Advancing Digital Empowerment
of Libraries in Europe

Case studies template

ICCU – December 2022

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)	Central Library, Letterkenny, County Donegal. Website: www.donegallibrary.ie General email: centrallibrary@donegalcoco.ie Contact email: gburke@donegalcoco.ie

Title of the case study	Digital skills training session for online services
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	**Aim** The aim of the digital skills training was to assist users to overcome the challenges as they move to using the library's various online services, and to ensure that their future experience would be a positive one. **Methods** Methodologies include the use of a laptop featuring PowerPoint slides to introduce each learning objective and the library's website link to online services. The laptop will be connected to a large monitor which will provide the visual aids mentioned. Participants will use tablets/iPads and will receive a notebook and pen. With the aid of the PowerPoint slides, the tutor gives a summary of the training content and learning outcomes. Participants will be given a tablet/ iPad and after each learning objective is introduced, and demonstrations given, the participants will have an opportunity to practice on their own using the tablets/ iPads while the tutor observes. Once the practice period ends, the tutor will recap on the objective and answer any queries before moving to the next learning objective. This process is repeated throughout the training session with a final roundup of QAs (Questions & Answers). On closing, participants will be encouraged to interact and explore the library's online services and others to build on what they have learnt from the training session. **Benefits and outcomes** The benefits of the training would provide users with both the skills and confidence to resolve issues they may have in the future while using the library's online services, which prior to the training saw them reliant on library staff, family or friends to resolve. The training was delivered to staff initially so that the material/ contents could be assessed and staff offer feedback. This stage of the training was completed and the next stage was the delivery of in-person training to library users. Unfortunately we were unable to progress to the next stage due the Coronavirus pandemic. However, the staff that attended the test session were able to use the knowledge to assist users over the telephone while the libraries were closed due to the pandemic.
Resources needed to implement the idea Please, provide any link and/or send them in attachment	● Staff member/ tutor ● Adequate space with tables and chairs ● Large digital monitor, laptop, portable whiteboard ● Adequate number of iPads/tablets for participants ● Excellent Internet and Wifi connectivity ● Microsoft PowerPoint

	● https://www.donegallibrary.ie/mainnavigation/onlinelibraryintro/
Target groups	Current or potential users of Donegal online library
Elements of innovation	This activity emerged as a result of a knowledge gap that had been identified during the course of daily interaction with library users of online services, such as the online reading App, BorrowBox, available to users through their library membership. Some users were having technical issues, such as downloading the library Apps to their devices. Others were having difficulty with initial set up of the Apps or navigating the library's online options. From this interaction with users seeking assistance it was recognised that a digital skills training session would offer the information needed to become self reliant. Indeed the argument could have been why not simply direct users to the 'Help' links on the library website for instructions, technical advise regarding Apps and other services. This is where this initiative differentiated from the standard support offered, in that the library recognised the importance of continuing to maintain the relationship already established through the traditional service offering and to be a positive guide and support to users as they embark on a new method of accessing material via digital technology.
Tips to other library staff using this idea	● Design a simple assessment to determine a user's digital competency. ● Group users into relevant training sessions based on a 'digital competency scale 1- 5 (1-2: limited knowledge/ 2-4: some knowledge/ 4-5: good knowledge – seeking tips/ shortcuts and more knowledge regarding technical aspects). ● Create course content relevant to competencies and observe understanding and progress during practice period. ● Engage participants during the session to help them stay focused and be mindful of the questions (and discussion) trap – technology is a very topical discussion and some of the session time could be lost to such discussions. ● Smaller group idea: 10 – 12 maximum.
Keywords	#digitalservice #app #userskills #digitalskills #digitalinclusion
References	Unfortunately the pandemic put a stop to the initiative and as a result there was no information added to the library website describing the activity, nor were there any social media posts.