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A MULTISTAKEHOLDER APPROACH TO PROVIDING PUBLIC ACCESS

SMALL THEATER

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>> WINSTON ROBERTS: Okay, we must start. Good afternoon, ladies and gentlemen. And welcome to this workshop on Multistakeholder Approach to Providing Public Access to ICTs. I'm sorry that we seem to be starting 15 minutes late. We will try to make adjustments as we go through. My name is Winston Roberts. I'm here representing the organizers of this workshop, which was set up by staff of the international federation of library associations based in Holland. And I am on the Asia Pacific regional committee of that organization, IFLA. So although I'm listed in the program as representing the National Library of New Zealand, this is not quite the case. I'm here as an NGO, civil society representative. And we have this afternoon an expert panel of five speakers. And they will speak in the order that I’m going to introduce them to you.

The first one is Susan Chalmers who you know because she was the moderator this morning. The second speaker is Professor John Ure. Who, sorry, presentation is by Professor Giyeong Kim. Professor Kim, you're second. Is that right? Professor Kim is on the staff of library science at Yonsei University which is here. And the third speaker is John Ure, Executive Director of the Asia Internet Coalition, AIC. And he will be followed by Mr. Atrino Helieisar who is the chief librarian at the Supreme Court in the Federated States of Micronesia. Atrino is going to speak for all of the small islands in the Pacific, I think, as best he can. That's a tall order. And finally, we will hear from Valerie Tan from Microsoft based in Singapore.

My original intention was to spend 45 minutes on the panel and then leave 45 minutes for interaction with the audience. Now because we are starting late, we will have to see how much time we have for each part of this workshop. So I will ask these speakers to keep their presentations short and snappy. So that -- well, within reason -- so that we can allow more time for questions and interaction with you in the audience. So basically, this workshop is bringing together experts from the government sector, from business, the private sector, and from civil society groups to talk about the best way to ensure access to the internet for all members of society and to consider possibly some ways that -- in which policy makers can help to reduce the divide between those who empowered in the digital age, and those who remain marginalized on the wrong side of the digital divide. And I'm also hoping that the speakers will help us consider what sort of digital skills and literacies the community needs to get to use the internet that we hope we can make accessible to them. It's no good having access to the internet if you don't have the skills to use it.

 >> WINSTON ROBERTS: Some of the questions I would like you, the audience, to think about as we go through these presentations, for example: What are the benefits of public access of the internet in the community at community level? What are the skills needed for access for -- for benefitting from the access to the internet? What are the national policies which governments could apply to support inclusive public access to the internet? And how can these policies actually be implemented down at local level?

 What is the role of existing community internet facilities in providing access? Now, these community facilities could be telecenters, they could be public libraries, they could be schools, they could be some other form of public access and presumably free public access. Or free at the point of use. What is the role possibly of the business sector in supporting public access to the internet? What future trends do you see in access to technology that might positively benefit public access to the internet. And last but not least, how is access possible in the small island developing states of the Pacific. Because Asia and the Pacific is not only the land masses, it is also the small islands with vast distances between them. So, without further ado, I will give the microphone to Susan Chalmers. And ask Susan to give you -- to make a brief presentation on her perspective on some of these questions. Thank you.

 >> SUSAN CHALMERS: Winston? Thank you, hello. Test, check. Okay. Hello, everyone. Thank you, Winston, for having me on the panel today. My name is Susan and I should explain that I'm the policy lead at Internet NZ SAID, Internet NZ SAID administers the country code level domain and we strive to protect and promote the internet. So to that extent, we do a lot of policy work on public and technical issues. And a lot of our public policy work is guided by principles that we have developed in consultation with our membership.

One of those principles is that the internet should be accessible by and inclusive of everyone. And I think that's a good place to start for this panel session and I look forward to hearing the contributions of my colleagues. So internet access in public spaces can help fulfill this principle with private or residential access options are unavailable to people. And that could either be because internet access can be cost prohibitive, or it could just be that the services, the infrastructure is not there. So I think to the extent -- to this extent the United Nations millennium development goals and the international society and the process become particularly relevant. So one of the millennium development goals was to be able to -- speaks about making available the benefits of new technologies. And this is really kind of the spirit behind that process.

And public access to the internet, I think, is important to note was an important part of the WSIS vision back in 2003 and it continues to be important now. So the outcome documents back at that first phase of WSIS, the world information society, we see specific mention of public places, access to the internet through public places. So in the Geneva declaration of principles, there is a section in that document under the title, "an information society for all," and then "information and communication infrastructure" an essential foundation for inclusive society. There is text underneath those headings that says -- and I'll read it: Policies that create a favorable climate for stability, predictability, and fair competition at all levels should be implemented in a manner that not only ignites more ICT development but allows -- in disadvantaged areas, the establishment of ICT public access points in places such as post offices, schools, libraries, and archives can provide effective means for ensuring Universal access to the infrastructure and services of the information society.

So I think it's fair to say that since the start of the WSIS process, the emphasis has been put on allowing public internet access or encouraging public internet access in these public spaces and by doing so you're able, hopefully, to better provide people who live outside of the footprint of existing infrastructure or service -- service availability to be able to come to a space and to use the internet. And now I'll just add one more point before -- before I pass the microphone to our next speaker. But I think this is important for governments to consider that as services are migrating on line essential government services, people need to be able to access the internet to make use of these essential government services.

There should be a recognition of the role that these public access places such as libraries do play in fostering good communication between the government and its citizens. New Zealand, for example, has a goal by 2017 all government transaction services will be digital by default. And so I know that the public access to the internet that local and national libraries provide to New Zealanders is very important for people to be able to conduct -- to communicate with government on-line and sometimes the only place that they can do that is in public spaces like libraries. So I think that's important that we enable public libraries to be able to provide support to those who cannot otherwise access the internet and also teach the employees of the libraries to be able to impart knowledge and skills on how to use the internet as well. And that will be my presentation. Thank you.

>> WINSTON ROBERTS: Thank you, Susan. I think now we will go straight on to the presentation by Giyeong Kim, who is going to speak on national policy issues. I think that in view of the time, I will ask some questions of the presenters at the end of their presentations rather than in between so as to keep things going fast. So, Giyeong, would you like to take a microphone? Either at the desk or up here at the lectern. Whatever? Okay.

>> GIYEONG KIM: Hello. My name is Giyeong Kim. And as introduced, I'm an assistant Professor in modern information science. Actually, I am from the library camp -- actually, I see the information society from the library special recovery library. So it is from this viewpoint that the information society can be a kind of a tool for the library and at the same time the library can take a -- can take a kind of a role in information society. And I would like to talk about that aspect, especially the latter aspect. And especially I would like to talk about the Korean situation.

Korea is in terms of information structure, Korea is not kind of a developing country in terms of that. Actually, it -- in 2004, the number of internet users in Korea is more than 30 million. And Korean -- the population is about 50 million. And now almost all people in Korea can access to internet even in their home. And in 2012, about half of the people in Korea have a platform so they can access to internet with mobile device. And also from the last year, from 2012, the government provide an internet -- a mobile internet service such as Wi-Fi connection service via a corporation with the major telecon companies in Korea. So now there are about 2,000 spots -- Wi-Fi spots in Korea and the number of the (indiscernible) 12,000 until 2017 that is the plan.

So my focus is the public access to the internet in Korea at least in terms of the infrastructure it is not -- but still there exists a kind of so-called digital device or a digital divide in Korea. The information agency in Korea investigate the kind of problem in Korea in 2012 and in that port, they just -- the majority of that, about the -- the marginalized people was about 74% of the level of internet of all of the general public of Korea. And that -- that digital divide or information divide index consists of three parts. The first is access part and the second is the ability part, and the third is use part. And actually by scrutinizing those three parts respectively, the -- the access part of the digital divide index is 93.4%.

But, the ability and use part is about 56%. That means even though the infrastructure is fully developed, that there is still a digital divide in the community and in the country. And actually even though the infrastructure is set, people still have some difficulties to access the information -- to use the internet. In this context, actually, public library would be a kind of -- a kind of grow in information society, not only as a kind of place to start, but also as a kind of service or institution. But to increase the ability part or the ability part means a kind of the ability to -- to use the skills, and to increase the use of the internet, that in addition to the infrastructure, there are other types of programs that should be provided to the people who have some difficulties to use and access the internet. Those are information literacy or access ability or related to policy. And the policies could be developed both national level and the local level and the corporations and of federal governments. And especially in Korea, the local independence is lower than in other countries.

So in Korean context, the corporation and the governments is important. And the support for the information literacy and accessibility should be provided locally and not provided nationally and globally. So in this case, the cooperation between the national and local governments is getting more important. And another thing is -- and the thing in Korea -- actually the information policy is based on a kind of Korean national implementation act and to realize the act, the major role is taken by the ministry of science ICT and future planning.

And in Korea, the public library is governed by -- is supported by the ministry of culture, sports, and tourism. Actually, the public library usual focused on a kind of cultural aspects in the community. But the library in Korea also just state that the -- the public library has a role to decrease the digital divide, but even though the decrease the digital divide is usually done by a kind of a mobile library or a something like that. Not a kind of helping people access to internet. So in this context, actually, the corporation and use and access the internet or people is needed. Internet related legislation.

In New Zealand, the government would not be able to avoid an e-strategy. New Zealand is doing some good work in that space and is taking a whole government approach to streamlining services on-line. And I'm not familiar with others in the region. But it would be quite keen to hear from my colleagues on the panel.

>> WINSTON ROBERTS: Okay. Thank you. I just wanted to make one further comment. If I understood Giyeong correctly, there are two ministries with responsibilities for information policy in the broad sense. One is the Ministry of Science. And what's its name? Science, ICTs, and future planning. Then the Ministry of Culture has the responsibility for policy for public libraries. So I suspect that that's the case in various other countries too. And when you have different government departments rep responsible for one -- different aspects of what we would see as a holistic -- as a whole problem, and there's a potential for misalignment of policy making, I think, but maybe that's a question that, John, you can come tell us more about. John? Yes. Keep it nonpolitical, John?

>> JOHN URE: I absolutely. The -- I think the history of governments is that they are traditionally in silos. It was a very efficient linear model in the past. And my view of the internet is that the internet has created an age which everything is nonlinear. And is interconnected. So it seems to me there is an absolute misfit between most governments in terms of a kind of overall strategy that can be developed in terms of the internet, where you have governments promoting things like public access to information. That can be more easily -- that could be more easily coordinated. But even that has proved to be a difficult task. And the needs to be a jumpiness so that everybody knows within government, you can actually push that and has the authority to push it. But even so, one ministry will be on-line and be very effective. Another ministry will be using a typewriter.

>> JOHN URE: I'm very interested to know whether this, by the way, is a piece of software or if a stenographer is typing up the -- typing up the speech. Is it software? No? Software? Very impressed. If it's a stenographer, I'm very impressed as well. Anyway --

All right, I'll speak like that and see how we do. My name by the way is a Scottish name. Just quickly; if I can get this thing to work -- can I get it to work now? Asia Internet Coalition was formed by a current number of players of these -- it was actually formed in 2010, registered in Hong Kong originally in 2011, current membership. It's an industrial organization, industrial association I should say, which is promoting ideas of free and open access to the internet around the region. I'll just take one of two slides off of this presentation in the five minutes I have.

There are roughly speaking I would say three ways in which governments or other regulatory bodies can react to the developments and the challenges that the internet has provided. One -- one is to preserve the status quo. So, for example, just as telecom's traditionally used to be a state-run industry, the state tends to look at internet as a communications -- an area of communications which ought to in some way or another be under some kind of government control. I think we're aware of certain governments taking that position.

The second approach is a pragmatic one, recognizing that the internet is fast developing, nobody knows exactly where it's going to go. Therefore the way that regulators policy makers have to respond to it has to be on a pragmatic basis, basically see what works, see what makes sense, see what doesn't. And the third one is the proactive position which perhaps is behind the previous question there about promoting the internet in certain ways to promote social equality or to promote economic growth.

There's one issue, though, I want to highlight in the five minutes I have. Because it's a concern certainly to our association and I think many other people involved in internet issues, and that is the outcome of the ITU WCIT 12 and basically the resolution talks about all governments should have an equal role and responsibility in the international governments and cause the ITU member states to elaborate on their perspective position on international internet related technical development and public policy issues within the mandate of the ITU at its various fora.

At view, this is at odds. The assurances of the ITRs would not be about the internet. There are differences of opinion within the ITU. And these differences threaten to polarize attitudes to the internet at member-state level, which is not a desirable thing. And thirdly, it puts at risk, I believe, what we've called the multistakeholder approach. The risk of it becoming what I would call here a multi-shareholder approach. Actually, this morning, the ICANN CEO referred to it as the multi-equal stakeholder approach. Well, it's another way of putting it. It's the same point. So this is what we consider to be a big danger, a dark cloud.

We approach the Singapore government because the Singapore government had voted for that resolution. And they assured us that in their view, they were voting for an innocuous resolution that supported the multistakeholder approach, and that it made no -- had no implication for them about changing their attitude towards a free and open internet. And indeed, in May of 2013, the ambassador from Singapore did state that the resolution does not purport a move away from the multistakeholder model. We believe it serves to encourage all stakeholders to continue discussion and collaboration on internet matters.

So we would like to hope that that going forward will be the way that this is handled. That it would be to quote the ICANN speaker this morning, the multi-equal stakeholder approach, not one in which one interest group has a -- an absolute say on these things.

So just finally as a wrap-up, what we're looking for is from an industrial association point of view in the kind of policies that governments are promoting around the region. There should be no intermediary liability. In other words, no shutting of the door on the internet. No shooting the messenger. There should be open access to the internet for everyone. Nothing to impede the benefits to the community in terms of access to information to learning and to services, and there should be free expression in a responsible way that users don't ruin it for others and states don't ruin it for users. We see a lot of these dangers now arising and we believe as an industrial association that the -- we need to find a way to look because some of the policies we see is a danger a bit like shooting yourself in the foot. Because we just made the point in the response of the last question, we're moving from a very linear society, you know, one in which mass communications, mass education, everything was from delivered from the top down -- newspapers, editors edited the newspaper.

We're moving away from that. We're moving into a very interconnected nonlinear kind of world. And the nature of jobs, for example, reflects that. So governments, if they want to see their societies and their economies flourish, they have to adjust. They have to adjust to that. And if they don't adjust to that, they're going to cause themselves problems and obviously it's in the interest of our members that they do adjust to that. So my opening remarks, I'll conclude there.

>> WINSTON ROBERTS: Thank you, John. Just a question for you, actually. Another question. If community organizations, community-based organizations at grassroots level or not necessarily controlled specifically by the community, but by depending on local government, if they are set up to offer internet access to the community, open internet access, that is to say, affordable, free, specifically for those who do not have the resources to buy their own private access, are there regulatory issues or barriers to those groups in providing that access?

>> JOHN URE: I guess it depends how the access is provided. For example, just to take the technological issue that is now becoming a real possibility, I think are white spaces, which is the use of the unused spectrum in the broadband -- in the broadcasting spectrum that is unused by television, for example. That is now technically possible to be used to provide things like super Wi-Fi. So a community could provide super Wi-Fi in a local area if that spectrum was made available on an unlicensed basis. But it would take regulatory decision to allow that to happen. That is one of the debates going on right now.

So there's that kind of regulation. There's also, however, what I would call as a more positive regulation that is some governments are now opening up their data to the community. So that, for example -- one example comes to mind: The government information for the blind people in Hong Kong was opened up to some application developers who developed applications for mobile phones for blind people so that the phone can read and speak the content of the -- of the government information.

So there are proactive areas which I think are actually the most exciting areas that can be developed. But it's all a question of intention. It's all a question of prioritization.

 >> WINSTON ROBERTS: Thank you, I would like to ask Atrino Helieisar from Micronesia to give his views on this overall question. And as I said, if you can speak for the whole of the Pacific and all of the small island developing states then so much the better.

 >> ATARINO HELIESAR: Thank you. With limited time, I will try my very best to touch base on how important is the public access to internet in the parts of the Pacific region, challenges, roles of public access, what is the role of the rising mobile penetration. And how important are libraries and other community institutions in increasing public access to research and educational resources in remote parts of the Pacific region.

I want to start out saying until today many remote areas in the Pacific region are still cut off from the rest of the society with no provisional information except through the word of mouth or the radio. Television is available in remote areas but most without access to a set or cable TV. Internet access is also limited to those areas in which users cannot afford the luxury to subscribe to much less have the necessary technology to get access.

For the Pacific region, remote areas are usually equated with low-income families. With the service to public libraries, the access to information is what residents need. They provide the services, resources, technologies, and the specialists to can ensure they get the access that they need. Community access to computers and internet technology is a crucial resource for connecting people to the information and skills they need in an increasingly digital world.

Let me just touch base on some challenges in profiling the access. Public access to technology has always been a challenge for the Micronesian region, especially where I am from, high humidity and the lack of control environment for maintaining technology to each for capacity, the technology uses the factor of the Micronesia life style. Islands are spread out over the Pacific Ocean. They are divided with with a beautiful blue lagoon and villages established in remote areas on the island.

The role of public access and development in the Pacific region public libraries serve multiple functions and can be used as a community center where a variety of programs are developed to serve the public they serve. Some examples include reading programs for young kids, computer lessons for users, training in local school libraries in a broad Pacific region. Anyone can visit the library and use it from small children to senior citizen. This public library will provide services and information serves resources that cater to use at different levels. They get to know their users on a personal level as users frequent them too. Users frequent public libraries to make use of the internet access that they cannot afford at all.

Many people in the Pacific region with low and middle income including the underemployed, women, rural residents, and others were often marginalized. There is great benefit in such areas as education, employment, and health when to you use computers and have public access for use.

Millions of people in low-income family depend on public computers and internet access. The global proliferation of mobile phones and home computer. What is the role of those centers? When internet access start becoming public in the Pacific region a few years back, business both private and public raced to provide it free for the public to access. The hours were long and the access was fast and cheap. The internet, the sender saw a line in customers in remote areas, internet access may be Spotty, slow, or unreliable. So mobile users would frequent telecenters or public libraries for internet access where wireless signals are at their peak, mobile users tap into that resource because it is more convenient for them and they can get access for what they need for the comfort of their own space.

Last, I want to also speak on the importance of libraries and other communities, institution, increasing public access to scientific research and information resource in the remote part of the Pacific region. You know, a region, public libraries serve the public and cater to primarily to students to senior citizens. The resources are varied to interests of all ages. Libraries on the other end serve the important role of profiling those resources that are providing resources that can appeal to the general public. They have access to scholarly debates that cater to the scientific research needs of students and faculties alike.

School libraries available in elementary in high schools and cater to the library are trained to be able to provide the appropriate type of resource that match the educational level and information need of the type of users they serve. Pacific islanders more likely to say libraries are important to them, their families, their communities, with the service library provide which is the access to internet where we used to hunt, apply for jobs, information for the government, medical information, education, and so forth. And we actually say the internet has become the lifeline to rural communities and the city for businesses. Thank you.

>> WINSTON ROBERTS: Atrino. I forgot to mention in introducing Atarino that he also represents PIALA -- an association -- correct me if I'm wrong, Pacific association of archives, libraries, and museums.

>> ATARINO HELIESAR: Pacific association of libraries, archives, and museums.

>> WINSTON ROBERTS: And I also forgot to mention, or I should have -- I thought about it but didn't -- Atarino has also -- is distinguished by having been chosen by an organization called NILI which means, Atarino? You were one of the people --

>> ATARINO HELIESAR: Yes.

>> WINSTON ROBERTS: One of the grantees?

>> ATARINO HELIESAR: I am one of the leaders. So I am representing them at the same time.

>> WINSTON ROBERTS: Yes, thank you. Okay, now, I would like to immediately pass the microphone to Valerie Tan and Valerie was responsible for Skype within Microsoft? Is that correct, Valerie? Yes. And I'm going to -- but you are now based in Singapore and you are the internet policy director for Microsoft, is that correct? I'm going ask you if you could on the basis of your knowledge of developments in the region, whether you could offer us some examples of how business supports community access to the internet broadly and not only what Microsoft does, but perhaps you can offer us some examples of what other business actors do in that space as well? Is that possible? Okay, thank you.

 >> VALERIE TAN: Thank you, Winston. My name is Valerie Tan and I'm based in the Microsoft regional headquarters in Singapore. I broadly cover internet policy issues for the Microsoft business. Before I joined Microsoft, I was director of government affairs at Skype for the Asia Pacific. So I've been asked to address a couple of questions here. First of all is the issue as to how business sector is supporting public access to the internet in developing countries in Asia Pacific.

I would like to start by focusing on two key words in this conversation. The first is the cost of excess. And the second is access itself. Microsoft has been an innovator in two aspects where we have lent thought leadership in terms of policy innovation as well as Microsoft has the number of research centers around the world to spearhead technology research in areas that can advance issues such as these. And so I will talk very briefly on some of these initiatives.

Coming back to the first issue, which is the cost of access, we heard from Susan that cost of access is a key component in the ability for public and citizens to have the means to access the internet and all of the content applications and services that run on it. One of the things that Microsoft has been doing to contribute to wider spread access in developing countries which are often characterized by a situation where we have mobile penetration and mobile take-up overtaking or leapfrogging fixed line development is with significance in developing radio -- developing and driving cognitive radio technology in the unused TV band spectrum which is what is commonly known as the TV white space band that was briefly mentioned by Professor John Ure.

We've done a couple of trials in Singapore and Microsoft is -- has been one of the partners in a Singapore white space pilot project together with industry participants like Starhop as well as a research institute in Singapore called e-star. Currently there is a TV white space spectrum regulatory framework consultation paper ongoing in Singapore which discusses the possibility of sharing spectrum on some of these spaces. So that the advancements or innovation that we're making in, you know, technology and in policy innovation are helping to advance some of these areas apart from countries like Singapore.

We are also having similar discussions with the Philippines and Viet Nam. As well as in Thailand and a couple of other countries in the Southeast Asia. On the second aspect where you're looking at access itself, that is a very -- that can be a rather controversial topic as we can guess because there are a couple of sensitivities with, you know, existing players in the ecosystem. And one of the key policy issues that we have been leading on in this space has been in the area of what we call OTT -- over the top -- rules or what we call net neutrality rules. In this aspect, you know, we're very heartened to see industry coming together in the form of coalitions like the Asia Internet Coalition to champion policy initiators to promote an open internet.

Prohibition firstly in principle, the general thinking that if applications, services, and content on the internet are not classified as legal, then there shouldn't be any good cause to block them. And we would generally want to advocate that there should be a general prohibition to block all legal content on the internet. The other question which Winston has asked me to briefly touch on is the role that libraries can do to help policymakers to deliver development goals. I think libraries are very critical and key in the information sharing and in providing access to a range of education opportunities. I mean I grew up in the, you know, age where the -- we went to libraries to do research on, you know, topics that we were quizzed on and we spent hours in the libraries and that was the source of the information before the internet, you know, became more prevalent and ubiquitous.

So there's that critical role that libraries can do to help policy makers deliver education and goals and continue to provide the information and access to public and citizens. I think with that, I'll just end my brief presentation and hand the mic back to Winston. Thank you.

>> WINSTON ROBERTS: Thank you, Valerie. I have to say that I was in Singapore very recently for the worldwide library information congress and I found it pretty impressive to see what they do there in terms of supporting public access to information through publicly funded libraries, particularly the public library system.

There are some other questions I wanted to ask and I'm going ask various people on the panel before I hand over to the audience. Could I ask you, panel members, are there any other actors within countries which can provide technology access apart from governments and private sector? Are there any other actors that you know of who can provide this access? Apart from business -- John, have you got any comments?

>> JOHN URE: I'll repeat the point I made and Valerie made where on top of white spaces, you could have community organizations on nonprofit basis coming in and providing, you know, this is a super Wi-Fi, for example.

>> WINSTON ROBERTS: Yes.

>> JOHN URE: And they could provide services over the top of that. There are problems because if it was done as a commercial organization, then it would probably have to be licensed. If it's a noncommercial, it probably has to be unlicensed spectrum. And, of course, there's always competing for bids for spectrum. But that would be one opportunity that I think is a real one.

 >> WINSTON ROBERTS: Thank you. I have a question for Giyeong Kim. Do you feel that government departments are sufficiently aware of the need to plan across the whole spectrum of public policy issues and somebody mentioned silos before? Do you feel there's a national leadership in terms of integrating approaches to issues across the national planning spectrum? I guess in plain English, are the silos being broken down, or are they being left in place to grow?

 >> GIYEONG KIM: In Korea, actually, in the middle of 2000, there was a kind of a commission for the internetization that is governed by present level. So in the commission, actually, they can integrate the -- the -- various aspects of integration throughout the industries and Korean government. But I have taken that now and the commission over the ministry level so -- now initially just governed by ministry. But there are -- there are some cooperations between the ministries, the provision of the -- of the IP skill and education is provided by a kind of an agency in -- the Ministry of Science ICT and future planning. But the site of the education is not included in that but kind of ministry of -- what is that? The Ministry of Health and Welfare. And a go to the welfare center and community center across the -- across the countries and the centers are 260?

And so the -- scrutinizing those -- the prevention of education, I just feel that it would be a kind of cooperation for integration of the ministry. But from the library -- actually in -- in currently in Korea, the public library just focused on the cultural aspect and they just developed a kind of cultural programs, not the programs who are -- who -- that are improving the youth.

And even though they try to improve the information divide, that the way it is now to improve access to public -- improve the public to the internet were allowed to use a kind of efficient use of the internet. So in this context, I feel that there's a place in the corporation within the ministries in that level. And I -- actually, I cannot provide any -- any -- any accurate opinion about that. But that --

>> WINSTON ROBERTS: Thank you, Giyeong. Okay, thank you to all of the speakers. Now, to the public, to the audience, it's your turn. Are there any questions before I pick out some people and ask them to ask questions. Are there any spontaneous questions? Yes, the gentleman at the back?

>> Hi, my name is Dan McGeary, I work with the Pacific Institute of Public Policy and you'll be glad to know we have an entire contingent here, Micronesia, and Polynesia all represented and you'll hear more about that when we put together our panel.

>> WINSTON ROBERTS: I noticed we have the Cook Islands here. That's good to see. New Zealand is not the only country in Polynesia, you know. Go on?

>> I wanted to pick up on a few threads and pull them all together so we can try to work towards getting results out of the talking that we've been doing. There's an interesting thing I've seen working in small island development states. Telecenters are great more to the point, libraries are great when they're made into telecenters. The problem is when you take -- the lesson you take from that, you put telecenters everywhere, they tend to suck up all of the air in the room. And you get yourself into a situation where you have such an investment in this one location that you haven't actually really covered the Universal part of the access issue as they might have done and if they fail, the costs of failure is much higher than other approaches. We recently learned that with a telecenter approach that taught us everything about what not to do.

You were asking Dr. Ure about regulatory intervention and what sort of regulatory steps might or might not be else in. He hinted at something that's really quite useful is that government in many cases should get out of the way and deliberately say we are not engaging in a particular space, especially with the use of bandwidth in remote areas where the odds of competition and the need for licensing and regulation were heavy handed regulation in ways is minimal. That gives the opportunity for businesses to pick up and to ring internet service delivery into the hinds of and into the palms of people in the remotest of areas at prices they can afford. The invisible hand does occasionally do good and can be made to do good in areas like this where you not only get the development of small enterprise building up, but you have a lot of other events out of that so if we look at the broader thread, a lot of what we need to do, really, is to allow things to happen themselves.

And I think that the IGF is the place where this kind of message can actually be received. There are a lot of other places. People say what do you mean? Because the -- the implication would be that they're being pushed -- people are being pushed off their bailiwick. It's an important point and one I'll talk more about tomorrow. But it's something we should all remember, especially with well-meaning and sometimes costly interventions in order to achieve universal access, that's often a good idea. That's not always a good idea. Sometimes the best thing to do is make it easier for people to get internet themselves.

>> WINSTON ROBERTS: Thank you. Could I ask you to jot down your name and who you work for and so on and so forth and your e-mail address and give it to me after the conclusion of the workshop? I'd like you to e-mail me and spell out the ideas so I can put them in the report. That sounds very good. I wonder if there are any members of the panel who would like to answer any of the points that he made. Valerie? Is there anything there that you would like to answer? No? John?

>> JOHN URE: Just to agree. There are some areas in the world that seem to be attractive to all problems. And the state ownership model just doesn't work. It hasn't worked. And therefore it seems to be a no-brainer. To try something else. It comes down to that. There are constraints. You have a national broadcaster, you have to control the spectrum to the point that you don't interfere with those radio signals. But those are technical details. Where there is a will, there is a way.

>> WINSTON ROBERTS: Susan, you have any comments on anything the speaker said?

>> SUSAN CHALMERS: Just like I said, thinking about tying it all together, you said I have the value that I derived from this panel and sitting and listening to all of my colleagues up here is that this is a multifaceted issue and you have an extremely diverse set of needs or my colleague Giyeong, you mentioned the penetration rates for Korea is about 93%. You can trust that with the needs of the Pacific island and nation states, you can see there's quite a diversity of challenges going forward.

And I think that so long as we can identify things that innovations that could be used and could be shared across this wide region, I think that would be valuable so that is something I'm thinking about in terms of the outcome of this panel and for discussion. I want to comment on the use of white space and alternative models for supporting internet access. One model that I would like to explain is internet that we administer the domain. We're not a government organization. We're a not for profit charitable organization but the money we get we put towards community funding.

So, for example, we funded community free wireless project in one of the poorest areas in a town outside of wellington. And we are also putting research to white space, cognitive radio, and these interesting questions on how to be more creative in delivering access to remote or rural areas. I think I just want to share -- I wanted to share your kind of intention to be able to kind of draw all of this together because there is -- there is such a diversity of viewpoints and kind of a rich collection of expert teals. And I think that I really enjoyed that part of the panel. So thank you.

>> WINSTON ROBERTS: Thank you, Susan. Are there any other comments from the floor, from the audience? Yes? Can you give us your name, sir?

>> Yes, this is Alfred Wu, Singapore Management University. Okay -- not really a question, but a comment coming from the real so-called experience we are doing kind of research targeted at Asian populations, people about 65. We are looking at how technology can be applied helping these people in their life style outside -- no, at home, for example, in the community. That -- in the last 12 months, what we discovered actually are they -- not enough attention in pay in terms of how to make us what we use today -- actually our children use today, make it available for the people who are, you know, 65 and above.

So what we're thinking about the digital divide, we're thinking of infrastructure, that's one angle we're looking at. I just wanted to bring a point that we should look at it from the other angle which is the needs of the people demographic. So there are people -- they need help. But it's not that the network is not there. It's just that they don't know how to use it. That's my part. So a quite -- quite interesting point is when we discussed this with some of the organizations, they actually are supposed to look after that group of people. One simple question I ask, do you consider these people can use technology like mobile phone. And the answer is no. I ask why? And then the answer is common sense. So I want to bring up a point that is it really common sense that these people cannot use technology that the children can use? And I think that more so-called attention, education, and work to be done. So that's my input of this particular session.

>> WINSTON ROBERTS: Thank you, yes. I would like to answer your comment, if I may, by referring to what happens in New Zealand. And our experience is that indeed this relates to the question of skills. It relates to one of the digital divide questions, which SH the divide runs along age lines. And it runs along economic lines. And generally speaking, I suppose, you could say that older people tend to have less disposable income and are less likely to have broadband at home and possibly are more likely to seek out publicly available spaces where they can get access to the internet.

But also, generally speaking, our experience is that older people need more skills in using new technologies. And in New Zealand, we are now currently -- I'm putting back on my government hat here just briefly, not the NGO anymore, but public service, public officials are discussing a new policy which would give recognition to the function of public libraries in acting as training intermediaries, providing those that need to get internet access through institutions who haven't got it themselves at home. This is a major function. This is providing lifelong education for the population. It's most important. Are you coming to congratulate us for the successful workshop or are you early for the next one? Thank you. We are running over time. Are there any more questions, please? Yes. One question from Australia? Could you say your name, please?

>> Following on from a discussion about older people using the internet, there's a number of projects in Australia. For example, the Australian senior computer clubs of Australia. There's a chain of them. And they do peer-to-peer training on the internet. And that is been the most successful. There's been projects on high school students teaching older people the use of the internet. Again, in a community setting. So, there's a number of interesting models to consider. When helping older people. And I should say a lot of older people have disabilities. And we need to consider how that is included in community access as well. Thanks.

>> WINSTON ROBERTS: Thank you, Danilla. Yes, I would just like to extend that slightly by adding that one of the skills that -- one of the areas of skills development is in terms of using -- in using E-books. Older people tend to not have those skills. And public libraries are community centers are increasingly forced to downplay all of the expense of the acquired materials they may have bought in terms of print on paper and take out licenses to provide e-resources. That is an economic challenge, but it's also an education challenge.

And we need to consider the need to include that issue in education policy as well as in information policy. One other thing that I just wanted to mention since I'm on my -- since I'm talking about the experience in New Zealand, we are also aware of the needs to provide indigenous peoples with internet access in their own language and skills in using their own languages. Is there anyone else in the audience who has experienced in your own country of providing internet access in indigenous languages? No? No other takers on that question. Right. We are now definitely over time. Are there any -- is there any final question before I close? Yes, sir? Can you say your name, please? This will be the last question.

>> I just want to say something about the public access in Indonesia because Indonesia can be seen as a good example to spread the public access, but also a better example to the implementation. Our government has a build about -- more than 5,000 telecenters in the rural areas in Indonesia. But it's not all of them is running well. There are I think there are recent why it can happen. Because first we have a pre-requirement that electricity and internet bandwidth in some areas is very, very limited.

And the second is that the panelists have mentioned is about the knowledge and skill like was mentioned before. How do you use this technology is still our -- is still become a problem to most of Indonesian people. And then if they can use this technology, how can we -- how can be the internet can -- how do people can use -- get the benefit from this technology and question in our people.

So the communities, CSO tried to help the government and the protectors educate to make like the -- yeah, the -- the education or some planting like that to help this program of the government running well but it's not enough because we have the unlimited city source. But I think it's maybe we can -- I don't know. Is it any model in Indonesia with the very big demographic situation? A standing model that we can put in the Indonesia that make the -- this public access something this telecenter -- this telecenter can run well in our country? Thank you.

>> WINSTON ROBERTS: Thank you, sir. I think that is a huge question and there's no chance that we can begin to address that seriously now when we're already over time in this workshop. I would love to talk more about that. But now is not the moment. What I would like to suggest -- well, one thing I could -- well, two things I could suggest. You contact me or some of our panelists by e-mail and ask for examples of models that you might refer to maybe in the region. But also, I would like to suggest to some people going to Bali that you try to organize a workshop and discussion at the big IGF in Bali about this question. Are you going there? Would you like to run a workshop on this question? You built 5,000 telecenters and not all of them are operating well. Why not? Is it a question of funding? a question of lack of local support? Is it -- the hardware breaks down? Is it bad internet connections, slow internet connections, what is it? All of those.

Yes. Well, okay, I think those are my two ideas. Contact some of us for suggestions about models that you could apply, maybe New Zealand and Australia, there are models that we use. Look at the UNESCO models or the UNDP models, you probably applied those. Maybe they're out of date. Maybe they need updated with your experience. Organize a question in Bali with that precise question and tell me the results, I would love to know. Okay, so I think that has to be the end of this workshop. I would like for you to show your appreciation to the panelists, thank you.

(Applause)

>> WINSTON ROBERTS: And I would like to thank all of them personally for cooperating and organizing this workshop and I hope you all learned something new. I know I have. And I look forward to seeing you at the next Asian regional IGF. Thank you.

(Applause)

 >> WINSTON ROBERTS: And just could I repeat, the people who asked questions, can you come forward and give me your name or business card or something? Thank you.

 (Session Concluded 2:00 a.m. Central)

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