

Six things
you maybe didn't know
about rural technology

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MaintainIT Project

28jun08

I

digital divide

“the poor are always with us”

it's real

it's not what it used to be

landscape has changed

23% “no access at all”



Bradford, VT

Needed help with editing their website. Have no room for additional public access computers.

2

donations

“hey it’s free!”

blessing/curse

open source not really
on the table

based on old ideas of
what has value

examples...

Royalton, VT

Patrons were given broken laptops.
Wanted to install
Ubuntu.



3

grants

“hey it’s (sort of) free...”

some really help & level
the playing field

time limits... “please make
yourself obsolete...”

hardware & software
lock-in

reporting requirements
are onerous

Tunbridge, VT

Three public access PCs were sharing a dial-up connection until 2007.



4

tech education

websites don't fix this.

paper & people are \$\$\$

multiple problems per patron.

what is a *real* safety net?

Roxbury, VT

One public access
computer and no
bathroom.
Priorities....



5

patron needs

someone in their
HOME

someone close when they
LEARN

someone to help them
SHOP

someone to
SUMMARIZE

Randolph, VT

Erica wants to sell her Beatles albums. She has never used Ebay before.



6

what works

23 Things

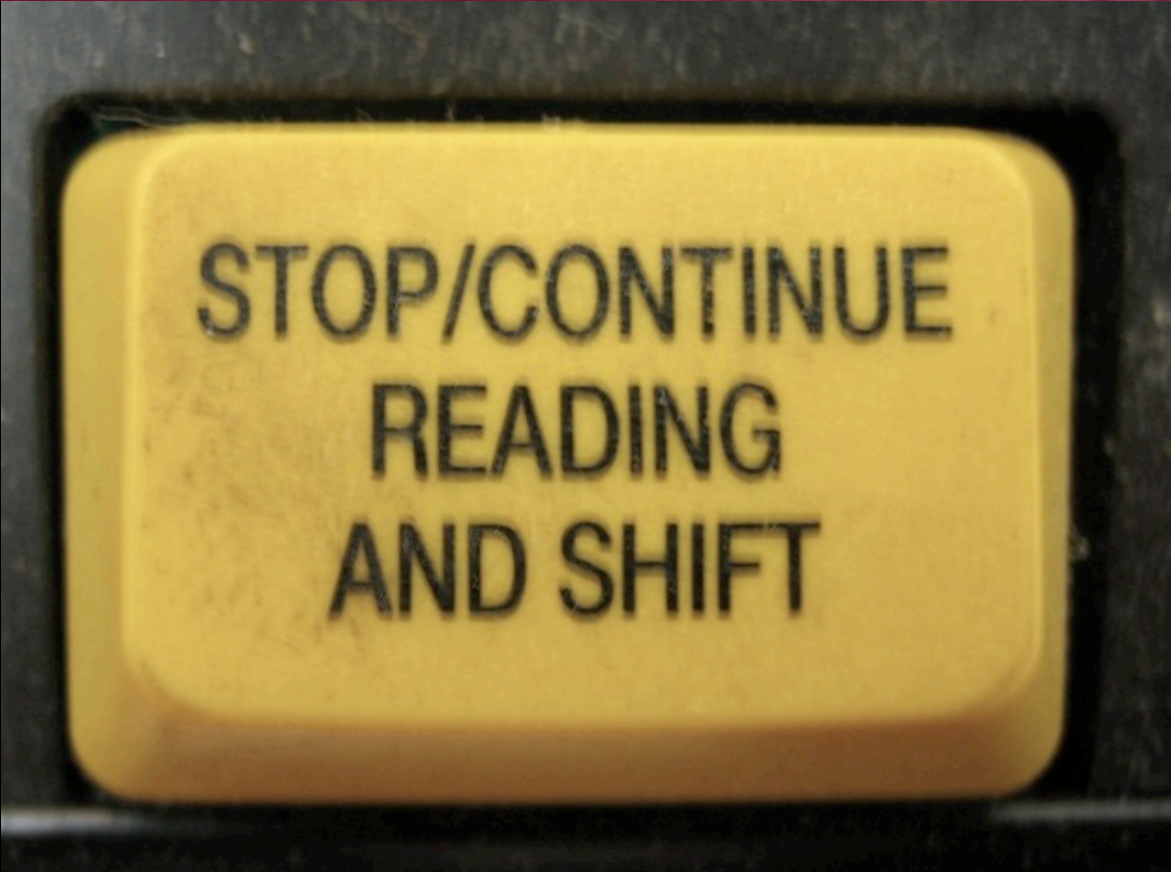
googling error messages

consortia & leadership

tracking & counting.

Your library

Try. Try again.
Advocate. Illustrate.
Persevere. Succeed.



STOP/CONTINUE
READING
AND SHIFT

Thank you!