a mode by which to disseminate information about their rights and where to access necessary services, and promote respect for diversity and cooperation.

Each of the aforementioned videos is subtitled in English, and has been shown at public screenings in parks and community centers. At current, we are working on a website that will host all of the videos and provide access for other communities and neighborhoods to understand the daily lives, fears, and hopes of this new community as a way to break down racial, cultural and linguistic barriers that keep communities separated.

We believe this to be a reproducible initiative as we have already developed a clear pedagogical methodology along with a production manual en Spanish and English that explains each part of the training.

Best Regards

Gabriel Berríos Pino

Country	United States of America
Website	http://news.aldiainc.com/article.php?article=26245&edition=394&shownav=1
Categories	Human development

IFAP Success Stories

	Information literacy
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