PNMA Repository (as of 12/2023)

2023 PNMA Connectivity Good Practices

Case C01:	Papua New Guinea's Digital Strategy
Presented at the 2023 PNMA Plenary Session:	**Yes**
Location:	Papua New Guinea
Funding:	Government Funding Plus support for several international advisers funded by the Economic Social Infrastructure Program administered by DT Global and funded by the Australian Department of Foreign Aid and Trade
Responsible institutions / partners / people:	Department of ICT, Secretary Steven Matainaho
What is the problem?	• How to get people in our rural communities to have the means to access government goods and services through mobile phones without the expense and wasted time of travel and queues? • Currently much of the country does not have connectivity to the Internet and it is very difficult to close the connectivity and digital gap without access. Affordable, accessible, and reliable infrastructure is the foundation to achieve an inclusive digital transformation. • How do we get private sector companies to drive down the price of Internet access, expand coverage to the millions that remain unconnected, and build the inclusive foundation for a robust digital economy? • How does PNG build an inclusive and strong digital economy when most of the nation does not have access to the Internet? • What policies and incentives do we need to encourage operators and other providers to make connectivity affordable, especially those in remote rural areas? • How do we incentivise operators to invest the needed infrastructure in the country? • What actions are needed to build an inclusive community and leave no one behind, with a particular focus on women, indigenous groups and persons with disabilities? These marginalised groups tend to be significantly less likely to own a phone, access the Internet and on-line services, and integrate ICT functions in their daily lives. • How do we overcome the lack of digital readiness and cultural challenges to transform the country into a strong digital economy? The same is true with overcoming entrenched legacy policies and regulatory frameworks which are siloed and do not work in a digital economy. Our Vision is to transform the nation to become a fully modern, prosperous, and integrated digital/information age economy and society. This will mean that all citizens will have the ability to access and utilise advanced, high-quality information and communication technology (ICT) services, devices, applications, and resources. Access to ICT networks, services, and connectivity has little or no value if people are unable to afford or own modern, multipurpose digital devices, which connect to, and use those networks and services. This policy aims to ensure that appropriate and fully functional devices can be made affordable to all who need them, via a combination of programs, partnerships, incentives, and other mechanisms.
Which were the actions taken to address the problem(s)?	• Developed Several Key Digital Economy Policies. • Passed Digital Transformation Policy 2020 • Passed Cybersecurity Policy 2021

	• Passed Digital Government Legislation 2022
	• Passed a Digital Government five-year plan and worked to implement the plan to build the needed connectivity infrastructure to implement the plan
	• Revised UAS Policy 2023, currently in front of the NEC
	• Developed the First National Broadband Plan to meet Connectivity. Infrastructure, Digital Government and other goals.
	• Developed Data Governance and Data Protection Policy 2023
	• Worked to get funding for the ICT sector in the Government's Medium Term Development Plan. Previously ICT sector was not captured in the Government's 5-year plan to Department worked and collaborated with National Planning and other Ministries to get the sector included into the Government's 5-year plans so Digital Government can be funded
	• Developed a Media Policy to create standards for the media to help eliminate mis-information and dis-information in the media.
	• Conducted a series of workshops on the new policies in each of the 5 regions of the country to educate the public about digital economy and digital government policies
	• Brought in IT officers (Digital Transformation Officers) into the capital for several days of training so they can train colleagues in their provinces
	• Working with the local and regional offices to train and educate them about the new polices.
	• Worked with our stakeholders to gain their comments and suggestions for improvement on policies.
Results / Impact / Lessons learned (what worked / remaining challenges)	Results:
	• Passed several policies and laws, and working to pass other key digital economy policies that underpin any digital transformation
	• Trained and made aware many stakeholders, agencies, and others about the new policies and the strategies for going forward.
	• Worked to involve stakeholders into the policy process while policies are still in draft form so we can gather their input and feedback allowing them to take ownership of the policies which will help their implementation.
	• Breaking down the transformation process into manageable units, and aligning them with core principles, allows for synergy and scale and binding factor for enabling seamless progress, are effective collaboration and coordination
	Many lessons were learned:
	• Developing a strategic roadmap for addressing and rectifying technological, cultural and policy/regulatory issues is paramount for progress and advancement.
	• Collaborating and coordinating with other agencies and with all stakeholders, government, private sector, and civil society is key
	• Take a bird's-eye view of the shifting landscape, understanding the guiding principles of each component, and devising strategies to navigate failures. The small growths that define success, and collaboration and coordination that allow for a shifting culture to seamlessly complement adoption
	• Breaking down the transformation process into manageable units, and aligning them with core principles, allows for synergy and scale and binding factors for enabling seamless progress, are effective collaboration and coordination.
	Remaining Challenges:
	• How to implement the plan and strategy in a country where readiness and aversion to change is at different levels? Also, when certain agencies are fixated on legacy policies and entrenched regulatory frameworks that do not work in today's economy?

Case C02:	Gigabit Libraries Network
Presented at the 2023 PNMA Plenary Session:	Yes
Location:	Sausalito, California, USA
Funding:	IFLA, ISOC, Partnership for Public Access, ITDRC, Adaptrum, Broadband Breakfast, Washington D.C. ISOC chapter
Responsible institutions / partners / people:	Digital Village, IFLA, Partnership for Public Access, Internet Society
What is the problem?	Despite the technological developments that have taken place during the last decades. Many international organizations, bodies and agencies report an increasing expansion of the digital divide that may worsen inequality around access to information and resources. Bridging the digital divide is a key factor in achieving the Sustainable Development Goals of the United Nations as the access to information resources and the means of communication supports health and education as much as cultural and economic development. With nearly half of humanity remaining on the wrong side of an ever-widening digital divide, three main barriers to adoption persist: availability, affordability and usability. The GLN attempts to tackle these issues by facilitating connectivity and access to information in remote areas with the use of innovative technologies such as the TV Whitespace spectrum and others.
Which were the actions taken to address the problem(s)?	**Gigabit Libraries Network (GLN):** An open collaboration of innovative libraries cooperating as a distributed testbed and showcase environment for high performance applications and equipment in the service of educational, civic and cultural objectives. **LEO Libraries:** An initiative that marries potentially game-changing low earth orbit (LEO) satellite internet access with the myriad public services of libraries (see next case) **Community SecondNets:** an alternative network infrastructure which utilizes wide area TV Whitespace spectrum, are deployed to create Wi-Fi MESH intranets independent of the public infrastructure providing direct links between libraries, schools, clinics and other second responders. **Libraries WhiteSpace Pilot:** Project examines how integrating unlicensed open wireless communication technologies can benefit library users by combining the near universal compatibility of Wi-Fi with the range and penetrating capabilities of WhiteSpace devices. **Fiber to the Library:** DVA initiative to assure next-generation Internet connectivity into every U.S. community through the nation's 16,500 public libraries. FTTL has served as a guiding concept and spearhead for national buildout of broadband under the National Broadband Plan.
Results / Impact / Lessons learned (what worked / remaining challenges)	These projects have helped establish libraries as natural community technology hubs, as show case environments for emerging tech, as demo sites for community awareness, as responders in disasters and as the "human face" of e-government. The technology pilot projects have also made the case for use of appropriate tech to match the challenge. Do not lead with a technology. Analyse, test, refine, commit.
2023 Follow-up available	
Has the problem been solved?	Partially. Outcomes have varied by project. Detailed reports on various wireless technologies can be found at https://gigabitlibrariesnetwork.wildapricot.org/SecondNets-Consortium Success key has been found in thorough planning, flexibility and most important, partnerships.
Did any new problems emerge during implementation?	The pandemic disrupted plans and ability of some partners to participate

2022 solutions still work to tackle the problem? New solutions needed to be developed?	The most recent trial is in using new era satellite systems in low earth orbit. The technology has proven extraordinarily effective and simple to set up and operate. The remaining problem is one of expense. These early-stage systems, ideal for rural libraries, remain too expensive for many to adopt. However, the leading provider, Starlink, has begun to adjust pricing to fit national economic levels with greatly reduced rates. Very promising!
Was the solution scaled or localized to other regions? If so, please share examples	California, Kansas, Colorado, Mississippi, Illinois, and New Hampshire
New milestones:	Scaling this solution to other areas not just in the US but also in other regions in the world. Particularly in underserved communities who need it most.
New challenges:	Marking the advent of a new era in satellite communications over the next few years, thousands of new satellites are planned to be launched into low Earth orbit (LEO), medium Earth orbit (MEO), and into geosynchronous orbit (GEO)
Next steps:	What are the opportunities and challenges for this emergent satellite-based ecosystem? How can they work together to help us bring connectivity into every community, everywhere? And what are the policy issues that must be addressed both internationally and within nations?

Case C03:	**LEO Libraries**
Presented at the 2023 PNMA Plenary Session:	Yes
Location:	Montana, New Mexico US, and Nigeria
Funding:	Within the US, the Institute for Museum and Library Services. Within Nigeria, provision for free by Starlink for 2 years
Responsible institutions / partners / people:	Gigabit Libraries Network, State Libraries of Montana and New Mexico, African Library and Information Associations and Institutions
What is the problem?	While libraries have a proven potential to support wider meaningful access goals through combining connectivity with an offer of devices, content and skills support, this is all dependent on having adequate connectivity themselves in the first place. This is not always the case, with libraries in remote and rural areas often not sufficiently connected to be able to meet what are often significant needs. Using alternative connectivity technologies offers an exciting option to overcome the challenge of distance. - Is it a Rural / Urban setting? Rural, and in the case of New Mexico, on First Nations land. - Is there a gender focus? Not explicitly, but it is generally seen that women tend to make more use of libraries than men - What were the services provided, subsidies used, anything else worth sharing? Primarily, the offer is about unlocking the pre-existing potential of libraries to support meaningful access to and engagement with knowledge. Through this, there is the possibility in particular for children to do homework, and for adults to access benefits and other support.
Which were the actions taken to address the problem(s)?	The primary work, led by the Gigabit Libraries Network, was to engage Starlink in order to open up the possibilities for libraries to access enterprise licences and through this provide access to users. Following this, the need was to ensure that the libraries could access and set up the relevant equipment, and then integrate this into the existing offer.
Results / Impact / Lessons learned (what worked / remaining challenges)	- Results: so far, four libraries have been connected in the United States, and plans are to connect five at least in Nigeria. - Impact: the programme is still underway, but it appears that there has already been a significant uptick in use of libraries, and positive anecdotal evidence from users of much strengthened ability to participate in learning. - Lessons learned (what worked / remaining challenges): the model appears to work, at least at the scale of smaller rural and local libraries (where the need is greatest anyway). As it expands, it will be welcome to see how well this type of access scales, as well as to monitor to what extent it also motivates people to purchase home connectivity as well.

Case DI01:	Finnish National eBook Platform
Presented at the 2023 PNMA Plenary Session:	No
Location:	Finland (national)
Funding:	2 years of national government funding as set up costs, with the intention that this is then taken on by local governments
Responsible institutions / partners / people:	National Library of Finland, City of Helsinki, conference of library directors
What is the problem?	eBooks offer a powerful tool for bringing new and more diverse voices to the public, allowing people across the population to access materials that are relevant to them, their experiences and their needs. However, in Finland, there was no centralised support for the development of an eBook offer in libraries, meaning that the level of access varied strongly from one region and town to another. This led, in effect, to different levels of possibility to benefit from what the internet can bring in terms of access to information and the fulfilment of cultural rights. - Is it a Rural / Urban setting? Libraries in rural areas tended to have a smaller (or no) offer, and so while the programme is national, it will tend to benefit people in rural areas more. - Is there a gender focus? Not explicitly, but libraries tend to be more used by women. - What were the services provided, subsidies used, anything else worth sharing? The programme is still in development, but the goal is to develop a platform that libraires across the country can use, and then choose which content is best suited to the needs and interests of their users. It is a good example of combining a new digital service with the pre-existing library network.
Which were the actions taken to address the problem(s)?	The creation of a new platform, and efforts to negotiate with publishers in order to include content. Unfortunately, some publishers have tended to resist here, meaning that those people who rely on libraries to access eBooks over the internet are left out.
Results / Impact / Lessons learned (what worked / remaining challenges)	- Results and Impact: this project is still underway. - Lessons learned (what worked / remaining challenges): an early conclusion is that it is important to ensure that copyright laws cannot be used by publishers to deny libraries the possibility to lend eBooks, guided only by their professional judgement.

Case CD01:	Tech Savvy Libraries
Presented at the 2023 PNMA Plenary Session:	**Yes**
Location:	Uganda (various locations)
Funding:	Uganda Communications Commission, Enabel, private sector (Absa Bank Uganda, Airtel Uganda, MTN Foundation)
Responsible institutions / partners / people:	Uganda Communications Commission, Electronic Information for Libraries, National Library of Uganda (NLU), Maendoleo Foundation, Peer 2 Peer University
What is the problem?	While many libraries in Uganda are now connected, it is important to match this with efforts to build the skills of librarians and other library and information workers to realise the full potential of connectivity to deliver development outcomes - including both skills in using the internet, but also roles in outreach to communities as a whole, in order to address the challenges faced by vulnerable women and youth. Particular challenges include low or under-employment and poor school performance.
Which were the actions taken to address the problem(s)?	Since 2014, IFLA has partnered with the NLU to build the capacity of public librarians in Uganda to use ICT in innovative services, and especially to offer ICT training in their communities. Building on a programme of training librarians in how to train people to use computers and make the most of them to improve their lives, the librarians carried out an outreach campaign, focused on women and youth but also open to others. They then designed classes and support programmes tailored to the community needs. In 2021 we expanded our work in Uganda with grant funding from the Wehubit Programme implemented by the Belgian development agency, Enabel, which is ending in the middle of 2023. The "Digital skills and inclusion through libraries in Uganda" project built digital literacy and training skills of 50 librarians and volunteers at 27 public and community libraries, enabling them to provide ICT training in their communities. The project is implemented in partnership with NLU, Maendeleo Foundation and Peer 2 Peer University.
Results / Impact / Lessons learned (what worked / remaining challenges)	- Over 14,000 persons took part in courses. - Over 1,000 women and youth were connected to useful free online courses, including covering entrepreneurial, technical, craft-making and other skills. - Interestingly, there has also been a lot of take-up among health workers, local government officials, officials, police, market stall holders, teachers and students. - Participants have reported success in getting jobs, developing businesses, completing school, and being better able to support families and communities in general. - Energetic library outreach campaigns have attracted thousands of vulnerable women and unemployed youth, many of whom had never used a computer before. In addition, people from different walks of life - health workers, local government officials, police, market stallholders, teachers and students – are all queuing up to enroll.
2023 Follow-up available	
Has the problem been solved?	The training is improving lives in communities across the country, as people apply their new skills to start small businesses, study and complete school projects, and find new jobs. Watch 'Now I have a job!' with testimonies about how library ICT training is changing lives (EIFL, YouTube, 6 min).

Did any new problems emerge during implementation?	N/A
2022 solutions still work to tackle the problem? New solutions needed to be developed?	The chosen solutions still prove effective today so no new solutions have been developed or adapted to the project
Was the solution scaled or localized to other regions?	In April 2023 we welcomed the news that the Uganda Communications Commission (UCC) will be equipping 10 more public and community libraries with technology packages comprising 10 computers each, plus wireless internet, a printer, a scanner and a photocopier in 2023.
New milestones:	The libraries that will receive computers from the UCC in 2023 are: • Center For Youth Driven Development Initiatives (CFYDDI) Community Library-Gayaza • Florence Nightingale Community Library-Apac • Kitengesa Community Library • Marko Lukoya Community Library-Mukono • Mubende Public Library • Nagongera Public Library and Resource centre-Tororo • Nyaka Aids Foundation Kanungu • Nyarushaje Community Library • Pakwach Public Library • Uganda Development Services Community Library-Kamuli
New challenges:	Adapting and installing the equipment to be received at the above-mentioned libraries. Also ensuring dissemination of the programme to attract youth and people who may be interested in joining
Next steps:	Assess possibilities for scaling it in other African regions
Quote:	"When this community programme came, I started going to the public library to use the new facilities and for computer training. Thanks to this training I obtained a job at Noyo City TV" - Nassaazi M.Joanita (Digital skills trainee at Kawempe Youth Centre Community Library)

Case CD02:	**Small businesses in Uganda flourish thanks to digital skills training by local libraries**
Presented at the 2023 PNMA Plenary Session:	**No**
Location:	Uganda, various locations (Eastern Uganda)
Funding:	The project is funded by Belgium through the Wehubit Programme implemented by the Belgian development agency, Enabel.
Responsible institutions / partners / people:	Electronic Information for Libraries (EIFL), National Library of Uganda, Maendoleo Foundation, Peer 2 Peer University
What is the problem?	A lack of digital skills was identified as one of the most significant barriers to Internet adoption and use by people in Uganda. Many Ugandans still lack the skills to use the Internet and perform basic money transfer and payment functions. This not only leaves many excluded, but it also leaves people more vulnerable to safety and security risks. More advanced digital skills are also crucial to accelerate inclusive digital growth, for example for the use or development of digital solutions by small and micro-enterprises and start-ups. - Is it a Rural / Urban setting? Mixed - Is there a gender focus? There has been a particular focus on women, as well as youth, as beneficiaries. - What were the services provided, subsidies used, anything else worth sharing? The programme focuses on helping beneficiaries to connect with online resources in order to launch or develop businesses. Crucially, the work is about connecting people who would not otherwise have been able to make the most of available skills and materials.
Which were the actions taken to address the problem(s)?	The programme focuses on helping beneficiaries to connect with online resources in order to launch or develop businesses. Crucially, the work is about connecting people who would not otherwise have been able to make the most of available skills and materials. Since 2021, the "Digital skills@your local library" project has worked with a network of 27 public and community libraries in Uganda to provide digital skills to young people and women. 50 librarians and volunteers have been trained to teach vital digital and mobile literacy skills in their communities. Across Uganda, over 15,000 members of the community have benefited from training to date. They can draw on digital tools to become trainers themselves. This has included a focus on digital and mobile literacy, as well as the development of programmes that are responsive to needs. These activities take place both in libraries and in other community centres, including workplaces and beyond. Whilst many classes are held in library buildings, librarians also go out into the community, visiting workplaces such as garages and shops to demonstrate, using mobile devices, how the internet can provide skills to help entrepreneurs, including mechanics, marketing or communications skills.
Results / Impact / Lessons learned (what worked / remaining challenges)	- Results: over 15,000 members of the community have benefitted, in particular women and young people, but also others from across society. There are strong stories of people who have been able to develop their business, using the internet to develop new business offers, to become more productive, and to offer new services that support, for example, schools. This proved particularly useful during COVID, allowing people to keep on working. - Impact: there are strong stories of people who have been able to develop their business, using the internet to develop new business offers, to become more productive, and to offer new services that support, for example, schools. This proved particularly useful during COVID, allowing people to keep on working. • Success story 01: In the small town of Bugiri, Eastern Uganda, Juliana Awor is growing her tree nursery business thanks to a tin of seeds, a thirst for knowledge and the help of her local library. After enrolling in digital and mobile literacy training, offered by Bugiri Public Library, Juliana learnt how to research tree species and the

process of tree cultivation. Using her newly acquired digital skills, Juliana used the internet to learn about Eucalyptus, a fast-growing tree cultivated in Uganda for fuel, timber and use for telegraph poles. Eucalyptus has a high market demand and slowly Juliana's business has grown. She started by raising 50,000 Ugandan Shillings (12 EUROS) from friends and family to purchase her first tin of seeds. Juliana's business is growing, and she supplies over 5,000 seedlings each growing season, providing a good income to support her family. Stories such as Juliana's are replicated across Uganda, as public and community libraries provide local entrepreneurs and small businesses with access to ICT tools and the support they need to succeed in earning a good income to support their families.

- Success story 02: In Nakaseke, librarian Peter Balaba and volunteer David Tuhairwe have been visiting their local high street, meeting entrepreneurs and introducing new technology tools and digital resources useful for their businesses. Thanks to David and Peter, Carol Wanyenze's ice cream shop now uses new recipes from the internet to make ice-cream for their happy customers. At Yiga Bookshop, Jackson Lubega was able to help his father's business through the COVID-19 pandemic following skills training with Peter and David at the library in Nakaseke.

- Lessons learned: (what worked / remaining challenges): while they do already offer connectivity and a strong awareness of local needs, libraries on their own cannot do everything, but with support to develop skills and outreach, can have a significant impact.

2023 Follow-up available	
Has the problem been solved?	Partially. More funding would allow it to expand to other areas or regions.
Did any new problems emerge during implementation?	While the programme does already offer connectivity and a strong awareness of local needs, libraries on their own cannot do everything, but with support to develop skills and outreach, can have a significant impact.
2022 solutions still work to tackle the problem? New solutions needed to be developed?	Current solutions seem to be effective when tackling the issue but follow up processes and additional funding are essential if new solutions were to be developed.
Was the solution scaled or localised to other regions? If so, please share examples	Bugiri (initially), then to Nakaseke, Nayarushanje.
New milestones:	Obtaining external support to make the programme scalable.
New challenges:	Ensure follow up processes with the community and obtain a diverse source of funding.
Next steps:	N/A
Quote:	"The digital skills training provided by the library enabled me to set up a business that can support my children and allowed me to manage my own enterprise. I want to encourage other people to learn these important skills, it is a golden opportunity for our future." - Juliana, Burigi Public Library "The most inspiring for me was desktop publishing. Now, I have introduced computer and printing services to the bookshop. We have bought a computer and I design school badges, stamps and exercise books – we are planning to buy a colour printer to print exams and posters in bulk." - Jackson Lubega, Yiga Bookshop

Case CD03:	The Glass Room Project: Misinformation edition
Presented at the 2023 PNMA Plenary Session:	No
Location:	Italy, Germany, Spain, France, Sweden, Slovenia, Lithuania, Ukraine
Funding:	European Union
Responsible institutions / partners / people:	Tactical Tech, IFLA, Save the Children Italy
What is the problem?	Amid escalating crises and the spread of misinformation, digital technologies play an increasing role in the way people get informed, form opinions and find solutions to situations like war, climate crises, and political polarisation. Many are still unaware of the relationship between digital technologies and people's responses to crises. This realisation drove our mission to engage people in exploring this crucial topic. There is a lot of optimism surrounding digital technologies but less focus on their potential for civil society and the risks that could arise. Digital skills and technology can be an empowering force, but more action needs to be done to navigate and keep up with the constant developments.
Which were the actions taken to address the problem(s)?	We hear a lot about misinformation, disinformation and conspiracy theories these days. But what makes a piece of information reliable or unreliable? Is something "misinformation" if it simply presents an opinion we do not agree with? And what role do new technologies and social media platforms play in how misinformation spreads and the impact it has on our culture, politics and society? The exhibition explores what misinformation is, why it is shared and how it spreads. One can find out how we, the individual users, can take part in it through our many clicks, likes and shares. Visitors learn about the business models, design practices and habits that create an environment where misinformation can spread or go viral. Additionally, they understand how misinformation becomes normalised, and how the decisions made by the gatekeepers of technologies can influence our behaviours and opinions. The Glass Room Misinformation Edition, originally launched in 2020 and updated in 2022, explores how social media and the web have changed the way we read information and react to it. We present new types of influencers, the new and old tactics they use, and the role we the users and consumers play in the way information flows and changes within that flow. We also examine the relationship between personal data, targeting and our opinions, views and behaviours, as well as the business models behind it. The exhibition consists of 9 posters available in 3 formats; 8 video animations accessible via screenings or QR scans; and 4 interactive app games which help visitors engage with the themes. Its newest edition is available in three different in-person versions as well as a digital one. The materials can be downloaded to facilitate the campaign outreach: • Poster: ideal for gallery spaces, libraries, and conferences (75x75cm, 150x75cm) • Easyprint: low-cost, accessible design printed on A3 and A4 sheets of paper, ideal to be hosted in classrooms • Outdoor: large banners printed on PVC to be mounted on metal fencing and displayed in open-air events (340x173cm) • Data Detox Kit: reveals different ways misinformation disguises itself and gives the user practical tips on how to find verifiable information on the internet. Anyone can host workshops using the resources to help engage communities in questioning its engagement with technology.
Results / Impact / Lessons learned (what worked / remaining	So far, there have been over 471 Glass Room events across 61 countries all around the world, reaching over 352,000 people – with many more planned in 2023. When someone hosts a Glass Room Community Edition event, they join a global conversation on data and privacy. During

challenges)	the week of the exhibition, some libraries organised several virtual workshops accompanying the events; nearly a hundred people attended each of these. Feedback from participants suggested that some things they heard and saw during these events – for example around covert advertising – were completely new to them, something they have never considered before. Participants also mentioned that it was an important realisation for them – understanding just how strongly social media and the web are affecting their daily lives. Overall, the interest from visitors and their feedback have once again shown that it is important to speak about information, misinformation, digital design tricks. People should get reliable information, and the library is a good source. This experience has only confirmed the fact that libraries are ready to be actively involved in raising public competences in the field of media and information literacy. A very useful and proven solution in these circumstances was to organise a combined exhibition – matching a physical with a virtual exhibition. It was also helpful that the format of the physical exhibition was flexible and easily adaptable to different rooms.
2023 Follow-up available	
Has the problem been solved?	The results have been very positive so far
Did any new problems emerge during implementation?	Covid-19 issues, unfortunately, limited the number of people at physical events. Our solution was to apply the same rules as for wider library visits – limiting group sizes and instructing visitors to wear masks.
2022 solutions still work to tackle the problem? New solutions needed to be developed?	Yes, it is much easier to expand on these solutions in 2023
Was the solution scaled or localised to other regions? If so, please share examples	Yes, in the above-mentioned countries, but also in other projects with a similar focus, again in collaboration with Tactical Tech.
New milestones:	Expanding exhibition to other countries and libraries
New challenges:	N/A
Next steps:	Kickstarting new projects on Digital Literacy and Digital and Green Transitions

For 2023, the PNMA acknowledges two projects conducted by the ITU which have great potential of enhancing meaningful connectivity and digital inclusion in different regions with the help of accurate and up to date statistics. ITU not only promotes best practices and policies to implement the meaningful access across the least developed countries (LDC), but has also, for the past two years, supported this action through the collection of data related to it. In close cooperation with the UN Tech Envoy, a specific set of data to measure meaningful access has been identified and is now regularly collected throughout the regions that are left behind. This set of data is publicly available on the ITU website and is provided to all interested policymakers, in order to support their decision-making process.

The policy network will be on the lookout for their successes and scaling, and their application in efficient policy making decisions.

Case: Universal and Meaningful Connectivity (UMC)

Depriving vast swaths of humanity from the possibilities offered by the Internet is costly, deepens inequalities, and undermines development. Over the past 30 years, the number of Internet users surged from a few million to 5.3 billion. Yet the potential of the Internet for social and economic good remains untapped: one third of humanity remains offline, and many users only enjoy basic connectivity. Multiple digital divides persist across and within countries, between men and women, between youth and older persons, between cities and rural areas, between those who enjoy a fibre connection and those who struggle on a spotty 3G connection. Achieving universal and meaningful digital connectivity —the possibility for everyone to enjoy a safe, satisfying, enriching, productive and affordable online experience— is key for enabling digital transformation and meeting the Sustainable Development Goals.

As part of the implementation of the UN Secretary-General's Roadmap for Digital Cooperation, the International Telecommunication Union, the Office of the UN Secretary-General's Envoy on Technology, and their partners have established a set of aspirational targets for 2030 to help prioritise interventions, monitor progress, evaluate policy effectiveness, and galvanize efforts around achieving universal and meaningful connectivity by the end of the decade. Building on this groundwork, ITU and the European Commission (EC) have jointly designed the project "Promoting and measuring universal and meaningful digital connectivity". The project started in May 2023 and will run until 2026, with a total budget of 3 million euros. The project will track and report progress towards the UMC targets through the UMC Dashboard, and will also enhance countries' statistical capacity to measure multiple aspects of UMC in more timely, accurate and granular level. It will identify good practices and policy recommendations to accelerate progress towards UMC.

Case: Digitally empowering Small Island Developing States (SIDS) across the Pacific Islands

The UN team in Micronesia has launched a new joint programme to digitally empower Small Island Developing States (SIDS) across the Pacific Islands, and accelerate progress on the Sustainable Development Goals, in collaboration with national governments. Financed through a USD 3.8 million grant by the UN Joint SDG Fund, the new programme serves as a platform to pool resources, expertise, and networks to provide better access to digital services, spur economic activities and strengthen climate change resilience, amongst other objectives. The programme brings together seven participating UN Organizations led by ITU, including FAO, ILO, UNOPS, UNESCO, UNICEF, and UNODC, under the overall leadership of the UN Resident Coordinator Multi-Country Office Micronesia Jaap van Hierden, who said: "Through this Joint Programme, we are not only leveraging the potential of technology but also nurturing resilience and empowering communities in the Pacific". The project is also implementing the Roam X evaluation tool developed by UNESCO to measure the diversity of the Internet in terms of languages used, of local contents accessible online, and of other qualitative indexes. This approach sets the Micronesia project as one very advanced laboratory to measure meaningful connectivity and access through a holistic approach that includes all aspects of the problem.

2023 PNMA Intersectional Work / Collaboration Streams- WIPO Good Practices

The World Intellectual Property Organization has always seen the discussion on meaningful access as intrinsically linked to the creation and distribution of meaningful content of different natures, such as educational, news reporting, or pure entertainment (as music, videogames and audio-video – AV). Content is meaningful if it is relevant (e.g., in terms of cultural identity), accessible (e.g., in terms of language) and inclusive. The IGO has debated the following good practices with the policy network during its Plenary Session in Kyoto: the first ones are directly connected with digital inclusion, and two more on production and distribution of local meaningful content.

Case: Accessible Book Consortium (ABC)

The Accessible Books Consortium (ABC) is a public-private partnership led by WIPO, counting with organisations that represent visually impaired and people with print disabilities such as the World Blind Union and libraries. ABC's goal is to increase the number of books in accessible formats (such as digital braille, e-pub, audiobooks) and to distribute them to people around the globe who are blind, visually impaired or otherwise print disabled. WIPO acts on this through a variety of lines of work, including capacity building and advocacy for inclusive publishing. It is worth mentioning the most impactful part of the project which is the ABC Global Book Service: an online catalogue of books in accessible formats available at no cost to authorized entities serving people who are print disabled. The Service has over 840,000 titles in 80 languages, available for cross border exchange without the need for clearance formalities. Of the 127 Encyclopaedias (AEs) that have joined the ABC Global

Book Service, 70 are located in developing or least developed countries (LDCs)[1]. Participating AEs delivered nearly 140,000 accessible format copies from the ABC Catalogue to persons with print disabilities in 2022.

Case: Open Access (IGOs Working Group and Wikimedia)

Since 2010, WIPO has led a Working Group formed by over 100 individual members from 25 international organisations (the membership is constantly growing) facilitating the debate and exchange of good practices among IGO publishers moving to open access. WIPO and a few other IGOs have also launched collaborations with Wikimedia, releasing their content through said global platform, boosting accessibility but also the possibility of translating any participant IGO content to local languages and/or adapting it to specific needs.

Case: Traditional knowledge (TK) and traditional cultural expressions (TCEs)

WIPO's work on TK and TCEs of indigenous peoples and local communities has been strengthened. In addition to policy assignments, the organisation leads and supports the implementation of initiatives for improvement of human and technical capacities acting on the field (e.g., mentoring, fellowship programmes, awards, and digitisation projects).

Case: Development Agenda – Creative Industries in Developing Countries (CIPD)

Many parallel initiatives and pilot projects take place under the CIPD Development Agenda umbrella. During the Plenary, WIPO highlighted the importance of a project on the digital market for AV production in Latin America, which is likely to be renewed and expanded. Additionally, the Organisation shared that they have recently released practical tools for specific sectors: one example is tailored at Digital Publishing, assisting small publishers in LDCs to improve their understanding of digital transformation. Another tool is a training one for animation professionals in developing and least developed countries.

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[1] 2023 WIPO Annual Report https://www.wipo.int/edocs/mdocs/govbody/en/mvt_a_8/mvt_a_8_inf_1.docx