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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)

Dun Laoghaire Rathdown County Library Service,
Co. Dublin, Ireland.
Website: <https://libraries.dlrcoco.ie/>
Contact email: Caroline Flood cflood@dlrcoco.ie



<p>Title of the case study</p>	<p>Older People's Council - Connecting Online during Covid</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 checked="" type="checkbox"/> <i>Infrastructure, Equipment and Support</i> <input type="checkbox"/> <i>Continuing Professional Development</i> <input checked="" type="checkbox"/> <i>Self-reflection on digital competences</i> <input checked="" type="checkbox"/> <i>Learning opportunities on digital competences for users</i> <input checked="" type="checkbox"/> <i>Collaboration, Networking, and Community</i>
<p>Description of the experience: aim, methods and outcomes</p>	<p>I participated in a pilot initiative with members of the Older People's Council. This was undertaken while the country was in lockdown during the Covid pandemic so face-to-face communication was not an option. The aim of the project was to ensure that all members of the Council could meet as a group using Zoom as they could not meet in person. I designed and implemented a one-to-one training programme with each member of the OPC.</p> <p>'The dlr OPC is a representative committee of and for older people, with some 40 member groups, clubs and associations across the county and is open to all non-commercial groups, organisations and individuals, committed to improving the quality of life of older people in the county.'</p> <p>https://www.dlrcoco.ie/community/dlr-age-friendly-county#dlr-older-people's-council-(opc)</p> <p>Each member was contacted and their level of need was established. Training was then devised to suit each individual on the device they were using e.g. laptops, PC's or Acorn tablets (user-friendly tablet supplied by libraries). Digital literacy of the participants ranged from those with no digital experience or skills to those who had some digital skills.</p> <p>Participants could either use a device of their own choosing, or one that the Library would provide. Alternatively, if they didn't own a device, our Library could provide Acorn tablets on long term loans, either Wifi or sim-enabled if users didn't have broadband connection at their home.</p> <p>Therefore, it was a very flexible programme that could be tailored to individuals different means and abilities, providing access to devices, skills and connectivity as needed. as the lack of any of these could have been an impediment to upskilling</p> <p>It proved challenging at times but with time and humour, the objective was achieved and the members of the OPC are now empowered to meet virtually.</p>
<p>Resources needed to implement the idea <i>Please, provide any link and/or send them in attachment</i></p>	<p>Resources for this project included phones, laptops, PC's, Acorn tablets. I also used zoom tutorials and there were useful resources available from the Age Action 'Getting Started' programme, links attached in 'References' section.</p>
<p>Target groups</p>	<p>older citizens</p>



<p>Elements of innovation</p>	<p>This project emerged because members of the Older Peoples's Council were unable to meet in person during the pandemic in 2020. It was vital that communication could continue with this group, so at the request of Dún Laoghaire Rathdown Community Department, I was able to undertake this work.</p> <p>This service was different as it was a one-to-one service that took place when in-person events weren't possible. It also helped with our aim to bridge the digital divide gap, particularly for older citizens, which is an ongoing aim of our libraries and our local authority. The project was accomplished successfully with all members able to connect online via Zoom.</p>
<p>Tips to other library staff using this idea</p>	<p>My suggestion would be to initially meet older patrons on a one-to-one basis to establish their level of digital skills and to understand what the patron wishes to achieve. Also, establish if the patron has a digital device, an email address, internet access at home etc. It is also vital to assign staff who are interested in this area and have the patience and skillset in order to transfer their knowledge in a calm way at individual's pace.</p> <p>Additionally, our libraries lend older patrons Acorn tablets for a 2 month period. Individual training is provided with these user-friendly tablets and we have also found the company that supplies the tablets to be very supportive. (Origin Care Group – link below).</p> <p>Liaising with Age Action is highly recommended as they provide free one-to-one tutor/learner digital training in libraries that can provide a suitable space.</p>
<p>Keywords</p>	<p>#older #senior #digitalskills #digitalinclusion #userskills</p>
<p>References</p>	<p>https://libraries.dlrcoco.ie/events-and-news/library-news/acorn-tablets-%E2%80%93-accessible-technology-your-hands-dlr-libraries</p> <p>https://www.ageaction.ie/how-we-can-help/getting-started-kit</p> <p>https://www.origincaregroup.com/our-team/</p> <p>https://learn-zoom.us/show-me</p> <p>https://www.dlrcoco.ie/community/dlr-age-friendly-county#dlr-older-people's-council-(opc)</p>