Digital Travellers

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Partners

- Bibliothèques Sans Frontières – France (leader)
- Bibliothèques Sans Frontières Belgique – Belgium
- Public Libraries 2030
- Suomen Kirjastoseura (Finnish Library Association) – Finland
- Information Society Development Foundation – Poland
- Koninklijke Bibliotheek (National Library) – The Netherlands
- EBLIDA (associate partner)

**Erasmus+ Programme, Key Action 3:** Support for policy reform (Social inclusion and common values: the contribution in the field of education and training)

2019-2021
Objectives

To ‘disseminate and/or scale up good practices on inclusive education, and/or promote common values, initiated in particular at local level’.

To ‘foster digital skills and competences of digitally excluded groups (older people, migrants and young people from disadvantaged backgrounds) through partnerships with the non-formal sector, in particular public libraries.'
La Grande Bibliothèque du Numérique

des ressources libres et ludiques pour (faire) découvrir le numérique GRATUITE - OPEN SOURCE

The good practice to upscale
The Digital Competence Framework for Citizens

- collecting of digital education resources in the partners’ countries
- mapping of collected resources to DigComp 2.1
- translation of selected resources
- implementation of DT Library of Resources - a website and a database
- English (‘master’) and local databases
- ‘Testing libraries’ in each partner country

275 individual resources collected
The Digital Travellers Library of Resources
Welcome to the Library

**Operation of Devices**
To correctly handle, manipulate or use digital devices for the performance of the most basic tasks.

**Information and Data Literacy**
To articulate information needs, to locate and retrieve digital data, information and content. To judge the relevance of the source and its content. To store, manage, and organise digital data, information and content.

**Communication & Collaboration**
To interact through a variety of digital technologies and to understand appropriate digital communication means for a given context.

**Digital Content Creation**
To create and edit digital content in different formats and to express oneself through digital means.

**Safety**
To protect devices and digital content, and to understand risks and threats in digital environments. To know about safety and security measures and to have a clue regarding reliability and privacy.

**Problem Solving**
To identify technical problems when operating devices and using digital environments, and to solve them (from trouble-shooting to solving more complex problems).
Witamy w Bibliotece

**KORZYSTANIE Z URZĄDZEŃ**
Poprawna obsługa urządzeń cyfrowych przy wykonywaniu podstawowych czynności

**KORZYSTANIE Z DANYCH**
Wyrażanie potrzeb informacyjnych, lokalizowanie i wyszukiwanie danych cyfrowych, informacji i treści. Obecność trafiło źródła i jego treści. Przechowywanie, zarządzanie i porządkowanie cyfrowych danych, informacji i treści.

**KOMUNIKACJA I WSPÓŁPRACA**
Interakcje za pomocą różnych technologii cyfrowych i rozumienie własnych środków komunikacji cyfrowej w danym kontekście.

**TWORZENIE TREŚCI CYFROWYCH**
Tworzenie i edytowanie treści cyfrowych w różnych formatach oraz wyrażanie siebie za pomocą środków cyfrowych.

**BEZPIECZEŃSTWO**
Ochrona urządzeń i treści cyfrowych oraz rozumienie ryzyka i zagrożeń w środowisku cyfrowym. Znajomość środków bezpieczeństwa i ich zrozumienie w kontekście ich działania oraz poszanowania prywatności użytkownika.

**ROZWIĄZYWANIE PROBLEMÓW**
Identyfikowanie problemów technicznych podczas obsługi urządzeń i korzystania z cyfrowego obszaru rozwiązywanie zarówno prostych, jak i bardziej złożonych problemów.
The tablet (Android)

A programme for adults teaching the fundamental skills in using tablets. From the most basic skills of using the device to more advanced ones like working with e-mail. Contains 8 chapters (a total of 133 multimedia exercises), a book and an answer key with feedback on answers. There are separate programmes for iPad and Android.

A photo on the cake!

A programme for adults teaching basic skills in using and getting creative with digital photography. From saving a photo on the computer to ordering a present with one’s own photo on it. It is meant for use in guided contexts. It consists of a workbook with theory and exercises and an e-learning module. The e-learning module contains four topics, including voice guidance. Workbooks can be purchased by instructors and educational organisations. The e-learning module is accessible online for free.
Librarians’ training

- COVID-19 lockdowns (a plan B)
- Needs assessment, questionnaires
- Online sessions
- Self-training modules
- Series of webinars
- ‘Cross border’ online networking events
- Personal support
- Focus on librarians as educators and their needs

60 librarians in 4 countries
The aim of the Digital Travellers project is to reduce digital exclusion of vulnerable populations, on a large scale. To this end, we seek to equip library professionals with the resources/skills they need for providing digital education, online or through workshops in their own libraries, all across Europe.

In these pandemic times, this has never been so crucial!

**What's in it for you?**

- Make your library a hub in the fight against digital divide
- Access hundreds of tested resources to support the teaching of digital skills
- Develop new skills (digital, teaching and communication skills)
- Learn about specific audiences (seniors, early school leavers, jobseekers...), their needs, the way to reach out to them & the best ways to help them
- Be part of a large EU project, with a strong social impact
- Join a community of highly motivated, like-minded, European librarians
- Share best practices and support each other
- Play a key role in this project and become a pioneer!

**The support you will get**

- **Training** on how to facilitate digital literacy workshops with your target population
  - self-training at your own pace
  - Q&A live sessions with experts
- Access to an **online database**, with hundreds of tested resources
- Further **specific sets of resources** for organizing your own workshops
- Access to an **online community** of European librarians involved in the same project
- **Personalized support** via
  - a helpline to answer your questions
  - optional thematic webinars
  - a newsletter
  - ...

**Interested?**

**Need more info?**

Please contact your local DT-mentor!

https://digitaltravellers.eu/
The teaching sequence
The typical steps of a workshop that make the learning meaningful (needs assessment), efficient and transferable

The learning triangle
Your role as a workshop facilitator between the learner and the knowledge/skills

Brain and memory
The different types of memory, how they work, how you can take this into account

Creativity and flexibility
How to adapt the content/material/program to specific circumstances/goals

Brain and emotions
The role of emotions (stress vs positive mindset) in the learning process

webinar #1
What to teach?
The DigiComp 2.1 framework: areas and levels
Special focus on the basic skills

The DT database
What you can find on it
How it works
How you can find resources

webinar #2 & 3
How to run a workshop?
Pros and cons of offline and online workshops
Best practices for both approaches

Vulnerable groups
How to teach vulnerable citizens/digitally excluded people
How to take specific needs into account

Reaching out to my audiences
Some advice and material for communication (especially with vulnerable people)
How to work with specific target groups

The DT community
How it works
How to be part of it
How to share best practices

Etc.

Etc.
Your role... in a nutshell

- Your library joins the project
- You fill in 1 online questionnaire
- You train yourself through various learning material sent to you
- You attend 3 online live sessions (deepening the training content)
- You give more feedback
- You organize and facilitate ± 1 workshop/month during 8 months
- You get (if needed/wanted)
  - personal support (helpline)
  - access to a community of librarians
  - optional thematic webinars
  - (a newsletter)
  - (an offline meeting if the circumstances allow it)
  - (...)
- You fill in 1 final questionnaire

Around 6h commitment/month (alone or shared with your colleagues)

- orange >> your actions
- blue >> the support we offer
- italic >> optional
Ja bardzo przepraszam, ale muszę się pożegnać z Państwem
pędzę na zajęcia do seniorów :)
Activities in libraries

• 115 activities in 3 countries (in-person, online, and blended)
• Audiences: older adults, women, jobseekers, school dropouts, people with low literacy, migrants
• 293 end users participated (4000 planned)
• Conducting activities online excluded those who lack required basic skills
• Some had assistance of their family members or another person
Figure 3.3. Having learned something useful (end user survey)

Do you think that, participating in the training organised by the library, you have learned something that will be useful in your daily life?

- 39% I learnt some new things that will be extremely useful in my daily life
- 47% I learnt some new things that will be quite useful in my daily life
- 9% I learnt a few things but they will not be very useful in my daily life
- 4% I learnt nothing that will be useful in my daily life
- 1% It's hard to say

Source: online questionnaires filled in by end users (n=222)
Challenges

- COVID-19 restrictions and lockdowns
- Libraries closed, everyone worried, uncertain future
- Plan B and alternative scenarios needed
- Librarians not ready for online libraries’ activities
- Difficulties in reaching out to end users (esp. digital beginners)
Does your audience have basic digital skills*?
*or can get support/help from a tutor during the sessions (family member, volunteer…)
(at home or by phone)

Do we feel comfortable/equipped teaching online?

Are you allowed to organize group sessions in your library?

Are you willing to upgrade your personal digital skillset?

Yes

Help and upskilling material will be offered to you

Your library can be part of the DT project
Workshops will be held online

Your library needs to wait to take part in the DT project, at least until an offline basic skills workshop can be organized OR you can find a distance tutoring solution

No

Your library can be part of the DT project
Workshops will be held at the library

Depending of the evolution of the pandemic, we might alternate between off- and online workshops.
Lessons learned

Digital skills are more critical than ever to navigate daily life when most activities are online.

The librarians’ role changed and they needed help to adjust.

Project was useful during the pandemic, because it helped the librarians ‘reach the users online, to the benefits of both sides’.

Librarians were not fully ready and equipped to shift from ‘in person’ workshops in their libraries to online ones.

The project was re-focused on building up the digital skillset of local librarians, instead of end users.

Librarians’ digital skills have improved ‘thanks to the pandemic’.

‘Cross-border’ networking sessions worked well.

Some older adults (digital beginners) were enthusiastic about online digital literacy sessions.

Security, safe internet and fake news – most popular topics in Poland (esp. among older adults).
Key findings

Libraries can be effective in developing digital skills and building resilience to disinformation in various sectors of society, including vulnerable groups, and as such are valuable partners for the public policy.

In order to play such a role, libraries need:

1) IT equipment, software and reliable Internet connection,
2) digital education resources,
3) staff training,
4) ongoing support
5) community of practice,
6) involvement of human resources he target groups.
Policy recommendations – digital education in non-formal education and libraries

Thank you

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