Vietnam and Indonesia

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Abstract

Purpose – The purpose of this paper is to describe the initial steps in creating a Global Libraries Initiative program in Vietnam and Indonesia.

Design/methodology/approach – The paper outlines the requirements and initial steps that have been taken in the two countries.

Findings – There are no findings at this stage of the two programs.

Originality/value – There has been no similar offering from either country.

Keywords Global Libraries Initiative, Public libraries, Vietnam, Indonesia

Paper type Case study

Vietnam

Vietnam joined the Global Libraries Initiative in July 2011. The project concentrates on rural areas and is particularly interested in hard to reach or disadvantaged groups such as women, ethnic groups, poor people, farmers, and students living in rural areas. A unique feature of this programme is that it also involves providing public access computing (PAC) through Cultural Post Offices (CPOs). These are local official services offering basic post office and information services at commune level (many of which are too short of funds and human resources to sustain a public library service).

A needs assessment is currently being conducted to determine local service requirements and to establish what public access is currently available and what the ICT and support requirements will be for each library or CPO. Baseline surveys have commenced in 12 of the 40 Provinces (out of 63) included in the program, covering Province, District and Commune levels. These surveys focus on library users and on the general public and aim to assess the local situation and people’s involvement with and attitudes towards public libraries, computers and the Internet before the introduction of PAC into public libraries and CPOs. The intention is to survey a total of 2,880 users and non-users of public libraries/CPOs by the end of the baseline survey.

The next phase of the programme involves introducing ICT and training support into the first 12 Provinces. By the end of the programme this coverage will have extended to include 40 Provincial Libraries, 378 District Libraries and 1,572 Commune

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CPOs or libraries. Detailed planning of the IPA effort required to evaluate this work is well advanced.

**Indonesia**

The PerpuSeru nationwide library development project was launched in Indonesia in October 2012 as part of GL and under the management of the Coca-Cola Foundation of Indonesia. In its first phase, 35 District public libraries across Indonesia have been identified (24 through an open application and selection process and 11 chosen on the basis of set criteria to reflect particular concerns about Public Access Computing in challenging areas). All will receive information technology hardware and software as well as library staff training and advocacy development.

An initial needs analysis has been carried out and the terms of reference for a baseline study covering the catchment areas of each library is now being finalized. This will include a survey of library users and the general public and other forms of data collection covering current target library user profiles; current target library services; human resource capabilities; community expectation of their target library; community communication-seeking behaviour and perceptions of the use of libraries; public access technology and librarians; target library community demographics; local government expectation of the target library; public access to internet enabled computers around the target library; and current benefits the community currently enjoys from information technologies; as well as perceptions and attitudes toward target library from local government leaders, the surrounding community, relevant community groups, community leaders and educational institutions.

The next steps will be to appoint consultants to undertake the surveys and related work.

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