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Advancing Digital Empowerment  
of Libraries in Europe

## Case studies template

PR2



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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.



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<p>Library presenting the case study (Name, city, website and contact details)</p>	<p>Zentral und Landesbibliothek Berlin Berlin Website: <a href="http://www.zlb.de">www.zlb.de</a> General email: <a href="mailto:info@zlb.de">info@zlb.de</a> Contact email: <a href="mailto:jacob.svaneeng@zlb.de">jacob.svaneeng@zlb.de</a></p>
<p>Title of the case study</p>	<p>Digital-Cafés</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"> <li><input type="checkbox"/> Management</li> <li><input type="checkbox"/> Infrastructure, Equipment and Support</li> <li><input type="checkbox"/> Continuing Professional Development</li> <li><input checked="" type="checkbox"/> Self-reflection on digital competences</li> <li><input checked="" type="checkbox"/> Learning opportunities on digital competences for users</li> <li><input checked="" type="checkbox"/> Collaboration, Networking, and Community</li> </ul>
<p>Description of the experience: aim, methods and outcomes</p>	<p>Welcome to the "Digital-Café," a captivating cultural event specially curated for individuals aged 50 and above, hosted regularly within the welcoming confines of our esteemed libraries. At its core, the Digital-Café aims to foster digital participation and inclusion for our valued visitors, making it an informal and socially engaging setting. The central focus of the Digital-Café is to promote digital empowerment among our cherished users. By providing an engaging space for interaction and learning, the event encourages individuals aged 50 and above to embrace digital technologies with confidence and enthusiasm.</p> <p>Through hands-on experiences and valuable insights shared during these gatherings, our visitors can overcome digital barriers, thus enhancing their digital skills and overall digital literacy. While the primary objective is to foster digital participation among our visitors, the Digital-Café also delivers a secondary benefit by bolstering the skills of our library employees. By actively participating in organizing and facilitating these events, our staff members gain valuable experiences in engaging with the 50+ community and understanding their unique needs. This insight enables our employees to further tailor library services and support, ensuring a more inclusive and enriching experience for all visitors.</p> <p>In the future, we aspire to have trained "digital-pilots" lead these social events, providing enhanced expertise to maximize their impact. By prioritizing digital literacy and tackling potential issues of social isolation, the Digital-Café will play a pivotal role in advancing digital inclusion within our community.</p> <p>In conclusion, the Digital-Café is a dynamic platform that promotes digital participation and inclusion for our visitors while offering our staff valuable opportunities for growth. It serves as a beacon of learning, support, and community, enriching the lives of all who partake in its delightful ambiance. Come and join us at the Digital-Café, where the digital world opens its arms to embrace everyone with warmth and understanding.</p>
<p>Resources needed to implement the idea Please, provide any link and/or send them in attachment</p>	<p>The Digital-Café offers a delightful blend of learning, interaction, and camaraderie. As visitors step into our warm and inviting space, they are greeted by the aroma of freshly brewed coffee and the sweet allure of delectable cakes, ensuring that every visit is a treat for the senses. To facilitate seamless digital exploration, we provide electronic devices, including laptops and tablets, to both our cherished users and our library employees. With these resources at their disposal, visitors can immerse themselves in the digital world, gaining hands-on experience</p>



	<p>under the gentle guidance of our tech-savvy volunteers and staff. At the heart of the Digital-Café lies our dedicated coordinator, who not only organizes and facilitates these events but is also from the same age group as our visitors. This empathetic connection allows for a deeper understanding of the unique needs and aspirations of our guests, fostering an environment of trust and support.</p> <p>As a community-driven initiative, the Digital-Café thrives on the contributions of enthusiastic volunteers and dedicated library staff, who take turns participating in these events. This rotation ensures that each gathering brings a fresh perspective and allows our employees to gain valuable experiences in engaging with the 50+ community.</p> <p>Promotion is vital to spread the word about our enriching gatherings. To that end, we have engaging videos that showcase the joyous moments and valuable insights shared during past Digital-Café sessions. Flyers and posters adorn the library and surrounding areas, serving as delightful reminders of the welcoming haven that awaits all who seek to embrace the digital world with confidence.</p>
<p>Target groups</p>	<p>All people above the age of 50</p>
<p>Elements of innovation</p>	<p>The Digital-Café emerged as a response to the growing need for digital empowerment and inclusion among individuals aged 50 and above.</p> <p>Recognizing that this age group often faces barriers to adopting digital technologies, our esteemed libraries envisioned a unique initiative that would provide a welcoming and engaging space for them to explore the digital world with confidence and enthusiasm.</p> <p>What sets the Digital-Café apart from other initiatives is its multifaceted approach. By combining elements of social interaction, hands-on learning, and dedicated support from staff and volunteers, the Digital-Café creates a warm and inclusive ambiance that fosters meaningful connections. The presence of a coordinator from the same age group as the visitors ensures a deeper understanding of their needs and aspirations, fostering a sense of belonging and trust.</p> <p>Moreover, the provision of electronic devices, catering, and a wealth of online resources elevates the experience, making it accessible and enjoyable for all. The rotation of library staff in facilitating the events also ensures diverse perspectives and continual growth.</p>
<p>Tips to other library staff using this idea</p>	<p>Adapt the communication surrounding the project on the target audience. In this case, the target group consists mainly of elderly people who are rarely online without assistance. Thus, marketing the service with regard to this group digitally has not been a priority.</p>
<p>Keywords</p>	<p>#userskills #digitalskills #digitalinclusion</p>
<p>References</p>	