

**State-of-the-art of Telecenters: the Spanish experience. Key
Adress at the 1st Encounter for Managers and Promoters
of Civic Net-works in Asturias (Spain)**

Part I: State-of-the-art at the Telecenters/Civic Net-works

A) The Spanish Experience: from the discovery of e-commerce to speculation. The “great” businesses on the Internet.

- 1 Burocratic and Political attitudes: “The Infoville of the EU” in Villena (Alicante). <http://www.infoville.com>
- 2 The big worldwide Civic Networks: “The Cleveland FreeNet” <http://129.22.8.32> of the USA and the National Capital Freenet of the Federal Capital City of Canada, Ottawa <http://134.117.1.22> , to which I still belong: aj765@carleton.ca.FreeNet
- 3 The “ex-novo” generated Network: “Iperbole of Bologna”, <http://www.comune.bologna.it>, 1994 and Tinet in Tarragona, <http://www.tinet.fut.es> ,1995.
- 4 The hybrid self-generated Network: [Ciez@Net](http://www.cieza.net), <http://www.cieza.net>, Yecla Network, <http://www.yecla.net>, and others.
- 5 Urban Networks movements: “The Tarragona Manifest” at the Global CN 2000 <http://www.cnglobal2000>

Part II. Present and future (2002) for Telecenters in the short and medium range. The services at the Civi Net-works.

It looks necessary, at this stage to provide **specific** services to the citizens.

- 1 Creation of practical administrative municipal services

- 2 Enlarging the banking services
- 3 Updating and easy answers from the judiciary services
- 4 All range of school services: Information about IT and continuing education.
- 5 Setting up of Network Centers for the Elderly, the Disable and the Drop-outs
- 6 Financing of multiple classrooms (ALAS – Aulas de libre Acceso) with free access to the Internet .The region of Murcia experience.

Part III: Pitfalls for Telecenters' and/or Civic Network's Managers and Promoters. A few "key" advises

Key # 1: *Avoid burocratization*. One must appoint people to "specific missions". With a simple cc: one can keep information updated and the mission can be accomplished quickly, by just being-on-line-with-the-others.

Key # 2: *Include at the Basis of the Networks all interested parties, without exception*, such as Municipal authorities, the University and, above all, the Business sector, which must participate, for their own sake, in the already existing so-called Information Society, Digital Society or even Numeric Society!

Key # 3: *Provide specific services* usefull for the general and average citizen, like:

- Creation and setting up of Recycling Centers at every City Council, where **all** personnel must be informed and instructed about IT, including Mayors.
- Immediate creation of Centers and Services, within an easy software management for the usual administrative, banking or judiciary services, which is actually being implemented, at a very, very slow pace.
- Establishment of Municipal Centers offering practical services for the Elderly, creation and planning of Courses at Universities to be held, sometimes, with the participation of grandparents and grandchildren, etc. etc.
- Opening of ALAS, rooms of Free Access to the Internet at all Municipalities.

Key # 4: Offer specific services to certain applicants, such as people who are likely not to have access to the Net and who can be helped to live a more active life. Here I refer to the Elderly, Disable and Drop-outs. The software used for the text reading is already available on the market, and this is only one of the less sophisticated practical examples.

Key # 5: Proceed with the introduction of on-line Working Teams by creating Groups, Networks and Spectrums of new informative services which are flexible, updated and punctual, i.e. on the regional weather, for orientation on highways, on supply via digital purchasing, and making entertainment and recreation learning places.

Key # 6: Financing of groups of business, which cover Human Basic Needs, such as food, the environment, water, waste treatment as well as the right to receive training

within the field of Information and Communication
Technology.