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Advancing Digital Empowerment
of Libraries in Europe

Case studies template

PR2

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)

Biblioteca Planetiana, Jesi (AN) – Italy
Website: www.bibliotecaplanettiana.it
General email: planetiana@comune.jesi.an.it
Contact email: c.staffolani@comune.jesi.an.it

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<p>Title of the case study</p>	<p>Computer helpdesk</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>The Planetiana Library, from 2021, has been offering a computer help service to all library users, in cooperation with volunteers from a local association.</p> <p>The computer helpdesk consists of: the use of the Internet and e-mail, consultation of online library catalogues and digital lending via MLOL - Medialibrary Online or other platforms, conversion of files to various media, remote connection for videoconferences, and use of the local app 'Municipium'. This assistance is offered during Saturdays morning appointments, using the computers in the library available to users.</p> <p>The staff, assisted by a computer expert volunteer, help people in appointments that are not part of a computer course, but rather spot help for various and specific needs.</p> <p>The procedure for accessing this service is straightforward.</p> <p>Thanks to this service, many users improved their basic PC and smartphone app skills, becoming independent users in various activities.</p>
<p>Resources needed to implement the idea <i>Please, provide any link and/or send them in attachment</i></p>	<p>Internal staff Computer experts PCs available in the library</p>
<p>Target groups</p>	<p>All users Over 60 years Unemployed people</p>
<p>Elements of innovation</p>	<p>The element of innovation is that this service offered for free has brought users closer to new ways of interacting with public administrations, e.g. the Municipium App of the municipality of Jesi</p>
<p>Tips to other library staff using this idea</p>	<p>To have some advanced computer skills (or to be able to count on the help of someone who has them) To have personal computers and an Internet connection available for users. It is not necessary to prepare webinars or paper handouts, but rather to be prepared on the required topics before appointments with users</p>
<p>Keywords</p>	<p>#helpdesk #digitalskills #userskills #digitalinclusion #digitalsupport</p>
<p>References</p>	<p>https://www.comune.jesi.an.it/VivereInCitta/ArteCultura/biblioteca/articoli/Sportello-di-aiuto-informatico/</p>

