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.

Library presenting the case study **(Name, city, website and contact details)**	Bergen Public Library Website: https://bergenbibliotek.no/om-biblioteket/info-library Contact email: sverre.Bolstad@bergen.kommune.no
Title of the case study	Data cafés for seniors in collaboration with high schools and coding clubs for kids
Area of ADELE tool illustrated by the case study *Please underline the selected area*	☐ Management ☐ Infrastructure, Equipment and Support ☐ Continuing Professional Development ☐ Self-reflection on digital competences x Learning opportunities on digital competences for users x Collaboration, Networking, and Community
Description of the experience: aim, methods and outcomes	BOB is working with students of Information technology and media production at a local high school to run a data cafe/help for seniors and coding clubs for kids, and guidance in a maker space and podcast studio. The aims of this are: 1) to activate local resources to increase the capacity of the library to offer training possibilities; and 2) to create cross-generational connections around technology. The concept is a win-win-win collaboration. The benefits of this project are that high school students get to exercise their support skills on real-life cases, the seniors and kids get help with using the computer or with coding, and the library achieves its goal of being a connector and meeting place that helps citizens build basic digital skills. Cross-generational meetings can also help build understanding and cohesion in our community. The students helping out in the library's regular Data help-cafe sometimes join the external visits to provide these services in retirement homes. They also joined our citizens' day and other events where they helped out guiding participants in our Podcast-studio and Makerspace. The students also contributed to our Coding club in a branch library in a low-income area of the city. The clubs use resources produced by the national movement Teach kids to code, which makes running these coding activities low-threshold. The library also helps the schools out as this activity can be considered as an obligatory workplace training for the students. For a year, two students participated in a work-practice/ job-shadowing one day per week where they worked on different parts of the ICT-operations in the library. For students, this became valuable work experience in the library they could add to their CV. Some of these students were then recruited for further paid work in the library to help host vacation activities or coding clubs. The library is an attractive workplace, but we discovered that many of the youths had a very outdated view on what a library is when they first came. After working in the library, this perception of the library changed and this has had a positive impact on the reputation of libraries amongst groups of young people.
Resources needed to implement the idea	- A project manager and co-worker followed up the students in the schools giving an information meeting and planning the

Please, provide any link and/or send them in attachment	recruiting process. Students had to apply to become part of the library programme. - As part of the preparation the student got training in how to guide in the use of Health apps. - Every library branch had a contact person following up with the students and acted as the host for the event/club in their branch. In the branch libraries this was less successful - in part because they had fewer requests for support, but also because there were less things to do for the students when they were not helping out. The activity was also a bit vulnerable because if a student was sick or could not come and the service had to be cancelled. It was more successful in the main library as several students attended and there were more staff to follow up with them. - The project manager held meetings with teachers to prepare them on the activities and what they should focus on in class. After the semester, the project manager conducted an evaluation of each student to hand over to the school, that the school would use for evaluation. - In meeting participants of the data cafe, the students represented the library in a professional role. While this was a big challenge for students aged 16-18 years old, this was a good training exercise for them. - The students had to apply with a CV to get the role that the language teachers in the school were involved in. - We also saw a potential for recruiting students for other activities.
Target groups	- Seniors - High school students - Kids
Elements of innovation	- The concept for this originated from a request for work practice from the local high school. The library connected the idea to a project called Link up now, Senior! funded by the Norwegian Health directorate. - The partners on the project (schools, library, pensioner association) worked together in an innovative way to address the challenge of digital inclusion and achieve their own goals by activating resources in a sustainable manner. - By having students learn to give ICT support to real users, the library aided the schools' learning goals in a new way and also became a practice arena for the school. - Some of the activities involved the use of new technology and coding, innovating how learning could use tech and creativity to enhance digital skills. - Cross generational meetings around tech is an innovative idea, and a place to build understanding and relations between different age groups. As seniors learned basic skills and got help in problem solving, they could become more active in the community. These activities supported the digital transformation of our society. - Activities like the pilot with online data help for seniors during Covid were innovative in a social way as the elders loved to talk with students. However, these were not necessarily helpful in the development of digital skills.
Tips to other library staff using this idea	● Approach your local school with an open mind - look for engaged teachers that think out of the box.

	● Consider that you have to spend some time guiding the students and teach them how to act as professionals. ● Find out what your partners' needs are and match them on what is in it for them.
Keywords	#digitalskills #userskills #senior #highschool #codingskills #intergenerationalexchange
References	https://bergenbibliotek.no/arrangement/filter/datahjelp