



Co-funded by
the European Union



Advancing Digital Empowerment
of Libraries in Europe

Case studies template: Digitalent PR2



ICCU – December 2022





Advancing Digital Empowerment
of Libraries in Europe

Introduction

This document provides the template for the development of the Case Studies on digital transformation in libraries.

The ADELE project aims to contribute to the internationalisation of organisations that choose a path of digital transformation. Through the network they can connect, collaborate, compare, and exchange ideas with organisations across Europe and beyond.

The 100 case studies are aimed at initiating the digital transformation of libraries and inspiring libraries that want to improve their performance on certain areas of the tool.

The areas of the ADELE tool cover the use of digital technologies in libraries from different perspectives: management, infrastructure and equipment but also lifelong learning, users training opportunities and community and stakeholders involvement.

The case studies may be linked to an activity, a service, a new professional profile, an initiative, a place or a library infrastructure in line with the areas and the statements of the ADELE tool. We aim to create a database of good practices to foster innovation and the adoption of digital practices in the library.



**Co-funded by
the European Union**

The European Commission support for the production of this publication does not constitute endorsement of the contents which reflects the views only of the authors, and the Commission cannot be held responsible for any use which may be made of the information contained therein.



<p>Library presenting the case study (Name, city, website and contact details)</p>	<p>Muntpunt Library, Brussels Website: https://muntpunt.be/ Contact email: Erika Gebruers, erika.gebruers@muntpunt.be</p>
<p>Title of the case study</p>	<p>Digitalent</p>
<p>Area of ADELE tool illustrated by the case study <i>Please underline the selected area</i></p>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Management</i> <input type="checkbox"/> <i>Infrastructure, Equipment and Support</i> <input checked="" type="checkbox"/> <i>Continuing Professional Development</i> <input type="checkbox"/> <i>Self-reflection on digital competences</i> <input checked="" type="checkbox"/> <i>Learning opportunities on digital competences for users</i> <input type="checkbox"/> <i>Collaboration, Networking, and Community</i>
<p>Description of the experience: aim, methods and outcomes</p>	<p>The Muntpunt Library is offering a training course for volunteers looking to become digital experts.</p> <p>Following a first information session, volunteers then take part in a 8-day training course which focuses on social and technical skills of digital support. The course offers participants the opportunity to develop their own digital skills and help others who need digital support. Some of the topics covered includes learning to use tablets, smartphones, computers; learning about privacy and security; and cloud computing. The course also includes a lesson on work attitudes and skills to ensure that the volunteers can treat the users' sensitive information correctly and communicate to users using simple language and in an empowering way. The public library has a very diverse public, and it is important to have the skills to communicate with various target groups.</p> <p>Following the 8-day digital support training course, participants are then paired with a coach and become volunteer digital support workers at Muntpunt or other Brussels-based organisation offering digital support. For example, volunteers of the first training course then went on to work in senior centers or organisations working on homelessness. After a 6 month period, participants will receive a certificate and will be able to add this experience to their CV.</p> <p>After a first successful training in May 2021, Muntpunt was able to double the opening hours of their digital helpdesk 'App-o-theek'. A second training is organised for October 2023.</p> <p>The training is also offered to the Muntpunt library staff to develop their own competences so that they are better digitally trained and can coach volunteers.</p>
<p>Resources needed to implement the idea Please, provide any link and/or send them in attachment</p>	<ul style="list-style-type: none"> - Government funding for the training - Educational training materials - Partnerships with organisations for the development of educational material
<p>Target groups</p>	



	<ul style="list-style-type: none"> - Anyone above 18 years old interested in digital devices and developing their digital skills - Anyone above 18 years old interested in helping people
<p>Elements of innovation</p>	<ul style="list-style-type: none"> - The first training group was very diverse in gender, cultural background, education, literacy, language and age. - A focus not only on technical skills but social skills: Muntpunt placed an emphasis on teaching the volunteers to communicate with patrons in an empowering way and a focus on ethics (for example: do not look at someone's pin code). - The educational content was developed with the help of partners: Ligo-Brusselleer, INTEC BRUSSEL and CAW. Ligo-Brusselleer worked the social aspect of the training by developing teaching methods for communicating with different target groups. INTEC BRUSSEL focused on the technical aspects of the training, and CAW helped with developing a deontology for digital volunteers since none existed. - A 6-month 'internship' period before becoming a 'Digital expert'
<p>Tips to other library staff using this idea</p>	<ul style="list-style-type: none"> ● Offer the digital training course to library staff as well so that they are better equipped and more confident in helping library users with digital questions. ● Organise an information session to help volunteers gain an understanding of the course and the expected outcomes. ● Partner with other organisations for the training materials. ● Include an internship period after the training course ● Include an information session prior to the training to ensure volunteers know exactly what is expected of them ● Look into possible government funds for 'peer-to-peer' learning initiatives
<p>Keywords</p>	<p>#digitalskills #userskills #librarianskills</p>
<p>References</p>	<p>https://muntpunt.be/leren/digitale-ondersteuning https://muntpunt.be/activiteit/training-digitale-ondersteuner-0</p>