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Advancing Digital Empowerment
of Libraries in Europe

Case studies template

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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>Castletymon Library, Dublin 24, Ireland General email: castletymon@sdublincoco.ie (01) 414 9203</p>
<p>Title of the case study</p>	<p>Acorn Tablets</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 type="checkbox"/> <i>Infrastructure, Equipment and Support</i> <input type="checkbox"/> <i>Continuing Professional Development</i> <input type="checkbox"/> <i>Self-reflection on digital competences</i> <input checked="" type="checkbox"/> <i>Learning opportunities on digital competences for users</i> <input type="checkbox"/> <i>Collaboration, Networking, and Community</i>
<p>Description of the experience: aim, methods, and outcomes</p>	<p>South Dublin Libraries are committed to the process of developing, implementing, and evaluating strategies, to address the needs of the ageing population in our county. We run computer classes and as well as social evenings for older members to encourage greater social inclusion.</p> <p>One of the projects South Dublin Libraries is delivering is aimed at reducing levels of social isolation among older people, using a specialised “Acorn Tablets.”</p> <p>It opens a world of relevant online content for seniors, encouraging users to engage and interact at both social and commercial level in a closed secure network. Its design is built around five content and application pillars:</p> <p>Independence, Health, Finance, Communications and Security.</p> <p>The idea is that by becoming digitally connected to what’s going on in their area, older people will venture out, for example, to an event in the local library or community centre, or they can ask for a lift to a hospital/ doctor’s appointment, do their online banking, shop online, book a holiday or pay a bill.</p> <p>By learning how to use apps like Skype and WhatsApp they can experience new ways of communicating with their friends, neighbours and anyone who has the Acorn Companion App downloaded to their smart phone.</p> <p>Our borrowers can start with only one or two apps loaded on the device and over time, and more can be added according to the users 'individual preferences. The tablet is designed to be simple to navigate and ae easy access to a help button and provides remote technical assistance when required.</p> <p>Workshops are hosted by South Dublin Libraries where tablets can be borrowed, and patrons given instructions on how to use them. at which the older people from across the county can take the first steps on their digital journey.</p> <p>Intergenerational workshops help connect old and young and provide an opportunity for the younger people to support the older people</p>



<p>Resources needed to implement the idea Please, provide any link and/or send them in attachment</p>	<p>the use of technology.</p> <p>The human resources required library staff time. Tools involved were the supply of the dedicated tablets and installed software. Infrastructure required was the library building and its internet connection. Funding has been provided by the Department of Community and Rural Affairs covering the cost of the tablet, including sim card and technical backup for the duration of the programme trial period.</p>
<p>Target groups</p>	<p>Senior citizens and digital illiterate</p>
<p>Elements of innovation</p>	<p>This project emerged due to the large aging population in our catchment area. The project introduced the use of tablets to a group of the population without the need to purchase a device. It gave them the opportunity to experience how a tablet works in a “try before you buy” setting and gave them the confidence to use one knowing that they had support from the library staff on their learning journey.</p>
<p>Tips to other library staff using this idea</p>	<p>Procurement of devices is essential. While Acorn tablets were used for our project any tablet which runs android would be suitable. One major issue is the time required to demonstrate the use of the tablet which requires dedicated teaching time. While the basic introduction can be done in a class setting, borrowers need one to one tuition which can be time consuming for staff.</p>
<p>Keywords</p>	<p>#digitalliteracy #digitalskills #adults #senior #userskills #digitalinclusion</p>
<p>References</p>	<p>info@myacorn.ie</p>