**An essential, evolving component of the inclusive internet toolkit: public access over the last 20 years**

The WSIS Action Lines, first prepared in 2003 as part of the WSIS Process, are turning 20 this year. They include a strong and welcome emphasis on the importance of public access to the internet, and in particular of multifunctional public access centres such as libraries. Crucially, in addition to basic internet access, libraries also provide a platform for organising other Internet-enabled activities that help people getting the most out of digital opportunities. As such, they can help make the difference between the simple possibility to get online, and the achievement of development outcomes for all.

Clearly, however, 20 years is a long time. We have seen the internet taking a central – and even exclusive – role in many parts of our lives, supported by technological advances, the spread of access and use, and cultural change. While public access in libraries remains – we would argue – a key component of any broader connectivity strategy, it is evolving.

Therefore, to mark the 20 years of the Action Lines, and in preparation for the WSIS+20 process, we are therefore looking to hear from people with experience, expertise and insight about how they see public access as having evolved over this time. We are interested in both things that have changed, and that have stayed the same, but crucially, we want you to take the long-view.

We are open to a full variety of perspectives, and so you should feel free in the points you raise. However, if it would help to guide you in terms of where you might want to focus, you could draw on one or more of the following questions:

* How has public access evolved as part of wider connectivity strategies?
* How has the role of public access evolved as home and mobile connectivity expands?
* How has the role of public access as a means of supporting the achievement of wider development goals evolved?
* How has the role of public access evolved in the context of digital inclusion and universal connectivity policies and strategies?

We welcome responses in the form of short blogs or mini-essays of up to 350 words. Please do link to supporting resources and other stories and reports in order to illustrate your answers and include one relevant photo if you can.

Please share your answers to [Stephen.wyber@ifla.org](mailto:Stephen.wyber@ifla.org) by 31 July 2023