



WSIS+10 High-Level Event

Open Consultation Process

Official Submission Form #1 on the Outcome Documents of the WSIS +10 High-Level Event 13-17 April 2014, Sharm el-Sheikh

Background: The WSIS+10 High-Level Event will be an extended version of the WSIS Forum to address the progress made in the implementation of the WSIS outcomes related to the WSIS Action Lines under mandates of the participating agencies, while providing a platform for multistakeholder coordination of the implementation of the WSIS outcomes, with involvement and participation of all WSIS action line facilitators, other UN agencies and all WSIS stakeholders.

The WSIS+10 High-Level Event will review the WSIS Outcomes (2003 and 2005) , in particular, related to the Action Lines with a view to developing proposals on a new vision beyond 2015, potentially also exploring new targets. The meeting will be organized taking into account decisions of the 68th Session of the UN General Assembly.

This open and inclusive open consultation process will result in:

- Draft Outcome Documents for consideration by the WSIS+10 High-Level Event, by 1st March 2014:
 - Draft WSIS+10 Statement on Implementation of WSIS Outcomes
 - Draft WSIS+10 Vision for WSIS Beyond 2015 under mandates of the participating Agencies

(Please see the Official Submission Form #1)

- Multistakeholder guidance on the Thematic Aspects and Innovations on the Format of the WSIS +10 High-Level Event.

(Please see the Official Submission Form #2)

Please note that formal submission should be sent to the wsis-info@itu.int not later than **20 September 2013**.

A. Your Information

Title: Mr

First name: Stuart **Last name:** Hamilton

Organization: International Federation of Library Associations and Institutions (IFLA)

Organization type: Civil Society **Country:** Netherlands

B. Formal Input on the WSIS+10 High-Level Event Outcome Documents

Referring to the background documents i.e. the WSIS +10 Visioning Challenge, the Final Statement and Final Recommendations from the WSIS+10 Review Event Towards Knowledge Societies for Peace and Sustainable Development, the Booklet WSIS Forum 2012 & 2013: Identifying Emerging Trends and a Vision Beyond 2015 and the WSIS Forum 2013 Outcome Document, all WSIS Stakeholders are kindly invited to provide formal submissions and inputs towards the Outcome Documents of the WSIS+10 High-Level Event.

1. Draft WSIS+10 Statement on Implementation of WSIS Outcomes

(Please note that the anticipated length of this Statement is two pages)

Since the two Summits, in 2003 and 2005, WSIS Stakeholders have made every effort in implementing a common vision of the Information Society.

Overall;

- a) What are the main achievements in the area of the information society, in particular, in the implementation of the WSIS Action Lines, in the past ten years?

The library community has been an active stakeholder of the WSIS process since the preparatory phases of the Geneva 2003 Summit. The WSIS Plan of Action recognizes the key role of libraries in achieving universal access to information and knowledge, with Article 6 (Objectives Actions and Targets of the Agenda) making it a specific objective to “connect public libraries, cultural centres, museums, post offices and archives with ICTs”

IFLA is the moderator of the sub-theme ‘Libraries and Archives’ in the WSIS Action Line C3 ‘Access to Knowledge’ which states in C3 10 (d): “Governments, and other stakeholders, should establish sustainable multi-purpose community public access points, providing affordable or free-of-charge access for their citizens to the various communication resources, notably the Internet. These access points should, to the extent possible, have sufficient capacity to provide assistance to users, in libraries, educational institutions, public administrations, post offices or other public places, with special emphasis on rural and underserved areas, while respecting intellectual property rights (IPRs) and encouraging the use of information and sharing of knowledge.”

IFLA is also the moderator of the sub-theme ‘Heritage’ in the Action Line C8 which states in C8 23 (c): that “Support efforts to develop and use ICTs for the preservation of natural and, cultural heritage, keeping it accessible as a living part of today’s culture. This includes developing systems

for ensuring continued access to archived digital information and multimedia content in digital repositories, and support archives, cultural collections and libraries as the memory of humankind.”

In terms of main achievements in the past ten years, IFLA would highlight:

- The increasing provision of Internet access through all types of libraries all over the world. The IFLA World Report series (2003; 2005; 2007; and 2010) shows that access through public, school, university and research libraries has increased with each survey, and that library users in both developed and developing countries can increasingly expect to find their local library institution offering Internet access at free or low cost¹.
- Increasing awareness by policymakers of the value of libraries as providers of public access to ICTs, and tools to combat the digital divide. Public libraries are uniquely positioned to offer public Internet access and training to individuals who would otherwise not be connected to the digital world. Achievements in this area are illustrated by (but not limited to) the major country-level projects undertaken by the Bill and Melinda Gates Foundation’s ‘Global Libraries’ initiative that has seen substantial government investment in public library systems in countries such as Botswana, Chile, Latvia, Lithuania, Poland, Romania and Ukraine².
- The increasing work being undertaken by public libraries to support development projects and initiatives based on the use of information and sharing of knowledge. There are more than 315,000 public libraries worldwide, 73 percent of them in developing and transitioning countries. The Beyond Access initiative³ and the Electronic Information for Libraries (EIFL) Public Library Innovation Programme⁴ shows that libraries are partnering with development practitioners and donor agencies to deliver policy objectives in the areas of literacy, education, employment, agriculture and health.
- The embrace and development of open access policies by academic and research libraries worldwide. Open Access is a concept that is overwhelmingly supported by national library associations and implemented at institutional, national and regional levels. Librarians have been active advocates of open access, which facilitates the free, immediate, online availability of research articles, coupled with the rights to use these articles fully in the digital environment. The ROARMAP (Registry of Open Access Repositories Mandatory Archiving Policies) shows that mandates for Open Access, driven by libraries, have increased year on year since 2003⁵.
- The Vancouver Declaration on Digitization and Preservation⁶. UNESCO organized an international conference *The Memory of the World in the Digital age: Digitization and Preservation*, in September 2012 in Vancouver, Canada, to explore the key issues affecting the preservation and long-term accessibility of digital documentary heritage. IFLA was represented and actively involved in this conference which resulted in the Vancouver Declaration. The Declaration’s main recommendations included:
 - A cohesive, conceptual and practical digital strategy to address the management and preservation of recorded information in all its forms in the digital environment;
 - Digital preservation frameworks and practices for management and preservation;
 - An international legal framework of copyright exceptions and limitations to ensure preservation of and access to cultural heritage in digital format;

¹ http://www.ifla-world-report.org/files/uploaded/ifla_wr/IFLA-WR-2010-Analysis-and-Conclusions.pdf - for more detail see pages 12-20

² <http://www.gatesfoundation.org/What-We-Do/Global-Development/Global-Libraries>

³ <http://www.beyondaccess.net>

⁴ <http://www.eifl.net/plip>

⁵ <http://roarmap.eprints.org/>

⁶ http://www.unesco.org/new/fileadmin/MULTIMEDIA/HQ/CI/CI/pdf/mow/unesco_ubc_vancouver_declaration_en.pdf

b) What key identified challenges would need to be addressed in the next 10 years?

While the past ten years have seen great advances in Internet penetration worldwide, and large increases in the ownership of personal Internet-connected devices such as PCs, laptops, tablets and mobile phones, only 35% of the world's population is connected to the Internet. In light of this it is clear that there is still a big challenge to reduce the digital divide and ensure that everyone has access to information in the digital age. Huge numbers of the world's population already rely on public access to ICTs to participate in the information society, and the library community does not see this situation fundamentally changing in a short space of time. We will still need to ensure that the correct infrastructure, funding and information policies are in place to support the participation of all people in the information society, and this means that public access to ICTs at a community level must remain a priority in any post-WSIS framework. IFLA wishes to see policymakers concentrate on ensuring that all members of society have access to ICTs, including those who cannot afford personal devices, and developing frameworks that help people develop media and information literacies that will help them understand the digital environment that they live and work in.

In short: access, and skills.

c) What do the WSIS Stakeholders envision for an information/ knowledge society ensuring that the youth, women, poor, persons with disabilities and indigenous peoples benefit from the enormous opportunities provided by the ICTs?

This question is worded in quite a difficult way. If we were to develop an information/knowledge society that benefited the most vulnerable and marginalised members of society then it would need to have a number of characteristics:

- access to ICTs would need to be available regardless of location or cost to ensure that all members of society, not just those able to pay, could access the Internet
- safe spaces, both online and off, should be available to build confidence in vulnerable users
- relevant and useful multilingual and local digital content should be available to ensure that all members of the community are able to understand and participate in online life
- training and capacity building in media and information literacy should be available to help users develop their abilities to evaluate and interact with online information resources
- information policies work for the benefit of all, regardless of their race, national or ethnic origin, gender or sexual preference, age, disability, religion, economic circumstances or political beliefs.

2. Draft WSIS +10 Vision for WSIS Beyond 2015 under mandates of the participating agencies (Definition of new priorities and objectives for WSIS Action Lines beyond 2015)

Please note: Participating agency refers to the Agencies tasked by the WSIS Outcomes to lead facilitation of WSIS Action Lines; See Annex to the Tunis Agenda for the Information Society.

- a) In your opinion, what are the **key emerging trends** in the Information and Communication Technology (ICT) landscape that should be considered in the implementation of WSIS Action Lines beyond 2015? **Please specify the Action Line you are providing an input for.**

Please note: You may wish to refer to the WSIS Forum 2012 & 2013 Booklet on Identifying Emerging Trends and a Vision Beyond 2015, available at www.wsis.org/review/mpp.

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development
 - Special attention should be paid to stimulating the role of parliaments in the promotion of the information society. Parliamentary library and information services can be used to support emerging democracies by empowering elected representatives through access to high-quality information resources. A recent example of this is the attention being paid by the Parliament in Myanmar to its library services by expanding the amount of digital resources and expertise available to MPs.
- C2. Information and communication infrastructure
 - IFLA believes that the development of affordable and easy to use devices is an encouraging trend that will contribute to an expansion of ICT use in rural areas. However, we also feel that attention needs to be paid to safe community spaces, such as public libraries, where those unable to afford personal Internet-connected devices can still experience the benefits of the information society.
- C3. Access to information and knowledge
 - IFLA strongly believes that access to information is a fundamental human right that can break the cycle of poverty and support sustainable development. The library is the only place in many communities where people can access information that will help improve their education, develop new skills, find jobs, build businesses, make informed agricultural and health decisions, or gain insights into environmental issues.

With this in mind, we are concerned to see the 'Identifying Emerging Trends and a Vision Beyond 2015' document talk about an emerging trend whereby public use access spaces are created to increase 'Access to open access'. We would strongly advise policymakers against creating new public use spaces when there are already over 330,000 public libraries worldwide, with 230,000 in developing countries. Why would more money be spent on creating spaces when there are existing resources that can be used to deliver information policy goals? The development of library services in Medellin, Colombia, is just one example of what happens when local government builds on an existing library infrastructure and develops it to meet the digital needs of citizens (<http://www.psmag.com/culture/library-parks-bring-community-to-colombia-39915/>), instead of creating new resources, such as telecentres, that have increasingly experienced problems with sustainability (<http://gurstein.wordpress.com/2011/05/18/telecentres-or-community-access-centres-or-public-interest-access-centres-or-community-technology-centres-etc-etc-are-not-%E2%80%9Csustainable%E2%80%9D-get-over-it/>).

(Incidentally, IFLA has held workshops on this subject at the IGF in 2011 and 2012, and at the WSIS+10 event in Paris in 2013 and at the WSIS Forum 2013. The outcome reports from these workshops are clear on the key role that existing public access intermediaries such as libraries can play in relation to Action Line C3)

Secondly, we believe that another key trend that needs attention is the increasing importance of training education and information professionals to use ICTs to train

- people with (and without) disabilities. Media and information literacy training needs to be embedded in school curricula and library and information professionals can work alongside educators to build students' capacities.
- C4. Capacity building
 - IFLA agrees that attention should be paid to developing ICT infrastructure, such as high-speed broadband, alongside the development of e-skills and human capacity building. While librarians understand well that new technologies can alter the role of traditional information intermediaries by placing more power in the hands of users, we also know from the past decade's experience that there will remain a role for skilled information professionals in providing training and enabling information access portals for users.
 - C5. Building confidence and security in the use of ICTs
 - With regards to Action Line C5 we would note that any emerging international framework focused on the elaboration of norms and principles in the area of access to the Internet will need to address public access if we are to ensure that everyone in the information society is catered for.
 - C6. Enabling environment
 - Here, IFLA would take note of the trends in the area of intellectual property, particularly copyright. The past decade has seen a tremendous emphasis on enforcement of digital copyright, without any fundamental benefits for users of information or consumers of digital cultural goods. An example of this would be the continuing inability of major cultural producers to fully embrace the global possibilities of the Internet when it comes to supplying music, movies or books to markets outside of the United States or Europe. Too much of the ecommerce market for cultural goods is still rooted in pre-Internet concepts of territoriality and national borders. If the post-WSIS period is to see the emergence of a regulatory copyright framework that balances the interests of suppliers and users then more work needs to be done to help business models that are forward thinking when it comes to the way that users want to access, share and remix content. Furthermore, there has to be more attention paid to the public interest, particularly relating to the necessary regulatory conditions that will support long-term access to, sharing, and preservation of cultural heritage in digital form. There must be recognition that existing international copyright frameworks are not going to help libraries and archives preserve cultural products for future generations, and that the current system of copyright exceptions and limitations must be updated to protect the public interest.
 - C7. ICT Applications:
 - E-government
 - See 'E-agriculture' below
 - E-business
 - [Click here to enter text.](#)
 - E-learning
 - One trend which is not picked up in the 'Identifying Emerging Trends and a Vision Beyond 2015' document is the emerging benefits of access to big data and Text and Data Mining (TDM). Libraries are already engaged in advocating for an open regulatory environment to facilitate TDM (see: <http://www.libereurope.eu/news/tdm>), and IFLA would be keen to see any post-WSIS framework recognize the benefits of TDM for scientific research at both the institutional and citizen scientist level (See 'E-science' below).
 - E-health

concerned with how user data may be accessed by security agencies and used to monitor library users' activities. This has happened in the past and is clearly possible now and in the future. Consequently IFLA believes that mass surveillance of Internet activity, coupled with massive data retention of user data, is a key emerging trend that must be addressed in any implementation of WSIS Action Lines beyond 2015.

- C10. Ethical dimensions of the Information Society
 - When reading the feedback from the WSIS Forum 2012 in the 'Identifying Emerging Trends and a Vision Beyond 2015' document IFLA is struck by the reference to how human rights is creating a positive contribution to online commerce. In light of the revelations made by Edward Snowden during 2013, and the apparent contributions made by large commercial technology corporations to the NSA's surveillance network, we are less positive about the extent to which online commerce will pay appropriate respect to human rights going forward. We do, however, fully support the document's recognition that information literacy will be an essential skill for users to have when attempting to make informed choices in the online world.

Another area which we would like to see explored in the context of ethics is the ownership of digital information. We are particularly interested in two aspects – individuals' ownership of their own private information in the digital age, and the concept of ownership as applied to purchased digital information. Libraries have always defended their users' right to conduct information-seeking activities free from interference, safe in the knowledge that their privacy is respected. As personal information becomes the currency of the Internet there are clear questions about the extent to which this can continue, particularly in an age of third-party vendors, eReaders and eBooks. We would recommend that the WSIS review includes reflection on the evolution of privacy in the past ten years.

With regards to the ownership of digital information, we feel that this is something long grappled with in the academic library community that is now becoming mainstream. At a time when Amazon can remotely wipe its customers' Kindles with little to no explanation, or when individuals can spend thousands of dollars on an iTunes music collection with little chance of being able to pass it on to their heirs then the question of whether or not anyone really 'owns' their digital purchases must be raised. The role of consumer expectations and the effects of licenses and terms and conditions on notions of ownership might prove a fertile trend to explore.

Finally, we also recognise that the increasing critical focus on the ownership of research data and results paid for with public money is an emerging trend of ethical interest. IFLA supports Open Access, and notes that the 'Identifying Emerging Trends and a Vision Beyond 2015' document mentions free access to public and governmental information as an area for focus.

- C11. International and regional cooperation
 - [Click here to enter text.](#)

b) What are areas that have **not been adequately captured by the framework of the existing 11 WSIS Action Lines** and would need to be addressed beyond 2015? **Please specify the Action Line you are providing an input for.**

- C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

- Click here to enter text.
- C2. Information and communication infrastructure
 - Click here to enter text.
- C3. Access to information and knowledge
 - Balanced copyright frameworks that respect the public interest and enable cultural institutions to preserve and make available cultural heritage in digital formats.
 - Social media literacy
 - User-generated content (UGC)
 - Ownership of digital information (vs. licensing)
 - Cloud computing
- C4. Capacity building
 - Click here to enter text.
- C5. Building confidence and security in the use of ICTs
 - Click here to enter text.
- C6. Enabling environment
 - Balanced copyright frameworks (see C3 above)
 - Crowd-funding and alternative funding mechanisms
- C7. ICT Applications:
 - E-government
 - Open government
 - New forms of civic participation and social organizing (Avazz, MoveOn, We the People etc.)
 - E-business
 - Peer to peer/sharing economy
 - E-learning
 - Text and data mining
 - Massive Open Online Courses (MOOCs)
 - Open educational resources (OER)
 - Gameification
 - E-health
 - Wearable technology (e.g. the implications of constant health monitoring through personal wearable technology)
 - E-employment
 - Click here to enter text.
 - E-environment
 - Click here to enter text.
 - E-agriculture
 - Click here to enter text.
 - E-science
 - Big data
 - Text and data mining
- C8. Cultural diversity and identity, linguistic diversity and local content
 - Advanced automated translations
- C9. Media
 - Click here to enter text.
- C10. Ethical dimensions of the Information Society
 - Internet surveillance in a post-Snowden environment.
 - Wearable technology (e.g. the privacy implications of Google Glass)
 - Ethical implications of social media use (trolling, cyber-bullying etc.)
 - Cloud computing
- C11. International and regional cooperation

○ [Click here to enter text.](#)

- c) In your opinion are there any priority areas that need to be addressed in the implementation of WSIS Beyond 2015.

IFLA would be keen to further understand the relationship with the ongoing MDGs review and the creation of post-2015 development framework. To what extent must the implementation of the WSIS Beyond 2015 process support any new framework for development at a global level?

Secondly, in terms of implementation, we suggest that the current climate of austerity, particularly in Europe and the west, needs paying careful attention to. In times of financial difficulty the use of public institutions increases. Those unable to afford computers or Internet connectivity turn to providers of public access, such as libraries, to access the information resources they need to improve their lives. At the same time, austerity has seen a reduction in funds for libraries and other publicly funded services in many countries, and a change in the extent to which the public can access information for free to low cost. When this is taken together with current trends in the market for eBooks and access to other electronic materials, where actors in the private sector are unwilling to provide libraries with the means to purchase information resources, then reliance on market-based information solutions increases and benefits are accrued only to those able to pay. This is just an example from the library sector, but the changing nature of society due to the effects of austerity policies and the global financial outlook might be an interesting trend to discuss as WSIS moves forward. In this situation, what is the role of crowd funding and online collaboration platforms, and should mechanisms like these be considered appropriate for services that until now have been provided by the public sector? There are a number of questions that can be asked.

3. Ensuring accountability of the WSIS Action Lines beyond 2015 (Targets and Indicators for an open and inclusive information/knowledge society for all beyond 2015)

Please note that information provided under this point will be relevant to the second physical meeting of the open consultation process on WSIS+10 High-Level Event.

- a) How can the **monitoring and evaluation** of future implementation of the WSIS process, in particular, the Action Lines be better enabled?

The WSIS Forum has served as the main point where IFLA has engaged with the monitoring and evaluation of action lines C3 and C8. Our engagement has depended on the resources we have had available to attend, and has involved different people at different times. We could benefit from more regular communication from the participating agencies regarding reporting, along with some more guidance regarding how to assess impact and outcomes in a way that is useful to the WSIS process. It could be that any post-WSIS processes holds a separate event for build capacity for reporting, so that enough time is allocated to really inform stakeholders about what they are monitoring and evaluating.

- b) What are the **priority areas** that the post-2015 WSIS process should focus on and which goals and targets could monitor the new vision for WSIS beyond 2015?

Public access to ICTs

Media and information literacy skills

Freedom of access to information and freedom of expression

4. Any additional comments or suggestions

During 2013 IFLA conducted an extensive research exercise to develop The IFLA Trend Report. In the global information environment, time moves quickly and there are an abundance of commentators trying to keep up. With each new technological development, a new report emerges assessing its impact on different sectors of society. The IFLA Trend Report takes a broader approach and identifies five high level trends shaping the information society, spanning access to education, privacy, civic engagement and transformation. Its findings reflect a year's consultation with a range of experts and stakeholders from different disciplines to map broader societal changes occurring, or likely to occur in the information environment. The five major trends identified are:

TREND 1 New Technologies will both expand and limit who has access to information.

TREND 2 Online Education will democratise and disrupt global learning.

TREND 3 The boundaries of privacy and data protection will be redefined..

TREND 4 Hyper-connected societies will listen to and empower new voices and groups.

TREND 5 The global information environment will be transformed by new technologies.

A high level summary document illustrating the collisions that occur when the Trends clash is available at: <http://trends.ifla.org/insights-document>

The entire IFLA Trend Report and associated resources is available at <http://trends.ifla.org>