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Project Factsheet Information

Project title	Equal Access to the Information Society in Myanmar
Grant recipient	Myanmar Book Aid and Preservation Foundation (MBAPF) No 55, Baho Road, Corner of Baho & Ahlone Road Ahlone Township, Yangon, Myanmar Tel: (951) 221 271, 212409, 2314708 (959) 7314 7732 Fax: (951) 524 580 www.mbapf.org
Dates covered by this report	1 January 2017 / 30 October 2017
Report submission date	15 November 2017
Country where project was implemented	Myanmar
Project leader name	Dr. Thant Thaw Kaung, thantthaw@myanmarbook.com
Team members (list)	Myat Sann Nyein, msnyein@mbapf.org Htet Aung, htetaung@mbapf.org Sandra Chit Hpo, schithpo@mbapf.org
Partner organizations	Ministry of Information, Information and Public Relations Department Community Centre/ Libraries Monastic Schools
Total budget approved	AUD 50,000 + AUD 25,000 mentoring package
Project summary	This project focuses on women and youth, and benefits 500 people through 20 libraries across the country. The curriculum, developed specifically for Myanmar, focuses on critical thinking in a digital environment of smartphones and tablets. It develops the skills of young female leaders by providing them with specialized information technology training, leadership and job skills, and opportunities to engage in critical public discussion. The main objectives of the project are to 1) provide training to 500 women and youth in mobile information literacy; 2) provide specialized IT and leadership training to 50 girls age 16-20 through TAG programme Prepare 20 librarians with advanced MIL so that they can provide ongoing support for their communities and 3) dissemination of this important MIL curriculum through government initiative of ICT for development. As part of then grant, Assistant Trainer Htet Aung, received training at JFDI.Asia in Singapore. During this GoGlobal program, Htet explored new ways to find partnership and enhance his capacity of taking a representative role for our organization. He had contributed his experiences and applies in our training and advocacy work. We have already finished all the master and cascade training for MIL. Moreover, TAG project was finished successfully.

Table of Contents

Background and Justification

Since mid-2011, Myanmar has been going through an unprecedented change as it emerges from five decades of military rule and struggles to advance three major structural transformations – from authoritarian to democratic rule, from economic isolation and underdevelopment to an integrated market economy, and from war to peace. The challenges the country faces to "catch-up" in the world's most economically competitive region are staggering. However, Myanmar is also on the precipice of a fourth transformation, one that holds the unprecedented potential to strengthen individual abilities for democratic citizenship. This fourth transformation is that Myanmar is leaping across the digital divide, due to the government's liberalization of all media and the opening of the telecommunications market. The mobile penetration rate has climbed to 65% in 2016, from 14% in 2010. Content, too, has grown exponentially. Print media sources have proliferated, restriction on Internet content, as well as foreign new sources and media, have been lifted. Myanmar's citizens now have more choices than ever before. However, this explosion of connectivity and information does not mean that people have the appropriate knowledge and skills to take advantage of these changes. The general population lacks digital, information literacy, and critical thinking skills. There's a huge deficit in people's ability to find and evaluate the quality and credibility of information obtained online, create and

Figure 1 Tech-age girls infographic

share online information effectively, and participate safely and securely. There have been numerous reports of how postings on Facebook have spread rumours and inflamed racial and communal tensions, in part due to the complicity of major media and the susceptibility of ordinary citizens who have little history of questioning the authenticity of online information. We also found that only 35% of the people benefiting from the Beyond Access[i] program were women and youth, indicating concerted effort is needed for these population groups.

Given this context, it is imperative that efforts be undertaken to equip Myanmar's citizenry, especially women, with the knowledge, skills, confidence, and other abilities to shape a democratic, trustworthy, and vibrant local information society. These two projects are already contributing to this vision, but ongoing funding is needed to continue and build upon their initial achievements.

Due to these above-mentioned challenges, we have developed the following two programmes, implemented under the Community Impact Grant 2016 from ISIF Asia.

Mobile Information Literacy (MIL)

Millions of people come online via mobile devices around the country. Therefore, mobile information literacy is vital for those who have leapfrogged from traditional media to digital devices that provide access to information. Mobile information literacy is necessary to help people especially women and children who knows only voice communication. MIL share the information literacy with them to learn how to find and evaluate the quality and credibility of online information, understand how to create and share online information effectively, and
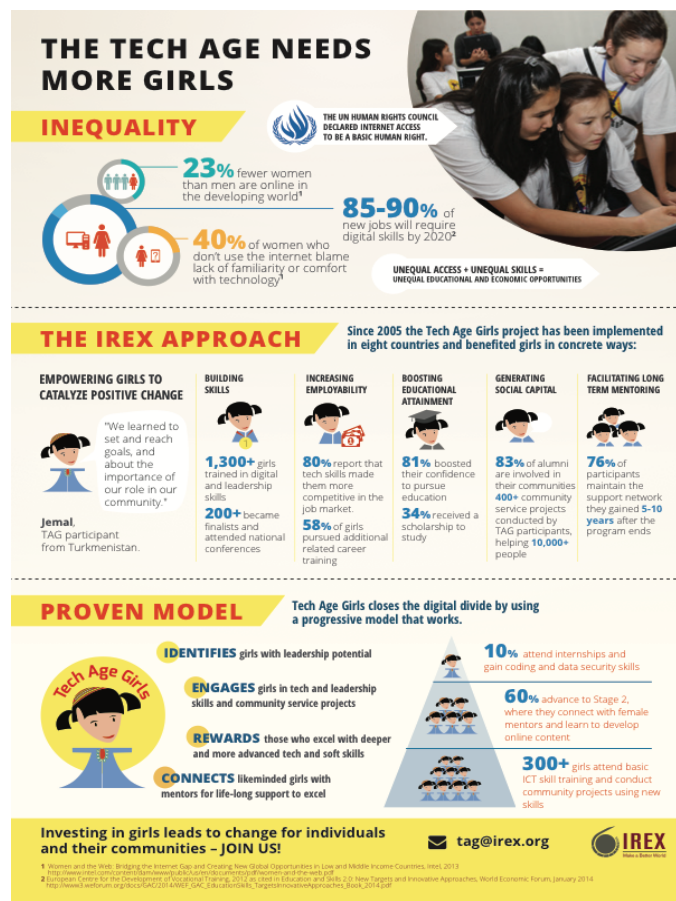
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participate safely and securely. Mobile information literacy is critical to help people to be able to locate online information, evaluate and disseminate trustworthy and high-quality information online.

After learning all modules of MIL, they can prove and demonstrate changes in their lives as a result of the programs, such as online job application, accessing government services and quality sites and accessing educational materials online, using maternal and health application and getting agricultural news. In addition, women and children stay online safely and securely.

We had expected to support 500 trainees from 20 libraries, but the final outcome became 588 trainees from 18 libraries. Unfortunately, 2 libraries were not able to continue as their master librarians were moved to another city and hence they could not continue the training. The remaining 18 libraries were able to complete the training performing above the expectations of the team.

Tech Aged Girls (TAG)

Libraries have started offering technology and guidance in making use of the Internet, but there is still disparity among those benefiting from this new service. Data collected by libraries indicates that library tablets are being used twice as much by boys than girls. In Myanmar, the technology sphere is dominated by males, with female largely left out of this rapidly expanding field. According to GSMA sponsored LIRNEAsia Report on "Mobile phones, Internet, and gender in Myanmar"[ii] women in Myanmar are 29% less likely to own a mobile phone than man. According to IREX's report on "Ending Gender Digital Divide in Myanmar"[iii] women in Myanmar have the same potential as men, but there are barriers that women face that men do not. For example, online safety is a big challenge because of a popular perception that women are weaker than men, especially young women. Online harassment is more prevalent for women, particularly on Facebook.

Tech Age Girls-Myanmar (TAG) identified promising female leaders between the ages of 16-20 from throughout the country and provide them with essential leadership and job skills through an engaging, integrated program based at public libraries. Libraries have the potential to provide a neutral and trusted space for girls and young women to learn and develop new skills. As a trusted community institution, libraries are the ideal base to serve girls and young women in gaining the skills in demand in a 21st century economy.

Providing support to 50 young women via 10 more libraries from public libraries, TAG worked with a selected group of Myanmar young women without other access to technology training in IT and leadership skills to improve their job skills and help them become role models for youth in their communities.

At present, we have finished all the TOT (Training of the Teachers) modules and we found out that all these master trainers not only improved their skills but also have improved their psychological wellbeing and level of satisfaction.

At present, we have finished all the TOT (Training of the Teachers) and cascade trainings and all these outstanding young women (10 of them supported by the ISIF Asia project and another 10 by Microsoft sponsorship) are carrying out community development projects.

Project Narrative

We started the competitive application process offered to libraries on 10 November 2016. We selected 20 out of 30 applicants for MIL and 10 out of 20 applicants for TAG. We started our TOT training starting from 20-22 December 2016. All the libraries had started their cascade training since 14 February 2017. Our trainers monitored their cascade training and we have noted that total of 588 trainees

Figure 2 Pithu Yaung Chi Library

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had received the training throughout the year. Training results of each library are shared on our SharePoint site, under Appendix A[1]. We were able to conduct pre and post training assessment using a survey form developed in collaboration with the United Nations University.
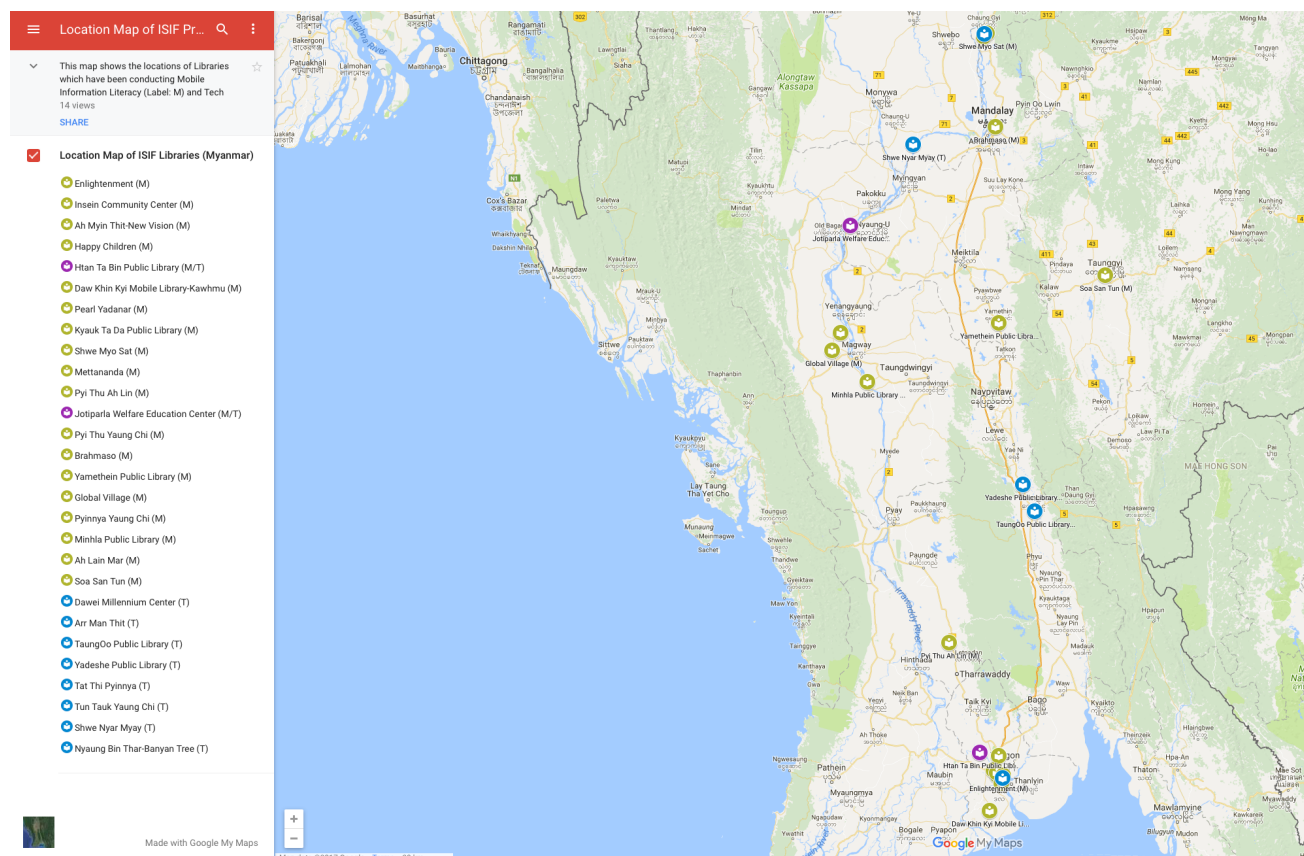

Figure 2 Libraries location map build on GoogleMaps

We are very glad to see past year students joining our programme as master trainers, as they all felt that TAG can bring a great opportunity for their future in their respective communities. All the TAG trainings were completed in September 2017 and according to the project, each of these remarkable 20 young women had submitted their community projects. During the leadership summit, we gave the award to the 3 most outstanding projects (see Appendix B[2] for project overviews). Ooredoo Myanmar is committed to sponsor these projects in the community.

Both TAG and MIL participating libraries[3] were judged by selection committee as MBAPF had started to give Innovative Library Awards since last year. The selection was done based on selection criteria setup together with MBAPF and Myanmar Library Association. There are 150 Beyond Access Libraries participated in the process.

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[1] Appendix A https://mbapf.sharepoint.com/:x:/s/MIL/EUtuTh4PmfVIrA-MYNnbIIwBThHAl1g9zTWXr3A8zvKYLQ?e=ae87845d4bf54e888c48e1a01f6189a4
[2] Appendix B
https://mbapf.sharepoint.com/:w:/s/MIL/EegHa8padCNIreAUUfEcKoMBmIRm1vE0P3me1o64HNKBhw?e=5ff7c26c359b4a4e9fe8422f7dc0dd1d

[3] Libraries location map produced by the project team
https://drive.google.com/open?id=18lhyYHotzHxX_BPCOTBDVdOvgwaYJukH&usp=sharing

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These librarians were given awards on 30th October 2017 at the grand event of "Leadership Summit for TAG and Innovative Library Award Giving Ceremony" which was attended by over 200 participants including Union Ministers of Information, General Manager of Microsoft and CEO Ooredoo Myanmar and Director General of Ministry of Education.

During the course of the project, we secured additional support from Microsoft and UNESCO as well as from the United Nations University kindly gave their expert hand to monitor and evaluate our MIL training.

Ooredoo Myanmar and MBAPF signed a MoU in March 2017 and under this MoU, Ooredoo Myanmar had contributed 575 laptops and free Internet of 40GB per month package per library for one year. Ooredoo is now planning to extend this MoU for next year.

Microsoft provided financial sponsorship to MBAPF to conduct MIL training to additional 300 people through 10 libraries, also to provide training for 50 girls through TAG programme and Hours of Code Microsoft computer science course to 100 students. This partnership was introduced through our executive director Dr. Thant's presentation at Rotary Club of Yangon where Microsoft representative found out about our project and partnership agreement was signed in December 2016. Because of this partnership, we were able to increase the number of participating libraries.

Figure 4 TAG logo 2017

Initially, we planned to provide the MIL training to 20 libraries with ISIF's grant but with Microsoft support, a total of 30 libraries and total of 800 will be trained. Moreover, initially we planned to implement 10 libraries for 50 TAG girls under ISIF's grant but with Microsoft's partnership, we are going to increase the number of libraries to 20 and total of 100 TAGs will be trained under both yours and Microsoft grant.

Because of presence of additional sponsorship, we have to make a few adjustments for the training especially for TAG. It is more practical for our trainers to host the final conference by bringing finalist of 20 TAG to Yangon. Initially, we planned to bring finalist of 10 TAGs (now become 20) to Yangon with ISIF's grant in July 2017.

Now, we hosted the final conference together with Microsoft's sponsored TAG only in October 2017. By doing the final conference together, we were able to bring more media awareness. This is the only adjustment we have to do and the rest of the programme remain unchanged. Microsoft is very supportive of the result of both MIL and TAG and hence they are going to sponsor in 2018 also.

Figure 5 TAG training team

UNESCO found out our training through our media coverage of our training and MBAPF signed an agreement with UNESCO for a project called "Sustainable Livelihood and Food

Security" which is funded by LIFT in April 2016. According to this project, we conducted MIL to 1,000 people who are from agriculture and livelihood sector. Under this agreement, we gave training to agricultural extension workers from NGO and government, media personals and information personals including librarians from Ministry of Information. Training was successfully completed in October and UNESCO is planning to extend to additional 240 trainees in 2018. Many of these training took place at our community and public libraries.

United Nations University found out about our MIL through our partner University of Washington. UNU is interested in our project because of rare scenario in the country which has highest smart phone users, majority (up to 80% according to LIRNEAsia Report) of which are starting to surf Internet unlike in other countries which has laptops, desktops and only after that smart phones are used to surf Internet. That is why, they have studied our MIL courses and several interviews were made over one year. We also learned the methodology of monitoring and evaluation of our training and we are able to apply them in our project.

Our assistant trainer, Htet Aung, was sponsored by ISIF Asia to go to Singapore and get training for JFDI.Asia, through the GoGlobal program for entrepreneurs. Htet has learned so many new experiences during his stay in Singapore. When he came back to Myanmar, he had introduced many of the leadership skills that he learned there. For example, he can make more contribution in developing message for potential partners about our foundation and our ongoing projects.
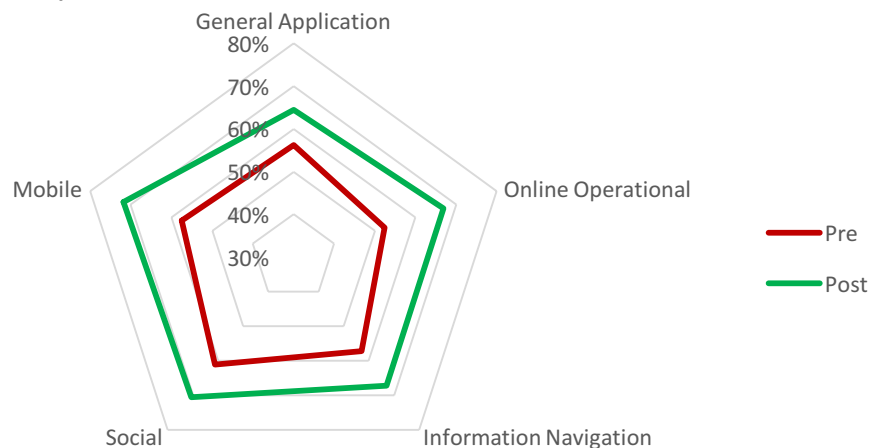
Indicators

Indicators	Baseline	Progress assessment	Course of action
MIL			
39 master trainers/facilitators attended TOT from 20 libraries and community centres from upper and lower Myanmar	These master trainers/facilitators have very basic knowledge of ICT. Most of them already are regular email users and active on social media.	Master training was done on 20-22 December 2016 in Yangon for Lower Myanmar Libraries, and from 14-17 January 2017 in Mandalay for Upper Myanmar Libraries. All the master trainers are young learners/ youth who are eager to learn and willing to do the cascade training. All the master trainers' skills have improved over 11% across the board on all the skills. Please refer to Monitoring and Evaluation Results of both master and cascade training in Appendix A[4].	No change
500 trainees to get the MIL skills through 20 libraries via cascade training.	Almost of the trainees are first-time users of Internet and digital devices. Most of them do not know the power of Internet and computational skills	20 libraries conducted cascade trainings from 14 January 2017 to October 2017. 60% of trainees are from rural and sub-urban areas. Trainees are high school students, university students, community members, monks, civil servants and police officers. **Qualitative Results** Many trainees express to become ICT professionals after getting the training. They are able to learn how to use email and other communication tools like Skype efficiently. Officers from Ministry of Information said that conference calls using smart phones allow them to communicate easily.	Minor changes have to be done depending on the background and skill level of trainees before conducting the training. For example, we need to take 4 days instead of 3 days. But, overall training modules remain unchanged.

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[4] Appendix A https://mbapf.sharepoint.com/:x:/s/MIL/EUtuTh4PmfVIrA-MYNnbIlwBThHAI1g9zTWXr3A8zvKYLQ?e=ae87845d4bf54e888c48e1a01f6189a4

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Indicators	Baseline	Progress assessment	Course of action
TAG			
20 trainees attended TOT Phase1 as master trainers from 10 different libraries from 5 regions and 2 states (Tannitharyi Region, Manadalay Region, Magwe Region, Yangon Region, Bago Region, Kachin State, and Shan State) from 23rd to 24th December 2016.	All the master trainers have basic knowledge of ICT and also have huge enthusiasm to implement the project.	TOT training went very well. Once the master trainers arrived back to their libraries, they introduced TAG project to all the community leaders via Information Session at the libraries.	No change
TAG Phase 1 After the TOT, 56 TAG girls were selected from 10 libraries and underwent the basic digital literacy from 27th December 2016 to 27th January 2017	56 TAG girls from 10 different places/libraries are trying to cope for the semi-finalist selection which will be on 11 April 2017. Over 90% of them are first-time user of ICT devices and Internet.	All the TAGs are extremely active and fast learners. They spent 32 hours (4 hours per week, altogether 8 weeks) at the libraries and learned from their master trainers. Their ICT skills have improved visibly.	No change
TAG Phase 2 From 29 June to 1 July 2017, 20 master trainees again attended TOT Phase 2 as master trainers from 10 different libraries from 5 regions and 2 states (as same as phase 1) and receive training in advanced technology training, leadership skill, and community development project management training, and community project design. They were trained how to set their goals and how to fulfil them.	27 girls from 10 different libraries from community libraries were selected. All these TAGS inspire each other through twice-a-month online discussions in preparation for the projects. Based on a technology skills test and the strength of their projects, (about 3 TAGs per library) who demonstrate the most potential will be selected as TAG semi-finalists.	They spent 32 hours (4 hours per week, altogether 8 weeks) at the libraries and learned phase 2 course from their master trainers. Girls explore the needs of their community by themselves and designed the project. All the TAGs showed outstanding progress in Phase 2. They became confident in public speaking, using digital literacy skills and became leaders in their respective communities. They started to perform master of ceremony, trainers and volunteers by librarians at various community events and they played a leading role in the community.	No change
TAG Phase 3 In the third phase, TOT master trainers selected one from each library who demonstrate the most potential performer based on technological skills, soft skills and the strength of their projects.	TAG have not expected to learn that advanced technology skills like WordPress, soft skills and they are weak in these skills. They never have experience of project management skills.	Finalists were announced on 9 September 2017 after TAGs completed intermediate courses in IT covering basics of graphic design, text and video editing as well as social media tools. They also learned business skills. 20 TAGs were selected and they have learnt advanced leadership and technology training, project management training on how to implement the projects for their community needs by innovative ways. They attended the Leadership Summit for Tech Age Girls on 20 October 2017 in Yangon. Finalists spent 6 days and during which they attended 3 panels with women politicians, entrepreneurs and civil society leaders. At the same time, they also received training on advanced IT, leadership, writing, project design and implementation skills, and field trips to relevant organizations. They also visited companies and UN office, U Thant House Museum, Yangon University Library and Universities' Central Library, National Library and Museum to gain knowledge during their stay in Yangon. About 50% of them have never been to Yangon before. All the finalists were extremely glad to receive these advance technology skills as well as project management skills.	No change

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Pre-Post Training Comparison for 39 Master Trainers

Skill	Pre	Post	Improvement	
General Application	56%	64%		8%
Online Operational	52%	67%		15%
Information Navigation	57%	67%		10%
Social	61%	71%		9%
Mobile	58%	72%		14%
Overall Improvement				11%

Figure 6 Pre-post training comparison for 39 Master Trainers

Figure 7 TAG Workshop at Diamond Jubille Hall

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Project Implementation

Project activities	Input	Outputs	Timeline	Status
MIL				
Preparation for training manual and customization of curriculum with emphasis on women and children	Discuss with community and public librarians for their needs.	All our project directors and programme officers developed the curriculum[5] of MIL.	03 November 2016 to 10 December 2016	Completed
Competitive application forms were sent out to 20 libraries	Forms were prepared according to the selection criteria[6].	Forms sent out and received them back within 2 weeks.	10 November 2016 to 04 December 2016	Completed
Training for master trainers launched	Training manual and curriculum are finalized	40 Master trainers attended and completed	(20-22) December 2016 (Lower Myanmar) (14-17) January 2017 (Upper Myanmar)	Completed
Cascade training at 18 libraries were conducted	Customize according to the background of community and their requirement	Total of 588 trainees receive MIL from 18 libraries.	January 2017 to October 2017	Completed
M&E framework and data were collected	Discuss and develop MIL M&E with United Nations University	M&E forms were distributed. (Pre and Post Assessment Forms[7])	January 2017	Completed
Preparation for Innovative Library Awards	Collection of data and interview with librarians	Announcement of the most outstanding innovative libraries. Out of 18 libraries, 5 libraries were selected.	October 2017	Completed

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[5] Curriculum http://myanmarbookfoundation.org/wp-content/uploads/2016/04/MIL-in-English.pdf
[6] MIL Selection Criteria
https://mbapf.sharepoint.com/:w:/s/MIL/ETDVxjZFGMdEl5eiB1zRXpkBKZYVroqYKbgqPkv4ZvPzfg?e=d1875d5b07e047458bfa5d7bac4a585 9
[7] Pre and Post Assessment Forms
https://mbapf.sharepoint.com/:f:/s/MIL/Es8jvApnLWFGvuYLIkcIRoIB1S2LMBABto_q6Jhn8tNWMw?e=1d1df185e805478585fe6c08b551238 3

Project activities	Input	Outputs	Timeline	Status
TAG				
Competitive application process to participate in the TAG project.	TAG criteria[8] were sent out to potential 30 libraries.	Out of 30 libraries, we selected 10 most promising libraries.	26 February 2016	Completed
TOT Phase 1 training from 10 different libraries		20 participants	(23-24) December 2016	Completed
Information Campaign and application process for the selection of TAG girls (quarter final list)		64 applications received	27 December 2016 to 27 January 2017	Completed
Announced quarter final list		56 participants	30 January 2017	Completed
Master trainers from 10 different libraries gave training to the girls. (Phase 1 curriculum)	Laptops were distributed to all the community libraries who participated in TAGs 2017 project by Ooredoo	56 participants	06 February 2017 to 02 April 2017	Completed
Announced Semi-finalists		27 participants	11 April 2017	Completed
TOT Phase 2 training from 10 different libraries		20 participants	29 June 2017 to 01 July 2017	Completed
Master trainers from 10 different libraries gave training to the girls. (Phase 2 curriculum)		27 participants	09 July 2017 to 08 September 2017 (Project week is 28 August 2017 to 05 September 2017)	Completed
TOT master made a selection for the finalists (one girl from each library)		10 participants (because of Microsoft involvement the grand total of finalists was 20 girls)	09 September 2016	Completed
Held Leadership Forum for Tech Age Girls, on 20 October 2017, Yangon.		10 participants (because of Microsoft involvement the grand total of finalists was 20 girls)	20 October 2017	Completed

Communication and Dissemination

All our project activities are carefully monitored and evaluated by using methodology developed together with United Nations University. Each training session was pre-assessed before the training and post-training assessment was done. Then, we compare the results and graphs are produced for visualization. Details of the results are mentioned in Appendix A[9].

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[8] TAG Selection Criteria https://mbapf.sharepoint.com/:w:/s/MIL/EWUNAEaS4tNOm9F8DUk5XvMBLxwTkEdZEs0ggI-f46ScQ?e=67b8a6c704d340f58efe4740a0b78fc3
[9] Appendix A https://mbapf.sharepoint.com/:x:/s/MIL/EUtuTh4PmfVIrA-MYNnbIIwBThHAI1g9zTWXr3A8zvKYLQ?e=ae87845d4bf54e888c48e1a01f6189a4

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Moreover, effective communication with all the stakeholders including media are given continuously. We carefully selected those libraries which are active and serving to underserved population but struggling without our support. We have constant communication with them to make effective training to underserved and disadvantaged communities. For example, Jotiparla Welfare Monastic library from Bagan is starting MIL training to students as well as civil servants (officers from immigration) who are eager to learn the training. Shwe Nyar Myay library from Myaung township is led by active women and started their training on TAG to underserved girls.

All our TAGs met with community and had explained to the community leaders. They were all supported by their community and with full community participation, we have full confidence to get long term sustainability of the project. All our programmes activities are posted on our MBAPF Facebook[10] and website[11].

We held the "Leadership Summit for Tech Age Girls Myanmar Project and Innovative Library Award" on 20th October 2017. Minister of Information H.E Dr. Pe Myint, Ooredoo Myanmar CEO Mr Vilkram Singha, General Manager of Microsoft Ms Michelle Simmons and Director General of Basic Education, Ministry of Education Dr. Aung Naing Soe and Executive Director of MBAPF Dr. Thant Thaw Kaung gave addresses and gave awards to outstanding TAG and most innovative libraries. TAGs have spent one week in Yangon from 13th to 20th October and met with active women leaders from politics, civil society and entrepreneurs so that TAG inspired to become active women community leaders. Over 300 people attended the summit and many people expressed their support in the future. LIFT has expressed to launch women empowerment by using TAG and also Ooredoo Myanmar had confirmed to support community projects submitted by TAG. As part of TAG commitment, they will be developing community projects across the country. Many TAGs will be developing ICT training at their respective libraries and also will carry out outreach programme at nearby schools and teachers training. Many main stream media covered the event as follows:

- MRTV[12]
- The Global New Light of Myanmar[13]
- University of Yangon Library[14]
- 7 Day TV[15]
- Ministry of Information[16]
- Yoma Bank[17]
- The Myawady Daily[18]
- Myanmar Rehabilitation News[19]
- Myanmar Times[20]
- U.S. Embassy Rangoon[21]

A documentary on Tech Age Girl Myanmar project was developed with assistance from Microsoft. The documentary[22] can be viewed on YouTube.

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[10] Facebook https://www.facebook.com/mbapf
[11] Website http://myanmarbookfoundation.org/news/
[12] MRTV https://www.youtube.com/watch?v=_lWXviKMmIg
[13] The Global New Light of Myanmar http://www.globalnewlightofmyanmar.com/leadership-seminar-tech-age-girls-myanmar-library-award-ceremony-held/
[14] University of Yangon Library https://www.facebook.com/universityyangonlibrary/posts/1460169170698206
[15] 7 Day TV https://www.youtube.com/watch?v=bW70DcseWNU
[16] Ministry of Information http://www.moi.gov.mm/moi:eng/?q=news/21/10/2017/id-11780
[17] Yoma Bank https://www.facebook.com/halgbosher/posts/1654871301213513
[18] The Myawady Daily http://myanmarbookfoundation.org/wp-content/uploads/2016/08/The-Myawady-Daily-21.10.2017.jpg
[19] Myanmar Rehabilitation News https://www.facebook.com/permalink.php?story_fbid=2033835713567402&id=1819514268332882
[20] Myanmar Times https://www.mmtimes.com/news/government-expand-community-talk-shows.html#.WfKh7g3cMIg.facebook
[21] Myanmar Times https://m.facebook.com/story.php?story_fbid=1511309152284232&id=122393807842447
[22] Documentary https://www.youtube.com/watch?v=KrpKhbUfHNA&feature=youtu.be

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Photo gallery of MIL[23] and TAG[24] trainings and events at each library can also be accessed online.

Figure 8 Tun Tauk Yaung Chi Library

Figure 9 Happy Children Library

Project Management and Sustainability

Our team of 4 persons were able to manage the project efficiently. Dr. Thant as Project Director is able to manage coordinate the project with various partners and helped in advocacy and curriculum development. Ms Myat Sann Nyein, Project Manager of MIL, coordinate and arranged all the training of both master and cascade training. Ms Sandra Chit Hpo, Project Manager of TAG, coordinated with TAG and their librarians and conducted and monitored the training throughout 9 months. Assistant trainer, Htet Aung, made all the assistance for training and made 6 monitoring trips to check the cascade training. We are very fortunate that our trainings were helped and facilitated by previous year TAGs who are already familiar with the training and process. They volunteered in our training as facilitators.

Regarding to the management, we have made a few customizations of our curriculum based on our pre-training need assessment. Moreover, project timeline (only for TAG final conference) has to be adjusted due to presence of additional partner, Microsoft. Apart from this minor change, all the other requirements are able to support by ISIF's grant.

We have full confidence in getting sustainability of the project. This is because more and more stakeholders (especially community) are getting interested in our programmes and they are giving support to our projects. For example, one of our TAG libraries from Daw Khin Kyi Foundation will be supported with additional laptops and high-speed Internet from one mobile operator, MYTEL. We have seen so many collaborations from community, government and other NGO's support at our project libraries.

As for MBAPF, there are additional potential partners which we are negotiating as follows and we hope to finalize the negotiation in about 3-4 months' time.

1. World Bank's support project for Pilot Universal Service Fund: potential of 300 libraries will be supported under this collaboration and they can support with connection, digital devices and training. We have met with the team and they are very much interested in our programmes through the libraries. They also see our

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[23] Photo gallery of MIL https://drive.google.com/drive/folders/10q3x48SczKAH7-TftYE_PExfAzC3WDG1
[24] Photo gallery of TAG https://drive.google.com/drive/folders/0B6t7A5C1i6jxNVJwT2FRczdDSnM

project as sustainable. In fact, the team went to our project library, Jotiparla Welfare Monastic library in Bagan and they convinced that community libraries can be part of their project.

2. Ooredoo Myanmar had already confirmed to support our foundation with additional 350 digital devices.

Due to presence of additional partnership, our foundation has been recruiting potential trainers from across the country. Since we have been conducting MIL and TAG, we are able to identify young, talented master trainers who are able to work for us for our future projects.

3. Microsoft would like to continue MIL and TAG in 2018 and we are at final stage to get the approval. If we get the grant, we can conduct 100 trainees for MIL and 50 TAGs from 10 libraries each in 2018.

4. UNESCO also extended our MIL training from 1,000 to 1240 trainees from agricultural and fishery extension workers as well as information officers from Ministry of Information.

Figure 10 Insein IPRD (MIL)

Project Outcomes and Impact

We have seen immediate and medium-term outcomes at our libraries. Immediate outcomes are more trust from the communities to our libraries and our libraries receive additional support from their own community. They became champion in their respective communities. For example, we have seen the following benefits from the MIL and TAG training:

- Librarians are able to help community people with searching for online information such as health, education (scholarship) agricultural and livelihood information.
- Librarians are able to help communication (by using Skype, Viber and Messenger) and villagers can save a lot on their communication
- Librarians are able to help finding online jobs for their community
- Librarians are able to help using online tools safely and privacy issues are taught to the users
- Some libraries such as Jotiparla library in Bagan has been implementing outreach programmes by introducing MIL to nearby offices such as immigration, police station and tourism ministry office.
- IPRD Htantabin library partnered with other local organizations to give training of MIL and also took part in Communication of Development project and has been giving training to agricultural extension workers.
- Amyin Thit Community Library has been conducting MIL training and even advance computer science programme such as Minecraft game creator programme.

Our librarians became skilful in using digital devices and hence they have more confidence in supporting their communities. One of the librarians from Mon State said that "*We really owed MBAPF with our training which give them not only skills but also confidence in their daily lives. Before, they felt that they are left alone and unimportant in their communities but after getting training from MBAPF, they are able to play leadership role in their community*".

There are 6 trainees from Jotiparla Education Center from Bagan got job as tour guides, 16 trainees are now employed at hotels, restaurants, and companies after they have finished the MIL Training.

TAG programme has successfully completed after 9 months. During the leadership summit, many TAGs expressed that their lives have totally changed before the programme and after finishing it. All the TAGs are fully

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engaged and they now have full confidence to run their TAG programme in their respective libraries in the future. They will become future trainers at the libraries.

Some says, they really wanted to help their community development and needs. But they didn't have any idea how to do it. After the TAGs project, they have learned how to implement and design the project systematically. They are now very happy to help effectively to their community. Most of them said, "*I will return to my village after this training and share everything what I learnt from TAG project. I would have confidence to teach them.*"

Learning IT and communication skills in TAGs project had made them smart girls. Now, they have more friends and contacts from online network and their knowledge is increasing by sharing information.

One big potential impact of the TAG is that Ministry of Information is very much interested in our project as they are now setting up community centres across the country. They would like to run projects like TAGs at their centres and asked us to collaborate with them. We are still in negotiating phase and we will update to ISIF when things are materialized.

Overall Assessment

We are very happy with the project outcome which has exceeded our initial objectives. As mentioned above, we were able to secure additional support from Microsoft and UNESCO to become partners of the project. Therefore, we were able to expand our project size from 20 libraries to 30 libraries for MIL and from 10 libraries to 20 libraries for TAG project respectively. Our initial proposed number was 500 for MIL but we can expand up to 800. As for TAG, our initial proposed number was 50 but we can expand to 100. Moreover, under the UNESCO project of Communication for Development, we are able to conduct 1,000 extension workers from agriculture and ministry of information.

The most important finding of the project is the confirmation that with the availability of connectivity alone will not give effective usage of Internet. Proper and effective digital and information literacy trainings are very much important to strengthen the level of skill and knowledge of people. Therefore, we are eager to spread this important MIL training across the country and we need more support from international and national organizations in the future.

Figure 11 Myo Sat Library

This project is on the right path to narrow the digital divide. According to our overall assessment of 588 trainees, over 15% increase in overall skills of digital literacy especially mobile information literacy. This impact is seen as immediate effect just after getting training for 3 days. This skill set can be improved more with repetitive usage of digital devices in online environment. This impact will contribute to economic development of the country especially a country like Myanmar which is in transitioning.

We think proper pre and post training assessment, dedicated trainers, monitoring of the training and communication with end users play a key role in bringing the success of the programme. Here, I would like to emphasize that committed trainers and

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librarians are key in the success of the project.

We have faced only one "Good challenge". That is, many libraries would like to join the training and we have limited funding to provide.

Pre-Post Training Comparison for 588 Trainees

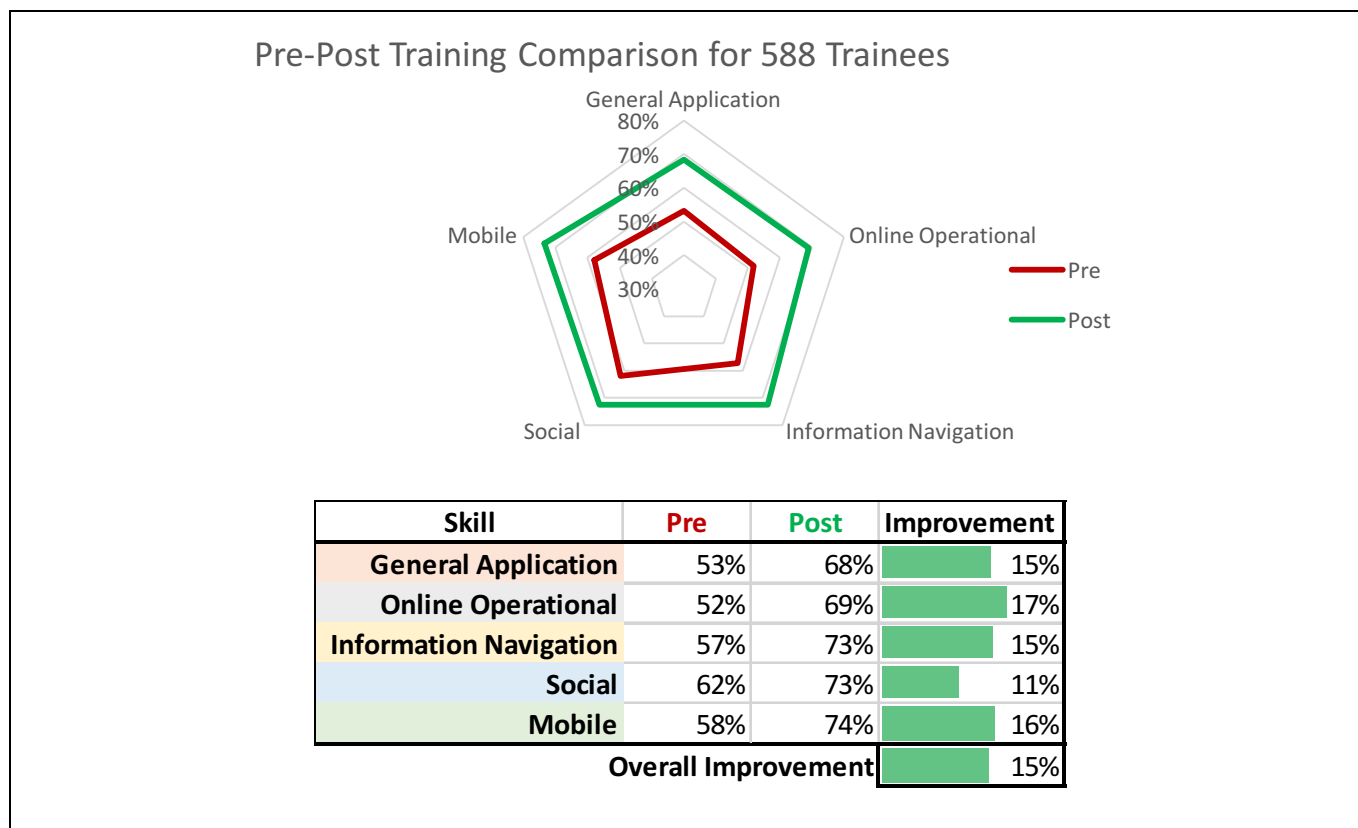| Skill	Pre	Post	Improvement	
General Application	53%	68%		15%
Online Operational	52%	69%		17%
Information Navigation	57%	73%		15%
Social	62%	73%		11%
Mobile	58%	74%		16%
Overall Improvement				15%

Figure 12 Pre-post training comparison for 588 trainees

Recommendations and Use of Findings

We believe that it is very important to share findings with government, international development agencies and donor agencies, so we plan to share them with the Myanmar government, especially Ministry of Communication and Transport, Ministry of Education and Ministry of Information. We have already signed a MoU with the Ministry of Information. We will continue to advocate to them about the importance of the curriculum designed and the strategy behind it, and we will continue to pursue their support to our projects in the future.

We have been recommending using library infrastructure as the venue for future technology hubs with committed facilitators to Alliance for Affordable Internet (A4AI) and World Bank's consultant Intelcom which are responsible for drafting the Universal Service Strategy in Myanmar. Universal Service Strategy will have to be finalized within this year as 2% of net revenue from four mobile operators will be available by the end of this year. As a working group leader of USF working group, project director, Dr. Thant, can give necessary suggestions and recommendation to these organizations about our project findings. Intelcom had recommended to use libraries would be future digital hubs.

Bibliography and references

Beyond Access. Through Beyond Access, IREX works with local partners to promote sustainable, inclusive access to information and technology for those who need it most. That access is delivered through trusted community institutions that already have funding and trained staff in place: public libraries. More than 230,000 public libraries — 73% of the world's total — are located in developing and transitioning countries. Information about Beyond Access work in Myamar can be found on the following link (last accessed November 2017). http://beyondaccess.net/?s=myanmar.

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