

## Diary of a Kiosk Observer

Shivpuri

June 24, 1999

I suppose it's far more interesting to say "After a hot, dusty and tiring journey, I finally reached Shivpuri". Unfortunately (fortunately?) the trip from Delhi to S was nothing of the sort. The Shatabdi-Bus combination via Gwalior was comfortable and the last leg was at best a little warm. I got off the bus at the main bus stand (Madhav Chowk) and looked around for the kiosk. Even if I hadn't known where to look for it, I would have probably seen it in thirty seconds flat. Coming out of the bus stand, the first thing you see is the large gate which breaks the monotonous row of shops on the other side of the road. Through the gate, about 50 m away, I could see a yellow school wall and a familiar sight (familiar because I'd seen it often enough in Delhi) – a small cover with one guy under it, his face to the wall and his hand busy to the right.

The kiosk was located in such a way that it was easily seen and accessed without being in the middle of a thoroughfare. As I walked up (it was 12.45 pm) I saw the guy at the Kiosk using the touch-pad to see the home page in Internet Explorer ('*Meri Nirali Shivpuri*'). For some reason he then switched to Excel (it was already open on the desktop), fiddled around, pressed a few buttons randomly, clicked the home icon in the web toolbar and was back at the Shivpuri page. This time, he deliberately went to 'Edit->Page' and then scrolled up and down the page once it had opened in FrontPage Editor.

I started chatting with him. Found out that he was Pramod (about 19 years old) and that he worked at a Battery shop near the Gurdwara half a km away. When I asked why there was a big gap in the page between two parts (it looked like something had been deleted there so I just wanted to check) he said "*Aise hi hai*". He finally closed the app and didn't save changes when the dialog box popped up. He was not a regular user because he came only once or twice a week. He also said that that time of the day was relatively lean because the crowd happened between 11 and 12 every morning. By this time two other guys had come up. They were also older than the kids I'd been expecting (because of the Kalkaji experience). They started asking me "*Aapko operate karna aata hai?*" to which I sort of hemmed and hawed because if I'd said 'yes', they might have started asking for directions, and if I'd said 'no' then they would never ask even at a later stage, and it would have been difficult to justify my presence at the Kiosk for four days.

One of the guys who'd just landed up, Gopindra Jain, was quite friendly – he had done his MBA from some vague institute in Ghaziabad and had met Pankaj and Charit when they had come. He worked at a shop in Madhav Chowk but was not a regular Kiosk user. Told everyone that I was there from Delhi to see the Kiosk, without getting specific.

When I got there after lunch at 2 pm, Pramod was still there along with Rakesh and Ravi (class VIII and IX) and two other people on a cycle. But the comp had been shut down because P had apparently brought up the shutdown dialog and Rakesh had accidentally pressed the OK button. The two on a bike went away. I asked how long the comp had been there for and someone said "*Dhai teen mahine ho gaye*" while someone else said "*April se hai*". Nobody remembered the exact date. Have to find out how to change the system registry the way Vivek had done for the Kalkaji Kiosk so that this shutdown problem doesn't occur. According to one of them, the fellow who looks after the place (Gagan, the NIIT student, I presumed) would come around 4 pm and start the comp again.

I asked Rakesh if he had seen the computer on the very first day because he said he lived nearby. He said he had but he didn't touch it that day because he thought "*koi daantega*". Then the people who were around (other people like me – I assume the ref was to Pankaj and Vivek) said it's for them so they started using it. They all remembered that the Collector had come on the first day.

When I asked what they did on the comp they said they saw photographs (of Shivpuri and people playing volleyball), movies (someone mentioned DDLJ), heard songs (Ravi called it a cassette and Rakesh called it a CD). They also added that there are two other boys who come on a cycle and who know a lot about the computer so "*Hum poochte hain aur wo batate hain*".

4.10 pm. Back after a was and a quick afternoon nap. No sign of Gagan anywhere. The cover of the Kiosk is up but nothing is on the screen. Someone, about 20 years old, came and took one look and then walked the other way. A little kid about 8 or 9 years old, who studies in that school (Shasakiya Madhyamik Vidyalaya, Madhav Chowk) came running up to the Kiosk, pressed the buttons a few times and then said "*Kharab hai?*" I didn't say anything. He pressed the touch-pad, scratched it a little and then started playing the tabla on the glass cover. "*TV hai na? Ye TV hai*" he said. I asked him "*Tumhare ghar par TV hai?*" to which he said yes. I asked him if it was like this one to see if he could make the distinction between the way a TV and a computer function, but didn't get any reply.

This place and the area surrounding it is much cleaner than the kkj kiosk.

Decided to come early the next day and load the content I'd brought from Delhi. In the meanwhile I met Raju – just come into the XI – wants to take up agriculture because that's where the marks are. Had a long chat with him and another fellow (about 30 probably) about the education system, corrupt politicians... the works. All this while we were waiting for Gagan to come and restart the machine. Found out that this sort of thing has happened quite often and there are times when even the cover is not open... someone had mentioned this that Gagan is not very keen on the work – probably because he is not getting a stipend. Raju wants to learn about comps because he thinks that's the best guarantee of a good job but he can't do a regular course because they're too expensive. He had heard of the Kiosk earlier but he wasn't a regular user because he didn't know anything. I tried to tell him that unless he fooled around with it he wouldn't find out.

Someone came by just then and told Raju about a free computer centre near Modern School in shp. I had to see this. Maybe another company was trying something like the NIIT experiment. So I got Raju to take me there. We didn't find it but we ended up reaching the NIIT centre in Adarsh Nagar, Shivpuri. I met Rajbir Singh, a senior faculty at the centre and asked him what he knew about this 'free' centre. He said it was some company which was doing very low cost courses (125 a month) so it was as good as free.

Rajbir had a comment to make about the Kiosk when I asked him for feedback. He said the experiment was good but that the machine should be kept in good condition and should not fall into 'wrong' hands because NIIT's reputation would suffer. He said everyone knew that NIIT (pronounced as 'neat' locally) was associated with the Kiosk and that anything wrong with it reflected badly on their centre so he wanted to make sure that we kept that in mind before deciding anything.

Anyway – finally found Gagan. Waited till his class got over and then went with him to Madhav Chowk. On the way I asked him who were the best users and other stuff about vandalism and other events... He said that the mouse had been stolen once and the touch-pad wires cut. Mentioned one Ankur Goyal saying that he knew a fair bit about comps through his brother or something. I figured Ankur must have been the guy who came on a cycle and knew a lot.

6.30 pm. Finally restarted the kiosk – immediately there was a crowd of about 4 or 5 people around. It felt more crowded than kkj because these were all older users (mostly older teenagers, but a few young ones as well). They all launch the homepage quite easily (they know where to click / double-click) and know how to get to 'gaane' from there.

The kiosk is built into the wall of one of the rooms of the school. The room is small (by some school standards - about 15 ft by 20 ft, but with a high ceiling). The cover outside is held up by a rope or whatever they find. The door to the room is kept locked but is made out of fairly rickety wood. Inside there are a few chairs and cartons and a fan next to the monitor to keep things from overheating. But the fan is not kept on all the time. The room was kind of filthy with stuff strewn all over the floor. The speakers are inside the room and face the glass window for the monitor. However, even so, the sound is way too loud inside. The 'baffle' for the speaker is impressive – it's the whole room – so the sound really echoes and sounds good. However, it might be a better idea to drill a few holes into the main board of the Kiosk so that more sound reaches outside!

One of the first impressions I had after actually seeing the comp on for a while and seeing people on it was that there is very little by way of exciting content. Too many links dont work (maybe the files have been moved around), some of the programs don't work either because they are expired evaluation copies (Animator Shop, Paint Shop Pro) and a lot of the content depends heavily on the web which is

not accessible (WebTV, links from the Shivpuri Home Page). A good portal with interesting local content should do the trick for the time being. Will work on that.

The users know about how to select and what to press when. But not why some things happen and some don't. I got the feeling that they're more inhibited and less inventive when it comes to diff ways of doing things. If something works –eg: one way of getting to the songs – then they don't really try to find any other way. They are also restricted to the 'point and left click' process. Very little clicking and dragging or right clicking etc.

The younger kids who did come to the Kiosk tended to stay in the background – they were in class 5 or 6 or thereabouts, which is old by KKJ standards.

One of the older chaps kept saying "*andar se lock hoga*" whenever something wouldn't work – example a link or running Paint Shop. Ankur (the bright guy – just passed XII or just entered the XIth, I've forgotten which) kept asking "*Internet kab lagega*". He is obviously up to date with technology and the possibilities of the Kiosk because he also told me how he had seen a report on 'Subah Savere' where they said that the govt. was putting up 11,000 similar kiosks all over the country.

I wasn't writing anything or taking notes in front of them because I didn't want them to think I was keeping tabs officially. So might have forgotten a few things – but I made mental notes of everything I thought was important and wrote it down later.

June 25, 1999

6 am. Got to the Kiosk as early as I could because I wanted to see the system and make all the changes before anyone came and found the cover down. The system is a Pentium-S (133 MHz with 64mb RAM) and takes forever to load Win98. Is Win98 the best option? Would 95 or NT work better? The hard disk is also only 1 gb so it cant take too much stuff.

Noticed that there are a lot of folders in the root dir and in the windows dir with names like 'lalit', 'ganesh', 'leader', 'kiran' etc. None of these had more than one or two extensionless files with one or two lines of text in each. These were most probably made in DOS mode (this was confirmed later in the day when I saw Lalit go to DOS prompt and create/remove directories). The classic amongst all these was a file in the directory 'Atul' called 'Neha' with two 5 digit numbers which could only have been phone numbers!

While I was loading the pix, stories, vrmf worlds, games and songs – Ankur and Anuj Goyal (they also have a brother Tanuj) had come inside and had sat down next to me (the door wouldn't lock from inside as I had planned). They were there the whole day and a couple of other people also walked in and out and saw me working on the comp. Does this count as an intervention?

Cleaned up the comp – uninstalled all the expired software and removed things like webTV etc which were eating up space and would not be working for a while without the internet link. Also removed some of the demo games which were not working and had been installed by Gagan from one of the magazine CDs.

Loaded the following (files and website dumps) and made links to them from the new Dekh Bhai Dekh homepage:

Songs – put in a few MP3s which took up a lot of space. Should we stick to Real Media files in future since the difference in sound quality is not as apparent (the speaker blares away inside the room).

Apps – installed WinZip, PaintShopPro (the previous one had expired – tried to reinstall the earlier exe but it refused to work – changing the system date lets you use it for a while longer), Ultimate Paint, Cosmoplayer (for VRML). Removed a lot of demo games and links which worked in DOS mode and needed a keyboard and were eating up a substantial number of megs. Installed the Milosoft Virtual Keyboard whicgh we had downloaded at kkj (it works well even though the enter key doesn't work the same way as on a keyboard, and the v.k. is not functional in some apps like Word and Front Page Editor).

Indiatourism – a tourist site with a context sensitive clickable map of India.

Pictures of the Australian outback and Landscape Photographs (I was hoping they would double click the photos and edit them using image editors like Microsoft Photo Editor or Paint Shop).

Kaavyalaya – a hindi poetry website

Pitara Earth – environment specific content (english and hindi) on [www.pitara.com](http://www.pitara.com)

Pitara Short Stories and others – hindi and english folktales from the pitara site and some hindi short stories and poems from a NZ site.

Everest Maps and Photographs

Picture Gallery of wild looking images made using Ultimate Paint – was hoping seeing them would make them want to try doing similar things. While I was installing these, one of the Goyals said Wow. But I don't know whether it inspired him to try and create that kind of thing on his own.

VRML Worlds – A music box and virtual worlds from a game site which had caves and dungeons and castles etc. One of the reactions to this was "*Yeh game hai kya? Isme to kuch hota hi nahi hai*".

Put links to two games – a windows bowling game and a DOS based motorcycling game which needed the keyboard.

There was also a lot of Shivpuri content (photographs etc) which had not been stitched together on the home page. Or maybe it had and the kids had removed the content (because they were quite good at opening the page in Front Page Editor and deleting a few lines here and there.

I finally put in the Peter Pan CD and went off for lunch. By this time it was 2 pm. Lots of people came all morning (Lalit and Raju) and asked when the Kiosk would be open. I told them it would definitely be on after lunch. It took this long to look through the whole machine and change the links in the home page because I had made it initially for the web so all the links were for the net. In the future, all this should be done before setting up content at a remote site. The operation also took time because there was no mouse inside (Gagan had taken it home scared that someone would steal the second one too) so everything had to be done through the keyboard. The irony of it is enough to make one laugh – the kids have to do everything with only a pointing device and no keyboard, and I could only use the keyboard and no pointing device! Both are possible but both are a pain!

I left the keyboard out while I went for lunch because these people have used keyboards before and wanted to work with text and the like (they haven't figured out the charmap funda probably because they have never had the need to, or because they have always assumed that a keyboard is essential because that's what their prior experience has been). Gagan had also made it a practice to leave the keyboard out whenever he was there at the Kiosk himself – often for more than an hour or so. In fact the Goyal kids believed that there isn't much one can do without a keyboard. I told them that there are ways of typing text using only the touch-pad.

4.30 pm. Came back after a long lunch and a walk because I didn't want to be too 'invasive'. My presence there meant that they would ask me how to do things etc. This doesn't happen so much in KKJ because from the beginning I haven't been treated as an 'authority' the way their Sanjay was. Here they saw me working on the comp so figured that I knew enough.

Lots of kids coming in now. I sat inside the room and wrote notes about what had happened all morning. After a while Ankur and Tanuj came in and asked me to put on 'cartoon wali CD' (they had seen the Asterix one in the room in the morning while I was working on the other stuff). I just put it into the drive and it came on automatically or they figured out how to run it because the next thing I knew the speakers were blaring "The year is 50 BC... All Gaul is occupied...". However the sound went off after a while. They came to ask me how to put the other games on but I said that they should find it themselves because it's more fun that way. This sounded too much like a challenge which they couldn't pass up so they decided to do it on their own.

In the meanwhile, Dhirender, a class VI kid who had seen the Kiosk for the first time (he was in Shivpuri on a summer vacation) came in and said he wanted to play on the comp as well. I told him to go and ask the older people himself to let him play. But he preferred to sit inside and watch me for some reason.

I was hoping that Ankur and Tanuj would fool around with the pictures because they had seen me copying them but they were much more interested in the games.

5.15 pm. Raju came in and said "*Ab mujhe karne do*". He said he wanted to make some pictures so I told him to figure out how to do it himself. The only hint I gave him was that all he had to do was read the things written on the screen. He eventually found the Paint icon, launched it, drew a few lines but then got fed up and said "*Game khelna hai*". The fascination with Paint that the KKJ kids have is just not there.

Ankur's comment after seeing the Peter Pan CD – "*Isse chhote bacche badi acchi tarah seekhenge*" – referring to the game in it where you have to solve little math sums.

5.30 pm. Lalit (class XI or XII in the No. 2 school where they do have some computer exposure because he is one of those who create directories and files in DOS mode) and Tanuj came in to say that there was no sound coming from the comp. I told them that the Asterix CD had that problem and asked them what they were going to do about it. Tanuj said "*woh teen button daba kar*". He knew about restarting the comp using the ctrl-alt-del combination and since the keyboard was out – he went ahead and did so.

I didn't think the Asterix CD was such a good idea because it needed the keyboard and was not easy to exit from to Windows. Thought of using the AIV Networks game (sort of a SimCity clone with corporate overtones) the next day. In the process learn about tradeoffs, how to plan, how to develop strategies for thinking etc. Basically need games which require more thinking I feel because otherwise this just ends up being a free Video Game centre! The games should also be playable without a keyboard and should be windows based because the DOS ones invariably require restarting. Also thought about leaving the LEDA plants CD in the comp the next day and see if anyone found it and went through it but eventually decided that I should check it out first myself. Eventually didn't use the AIV Networks Game either because it was DOS based and needed the keyboard extensively.

Noticed that Raju was having a tough time figuring out something as simple as the Motorcycling game which has exactly 4 keys – forward back left and right (I hadn't either the first time I tried it but I knew that looking up Help would tell me what keys to use – since he is a new user he wouldn't know that).

There has to be something new all the time. A and T went away once they realised there were no more CDs. But that could also be because those two are compulsive gamers (they were considering buying a computer just to play Games on it). The Goyals own a Comics and Video Game Centre in Kamlaganj, something which I found out when I saw them working on WordPad and typing in the details. All three are easily the most comfortable with the comp, the most aware and the most keen to find out new things to do on it. They liked the Peter Pan CD because the games in it involved thinking. Ankur even suggested that he could take care of the keyboard since he is one of the few who use it. He said he'd get a system made where the keyboard could be kept under a separate lock to which he could keep the key. I told him that I'd think about it and check it with the others.

6.20 pm. Raju and Pramod were using a combination of the keyboard and the touch-pad to look for games I think. In the process they were opening anything that came their way – inc Windows Help etc. this is the first time I've seen them click randomly at things and explore other parts of the comp. However, they are not really thinking about what they're doing because they weren't reading the captions or the buttons or anything, so I don't know if they were really exploring or just groping blindly.

I sat inside because I felt my presence outside was too 'invasive'. They tended to ask me how to do things more often if I was standing there and I had to keep telling them to pretend I was not there (which must have seemed a damn silly thing to say because I was!).

Raju was typing in wordpad (they all seem to prefer wordpad to word – prob because Ankur and Tanuj have been using that so they would have learnt it from them). For some reason, the shortcut to word is not there in the start menu – someone must have removed it.

There is an older chap with Pramod (got to know later that his name is Bhanwar) who plays volleyball in the evenings with the Azad Club in the school right in front of the Kiosk. They were both doing a very good job of getting the songs i.e there was no tentativeness – they knew exactly what they were doing. Pramod was also using the volume control on winamp (earlier they used the windows vol control). Hadn't seen anyone using the playlist feature on Winamp yet unlike the KKJ kids.

More kids walked in to the room – saw me sitting and writing and then walked out but first took good long hard looks to see where the music was coming from (it was quite loud in there).

6.45 pm. Ganesh and Archit (about 17 or 18 years old) wrote their names in wordpad and made it bold etc.

Had an idea to make things more interesting for the users – every morning there should be something on the desktop which would make the users think and try to figure out how that happened. The theory is the same as that for any other kind of learning – it has to be within the reach of the learners but above their current level of knowledge. It also has to relate to their previous experience and be interesting enough to want to do. For example, these users havent yet figured out that what is on in Paint can be set as the wall paper. The 'interest' component could be putting a wallpaper which has someone's name scrawled on it with a pencil in Paint. That might get them wondering how to put their own name on it. Decided to try it the next morning because it was pretty late in the evening by then. Other possibilities were to create some things in a Powerpoint Presentation or a Photoshop image or something and leave it there for someone to 'find' and fool around with.

Will the motorcycle racing kind of games turn people into game junkies? And is such a scenario ok? There is a school of though which says that sooner or later they'll get fed up and start doing other things... but what if that doesn't happen?

7.10 pm. Some new guy was trying to maximize Ikosan (a tetris type of game with very high quality graphics) but Ankur said that that wouldn't happen pointing to the maximize button on the top bar "*woh jal nahi raha hai*". He also said that Ikoasan was like Tetris so that gives a pretty good idea of how much exposure he has had to comps.

A guy whom I hadn't seen before was trying to open mann.zip (it was also in the songs directory and had been dowloaded by Gagan initially when the NIIT centre's password was being used to access the net). He went all over the place launching the WinZip evaluation license and the help files. Lalit came up and said "*Chalo koi to No. 1 ka hai yahan*" referring to the school (No.1 and No.2 are both schools near the Collectorate). So that's also some kind of motivation.

7.15 pm. Shouldn't have said they don't try different options because I saw someone trying to get the 'hard' course option in the motorcycle racing. Although it didn't get selected because this is only a demo version. Also saw someone running the demo that came with the game which gave interesting views etc of the course. I think they can be exploratory provided they have the right kind of content to go through. The Kiosk was becoming a bit of a video game centre so I decided that the next day I would remove the links to the motor cycling game and try other content instead – but was this too invasive. I think it was justified because the purpose of the visit was to try top see what works/ doesn't work etc.

I was standing outside like a bit of a policeman since I was not doing anything at the Kiosk because it was too hot and dark inside. Went off for a while and came back to lock up at 7.30.

June 26, 1999

6.25 am. Came in and made the chanes that I'd planned:

Hid the directories which had the more video Game type of Games eg: motorcycling (if they found them it would say volumes for their inventiveness, and would have been an achievement in itself).

Put shortcuts to Internet Explorer on the desktop and made a shortcut to Word as well to see if anyone would use that instead of WordPad.

7 am. Left the Kiosk on but locked the door and went for a chai and a plate of poha at the chai wala opposite the road, right at the entrance to the bus stand. Just before I left one of the people who came to the school compound for Volleyball practice – Habib Khan (must have been 17 or so) came up on his cycle and said he wanted to know what this was and how to go about it. I told him it was for anyone to use and he was welcome to try it out. He did – went straight to songs (I think this is a no. 1 priority for most users). He got there and kept saying “*Ab kya karoon?*” I said it would be more fun if he figured out how to use it himself (he seemed to be a first time user) and walked away before he could ask more. The glare from the early morning sun was quite drastic since the Kiosk faces NE. So Habib took off his shirt and fixed it to the cover to keep out the sun.

7.20 am. Noticed from across the road that more people had come to the Kiosk. But by the time I went back at 7.40, only Habib was there still. I decided that I had done enough intervening the day before and that I should stay away that day. So I went off on a long walk around the collectorate and the Mahal and came back only after an hour or so.

8.30 am. Saw no one at the Kiosk so I made the other changes that I had planned:

Put a shortcut to Paintbrush on the Desktop.

Scrawled the name Jatin (because I hadn't heard anyone with that name so far) on the desktop wallpaper.

Put in the PeterPan CD.

Left the Dekh Bhai Dekh Portal and Paintbrush open on the desktop.

Went off on another long walk and to meet the collector.

10.15 am. Met Mr Pathak (the Collector) and told him about the observations I had made so far. He had a few comments on the Kiosk management in general. He suggested keeping it open for much longer than it was (Gagan said he opened it around 10 and closed it around 8 but even that was not very regular). He felt Gagan's heart was not in the job and maybe someone near the Kiosk such as a chai wala or someone who kept his shop open all day could be roped in to open and lock the kiosk cover everyday after being given a 'crasher' in comps. I said I knew that the chai wala opposite was a regular volleyball player on the court directly in front of the Kiosk. The Collector added that that was even better because the Azad Volleyball club might feel a sense of ownership since their photograph was on the comp. He also said that Internet access would be no problem if we had a vsnl connection because in all of MP, the dial up number to reach a node is 1721.

I talked to Vinod later (the chai wala) and although the conversation got to the stage where he said someone should put it on and off regularly, I didn't feel that he was the best person to take full charge of the Kiosk. That's because he asked me if the phone inside the Kiosk room had an STD connection. I said I didn't think so (even though I knew it did – why did it in the first place?). Vivek also felt that it wasn't such a good idea to rope in someone who was not accountable to anyone, when I called him up on Sunday.

When I got back – Ankur, Anuj and Tanuj had pulled out the keyboard (surprise!) and were using it to type in frontpage. They are born businessmen it seems because they invariably type the name of their Comics and Video Game Centre. Then they inserted a picture and made a hyperlink on it to some other picture (the last was after a hint from me that they should look for a way to make a link – the concept was absolutely clear to them but not how to do it).

One of the picture galleries was also open although no one had tried to change the image or anything, as were Paint and some song. These three (the Goyals) know a fair amount about the Internet as well because they kept saying “*Agar isme email hota to hum aap se likh kar pooch lete*”.

4.45 pm. Came back from a long afternoon outing to the tourist village (walked all 8 km there and back in that sun – I must have been crazy) to find that the Goyals were still at it along with a few other people. I have a feeling that they are a bit dangerous because although they are helpful, they do dominate the computer esp when all three are there. On the other hand, the others are getting to learn from them too. Ankur suggested that we get a separate lock made for the keyboard and he could keep that key. I said I'd think about it. He is willing to take up the responsibility but I didn't think any one person should have control over the Kiosk resources. As a parting shot I gave him the idea that he could get several songs to play one after the other rather than hearing the same one over and over again – just the idea – so that he'd try to figure out how to do it. Within a short while they had figured it out. The thing which took the most time was trying to figure out how to select all the files in one go.

Talked to Gagan about what all the Kiosk needed in terms of physical looking after. He said that the roof would need repairing because it leaked during the rains, and the door (which had already been broken down once by some over-inquisitive kid) had to be redone as well. I thought the collector would foot the bill for these things but when I called him up he said that that had to be NIIT's responsibility. Gagan also said that we needed a new vsnl password and a new mouse (one had been stolen), and possibly replace a speaker because one of the two was busted.

Ankur asked me that evening if I would teach him how to make a link from the Shivpuri page to their Goyal Comics and Video Game Centre page which they had been making in FP editor. He's really figured out the Importance of advertising! I told him I'd help the next day.

June 27, 1999

7 am. Anuj and Ankur landed up early because I'd told them I would too. They mad etheir own page themselves. I only told them to remember where they had saved it. Then when they got to the Dekh Bhai Dekh page, I said we need to change this page and I used the word edit, so they went into Edit-> Page and once they got to the Front Page Editor, they were able to add text, convert it onto a link and then browse for the file they had made. All this done, they couldn't figure out why it was not working, so I finally let on that it was because they were still 'editing' the page, and that now they should just close it. The next time they launched IE they saw their link and followed it and were understandably thrilled. So was I. Then I left them to figure out how to make their own page nicer. Tanuj or Anuj (one of the two – I cant remember which) said he'd use Powerpoint to make the page look nice. And he did. All on his own. Made a very hep looking slide with lots of effects and clipart, but didn't know how to bring it into Front Page. I don't think they've totally realised that the two do very different things, because the way the content is authored remains the same.

Noticed something – Anuj selects a whole line of text by clicking on its left, not by clicking and dragging like most people do.

9.20 am. Copied the PeterPan CD onto the hdisk. But had to clean up a few other things in the process because the hdisk had only 1 Gb of space which is nothing for a computer whose main use is to be a source of entertainment and learning for its users.

9.45 am. Gambling is possibly more popular than the Kiosk on a Sunday morning.

Met Harihar Sharma, the guy at the juice shop at the gate of the school. He was familiar with comps, but thought that there wasn't much point in the Kiosk if no guidance or training is given.

10.40 am. Gagan had still not arrived. Removed links to some of the games to see how the response would be.

Evening. Goyals pestering me for the keyboard because they wanted to show a friend the games. I said they might as well get used to not having it soince I wasn't going to be around. Someone had also set a screen saver password. So I had to reboot the machine and remove it.

Went to the Shivpuri Club in the evening because the Collector said he'd meet me there at the prize distribution ceremony for the kids sports summer camps. At the club, lots of kids wanted to know more about the computer – "*Koi bhi ja sakta hai?*" I think they are seeing it as some kind of computer

training centre. They all know the terms mouse, keyboard, monitor, internet etc. But they didn't know what a touch-pad was.

CB Pandey, the volley coach, said the place had bad elements, and that gambling happened in the compound (told the Collector as well). I had seen the h

I was wondering what would happen once school reopened but the Collector said that it would be ok because schools had been open when the Kiosk was first installed. Perhaps the school kids would take ownership and so look after it much more. Made a mental note to see how we could follow what happened once the school reopened. Gagan doesn't take notes at all (three short paragraphs in two months is hardly 'notes').