Advancing Digital Empowerment of Libraries in Europe

Case studies template: App-o-theek

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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)	Muntpunt Library, Brussels Website: https://muntpunt.be/ Contact email: Erika Gebruers, erika.gebruers@muntpunt.be
Title of the case study	App-o-theek
Area of ADELE tool illustrated by the case study *Please underline the selected area*	□ Management x 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	Every week for the last four years, the App-o-theek desk has been offering patrons of the Muntpunt Library in Brussels 8 hours of digital support per week. This informational desk offers all library patrons or the general public the chance to ask the 'App-o-theker' (person behind the booth) questions on how to use technical devices (computers, tablets or smartphones), or questions about online video chatting, e-books, and Muntpunt's online services. The 'App-o-theker' is there to answer any questions or give advice. If they don't know the answer, they will look for the solution together with the person seeking help. The App-o-theek is part of the library's 'slow desk', which offers library patrons additional services - including education advice, travel tips for people with low income. The service is open to everyone, and there is no need to make appointments. The users of the App-o-theek are extremely varied, from low-skilled people with no certifications to 'high-skilled' diplomats with low digital competences. With government funding, trainings were organised for volunteers to support Muntpunt's digital support initiatives, including App-o-theek and Digitalent. With the new volunteers, the App-o-theek was able to double their opening hours. The aim of the project in the long-term is to have a full-time digital helpdesk in the Muntpunt Library.
Resources needed to implement the idea Please, provide any link and/or send them in attachment	- Need people (library staff and volunteers) to be at the desk during opening hours. - Partners to develop educational content: App-O-Theek partnered with Ligo, INTEC BRUSSEL and CAW. While Ligo helped with the social aspect and teaching methods for communicating with different target groups, INTEC BRUSSEL focused more on the technical aspects. CAW helped with developing the deontology of the approach (for example: looking away when people are putting in their pin codes). - Government funding for volunteer trainings - A physical desk and digital infrastructure - Library staff with digital skills - Trainers to develop the digital skills of library staff and

	volunteers
Target groups	• Volunteers: anyone interested in digital devices and interested in helping people get life-long skills • Library patrons and general public: anyone who needs help, low-skilled people, or high skilled people with low digital skills. However, the App-o-theek doesn't offer trainings to the public.
Elements of innovation	• The project initially began in 2015 to promote and present interesting apps (such as one on e-Books) to the public using an iPad. (The name App-o-theek comes from the combination of Application and Bibliotheek). Participants weren't interested in the app, but rather asked for help with their phones. After 6 months, the project reoriented to being a one-one-one help desk for digital technologies. • The App-o-theek was very popular at first because the desk was placed at the entrance of the library and therefore gained a lot of traffic. • For the past 7 years, it has been open every Monday afternoon. It was important to keep the same schedule every week. • Pairing library staff and volunteers to host the desk encouraged more library staff to participate in the project.
Tips to other library staff using this idea	• Find the right person in the organisation who is willing to jump with you on this project. • Make time for the colleagues: make sure someone has 2 hours a week to just present themselves at the desk. The main thing stopping other colleagues from the library to help is that they don't have time or think that they have insufficient digital skills themselves. • Work in pairs or groups: make sure that the project/ help desk isn't limited to one person as it is a lot of responsibility for one person to take on. • You won't know everything! Sometimes it will also take time for you to figure something out in order to help the person coming to you. • Make the helpdesk visible, at the entrance of the library or a place that has a lot of foot traffic.
Keywords	#helpdesk #digitalsupport #digitalskills #userskills

References	https://muntpunt.be/leren/app-o-theek