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Advancing Digital Empowerment
of Libraries in Europe

Case studies template

ICCU – December 2022





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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.

Library presenting the case study
(Name, city, website and contact
details)

Manorhamilton Branch Library, Manorhamilton, Co Leitrim
Website: <http://www.leitrimcoco.ie/eng/Community-Culture/Library>
Contact email: mfeeney@leitrimcoco.ie

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<p>Title of the case study</p>	<p>Digital skills support service for older people</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 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>Post Covid it was evident that older people required assistance in a number of areas using Digital Technology. Funding was sought and provided under the CLár 2021 programme to support older people in the community in the area of Digital Skills.</p> <p>The aim is to make information accessible and available through weekly dedicated sessions offering support to older people in the use of their own personal digital devices such as smartphones, ipads, tablets, and laptops. The Trainer provided one to one, one hour long assistance in terms of downloading apps, setting up email addresses, online shopping, on-line Banking, booking flights, using the suite of online Library services, and accessing Government information.</p> <p>Every Friday six participants attended their one hour session where the Trainer took them through their problems using their own device. Some required one or two sessions while others booked multiple sessions. Older people built up courage and confidence thus creating a positive experience.</p> <p>The Trainer created a welcoming space for older people to come in judgement free to develop their skills and she was highly praised after each session, receiving great feedback and some booking multiple sessions for weeks.</p> <p>The sessions proved very valuable and it was a wonderful initiative that was provided by the Library which is the centre of the community as a new learning space. The programme was one of four projects shortlisted in the 2022 National Age Friendly Awards in the Information and Communication Category.</p>
<p>Resources needed to implement the idea <i>Please, provide any link and/or send them in attachment</i></p>	<p>Recruit Trainer Library Space Library Staff Participants sourced by library staff and personal devices Promotion of digital skills event in print and digital formats</p>
<p>Target groups</p>	<p>Older people in the community and who were geographically isolated</p>
<p>Elements of innovation</p>	<p>The programme commenced in February 2022 running for almost twelve months. This service was particularly innovative taking place weekly providing one to one guidance and support to older people in the use of their own personal digital device. It was a free one hour duration targeting the person's individual requirements.</p>





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	It gave people the opportunity to visit Manorhamilton Library, a familiar and trusted space in the community assisted by the Trainer.
Tips to other library staff using this idea	Using the library setting where technical support can be provided to older people in a simplified and approachable manner. Good planning in advance Promotion of the event to community groups, ie Active Age, Reading Groups, Mens Shed Groups.
Keywords	#digitalskills #digitalliteracy #digitalinclusion #adults #senior #userskills
References	Website https://Leitrimcountylibrary https://www.facebook.com/leitrimcountylibrary/ https://www.instagram.com/leitrimlibrary



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