



#digilibraries

A collaborative approach to digital inclusion

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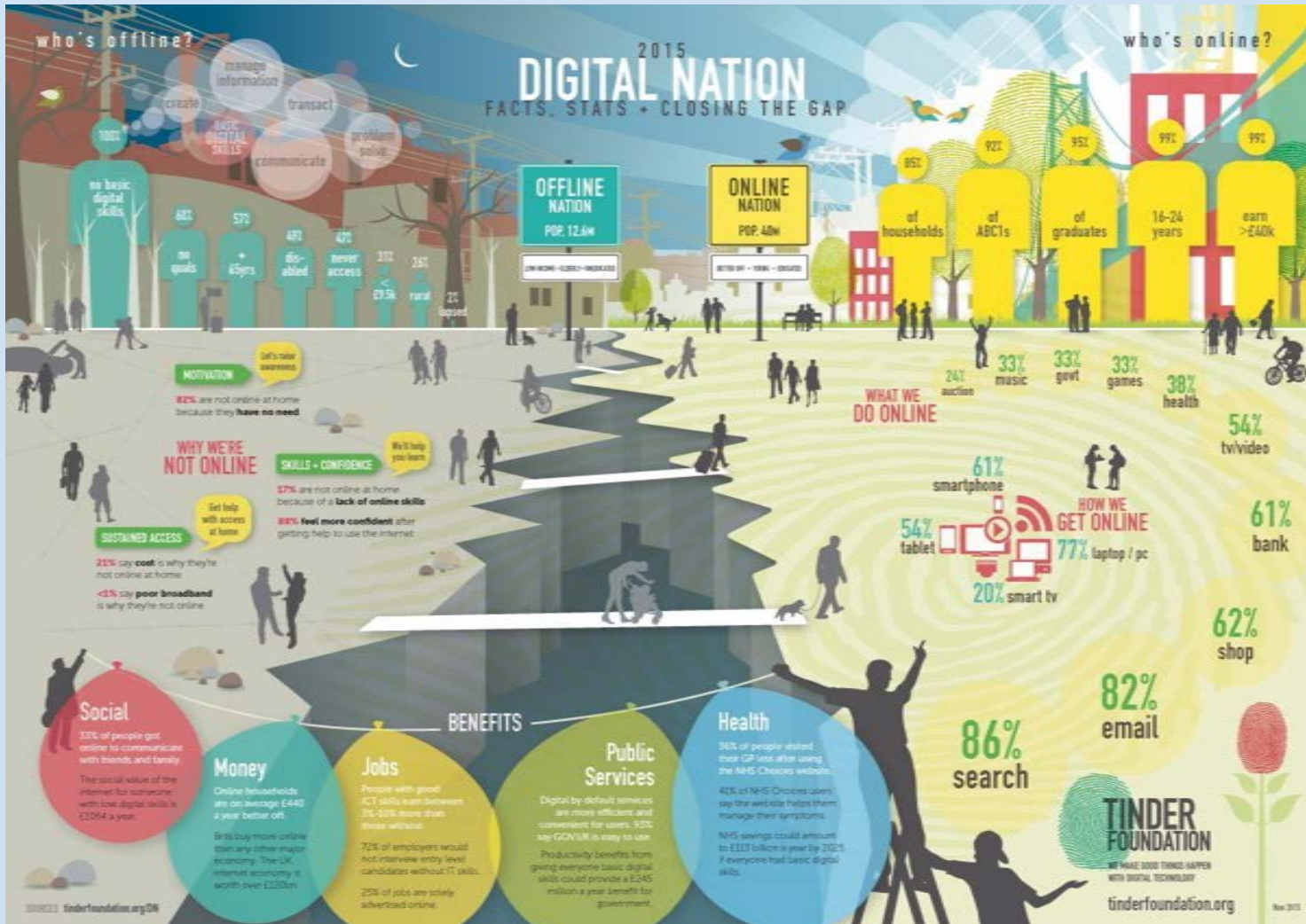
#digilibraries



Tinder Foundation

- Staff owned mutual charity working nationally
- We believe in a world where **everyone** benefits from digital
- Since 2010 helped **1.8 million** people get online through **5,000** UK online centres in our network.
- **Learn My Way** is our learning platform
- Deliver funded programmes for Govt depts e.g. BIS, DCLG, HMRC, NHS
- Other specific programmes with partners such as Google & Big Lottery







Tinder Foundation & Libraries

- **2,901** Library Online Centres (5,000 online centres in the network)
- **857** libraries use Learn My Way
- **22,150** people supported in libraries in 15/16
- **78,761** Learn My Way courses completed in libraries in 15/16





Tinder Foundation & Libraries

- Recognise the important role that libraries play in tackling digital & social exclusion
- Still untapped potential / opportunity
- Libraries are a 'network' within our 'network'
- As such we want to understand and improve our offer and the support we provide them and their partners.





Libraries, Digital Inclusion & Partnerships

Issues to think about

- Current local partnerships and use of WiFi/mobile technology around library delivery models in the development of digital skills
- Barriers to delivering digital inclusion activities
- Opportunities for developing national partnerships for digital inclusion activities





Library Digital Inclusion Fund

Six month action research project

16 Library Services around England

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Reach of Project

- **1,630** digitally excluded people supported to improve their basic digital skills
- **827** (of which) supported to access health information online and develop their digital health literacy skills to enable them to better manage their own health
- Delivery in over **200** library branches and in a variety of outreach locations including people's homes, day care services, and a social enterprise that provides support for unemployed adults with learning difficulties or debilitating illnesses.





Common delivery themes

- Use of fixed wireless, mobile WiFi hotspots, and WiFi enabled laptops and tablets that were owned either by the library service or brought in by learners
- Pilots were managed by senior staff, and delivered by frontline staff, tutors, and staff from partner organisations
- In some cases volunteers were recruited to support delivery
- Library research partners used Learn My Way and Capture IT to record, track and evidence learners development of basic digital skills and library service impact



Models of Delivery

- **Partnership delivery** - to help recruit volunteers, to reach established groups of hard to reach people, and to deliver in outreach locations
 - Newcastle Libraries with Your Homes Newcastle
 - Doncaster Libraries with its local authority (Digital and marketing team)
 - Cumbria Libraries with a day care centre and local college



Models of Delivery

- Delivery using **library branch network** using WiFi enabled laptops and tablets in urban and rural areas (e.g. Doncaster/Derbyshire)
- **Tablet lending delivery** - try before you buy; independent learning tablet lending (Barnet Libraries); tablets lent to housebound learners (Leeds Libraries)
- **Mobile classroom delivery** - 'Open the Box' concept 10 WiFi enabled tablets, a screen and a projector, which was taken out to library branches to older people with limited mobility living in rural areas (Somerset Libraries)



Recommendations for a collaborative approach to digital inclusion

- Libraries are an essential institution ideally positioned to tackle **national themes** around digital inclusion & social challenges
- Well resourced DI activities can help reduce the amount of people excluded from the benefits of digital technology and assist in the move to **digital by default**
- Help address £63 billion **digital skills gap**
- Tackle **social challenges** people face in communities libraries are often located at the heart of.



Tinder Foundation Recommendations

- Improve library offer to support the 2,900 libraries who are members of our network.
- Further support library services, library staff, partners delivering digital skills.
- Showcase best practice from across the library network.
- Continue to develop and promote Library Online Centres highlighting the strength of partnership
- Develop tools so libraries can effectively demonstrate the reach and value of their digital inclusion activities using MI captured through online tools such as Learn My Way and CaptureIT.
- Continue working with national partners such as CILIP, SCL and Libraries Taskforce to ensure a coordinated approach.





Any questions?

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UK online centres: www.ukonlinecentres.com

[Library Online Centres](#)

[Digital Libraries Hub](#)

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