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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.



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<p>Library presenting the case study (Name, city, website and contact details)</p>	<p>Helsingborg Public Library, Helsingborg Sweden, Website: Bibliotekfh.se General email: stadsbiblioteket@helsingborg.se Contact email: ola.videke@helsingborg.se Contact email: eva.hveem@helsingborg.se</p>
<p>Title of the case study</p>	<p>Digidel – our digital center</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"/> Management <input checked="" type="checkbox"/> Infrastructure, Equipment and Support <input type="checkbox"/> Continuing Professional Development <input type="checkbox"/> Self-reflection on digital competences <input checked="" type="checkbox"/> Learning opportunities on digital competences for users <input checked="" type="checkbox"/> Collaboration, Networking, and Community
<p>Description of the experience: aim, methods and outcomes</p>	<p>Digidel started out as a three year project in collaboration with the City Digital Department. Its aim was to start up a digital center at Helsingborg Public Library - the city's main library branch. Six months into the project the Digidel was launched.</p> <p>The methods used to implement it were largely based on extensive, in depth work with users, using the Service Design method Customer Journey Mapping. All insights were valuable when we designed the space. The benefits were:</p> <ul style="list-style-type: none"> ● Gathering all the public technology in one place meant that users knew where to go ● Staffed with competent staff during all opening hours. ● Staff was designated to Digidel, which gave them a great focus on the tasks at hand.
<p>Resources needed to implement the idea Please, provide any link and/or send them in attachment</p>	<p>The project had no external funding, it was run within existing budgets. The aim was to make Digidel a permanent feature of the library when the project ended.</p> <p>During the time of the project, Helsingborg municipality participated in a EU-funded project, Urban Agenda for the EU / Digital Transition where digital centers in Sofia (Bulgaria), Oulu (Finland), and Digidel were used as test cases for the action Digital Neighbourhood Instrument.</p>
<p>Target groups</p>	<p>Our target group is all of the citizens in Helsingborg.</p>
<p>Elements of innovation</p>	<p>At the time, Digital Centers were not a common feature in Sweden. Digidel Helsingborg was only the second center that was opened. Giving free access to digital devices such as computers and printers, combined with knowledgeable staff is of the utmost importance to bridge the digital divide that many citizens are experiencing in their daily life.</p>
<p>Tips to other library staff using this idea</p>	<ul style="list-style-type: none"> ● Start small ● Collaborate with other departments





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	<ul style="list-style-type: none">• Involve the users
Keywords	#digitalinclusion #newtechnologies #userskills #digitalskills
References	<p><u>Datorer, utskrifter och kopiering i Helsingborg - Datorer, utskrifter och kopiering i Helsingborg - Bibliotek Familjen Helsingborg (bibliotekfh.se)</u></p> <p><u>Digital Neighbourhood Instrument Living in EU (living-in.eu)</u></p>



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