The Role Public Libraries Play in Supporting Digital Literacy

Jacqueline Widdowson BA MA MSc MCLIP
PMLG Chair
Darwen Librarian and Library Manager
J.h.l.widdowson@gmail.com
Jacqueline.Widdowson@Blackburn.gov.uk

@CILIPPMLG
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Section 1: Context
Public Library Spaces

- Wi-Fi in 99.3% of Public Libraries:
  www.artscouncil.org.uk/publication/making-most-wifi
  
  - Public Access PCs as core offer
  
  - More than half of the UK population has a current library card
    
    - Over 12 million UK adults do not have basic digital skills
    
    - 151 Library authorities – all different

References:
Evolving Library Interfaces

• Complex/Hybrid Library Model
  • RFID Self-Service
    • eBooks
    • eMagazines
  • Online Resources
• Library Apps – Gloucestershire CC
• Library Facebook App – London Borough of Sutton

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Evolving Library Interfaces: An area for growth

• Currently UK public library digital interfaces are underused.
• SCL reported:

‘Digital visits to public libraries often exceed physical visits in North America, while in England, in spite of higher digital activity in society at large, a meagre digital presence has meant that digital visits to the public library are substantially lower’

References:
Digital Literacy for Young People

• The new **National Curriculum** in England requires pupils to leave school digitally literate: ‘able to use, and express themselves and develop their ideas through, information and communication technology - at a level suitable for the future workplace and as active participants in a digital world’¹

• **eSafety** – more on this later

• Public Access PCs for children

• Incorporating digital technologies into children’s events:
  • QR code trails
  • Augmented reality
  • Coding

References:
Digital Literacy for Young People: Coding

• Nesta, ‘Young Digital Makers’ reports: ‘Eighty–two per cent of young people surveyed said they were interested in digital making’\(^1\) – High Demand!

• Yet, less than half actually undertook coding projects.

• Code Playgrounds: http://barclayscodeplayground.co.uk/ - partnership delivery.

• Code Green project http://goscl.com/codegreen/ - upskilling library staff.

• Festival of Code - August, National Coding Week – September, EU Code Week - October, the Hour Of Code – December – Events to tie-in with.

References:
Digital Literacy for Older People

• 4.5 million older people never get online\(^1\)
• Age UK report that: ‘over two thirds of all digital exclusion is among those aged 65 and over’\(^2\)
  • “Silver Surfer” – over 60s computer courses – **increasingly volunteer supported.**
• ‘One Digital’ project: [www.digitalchampionsnetwork.com/one-digital-programme](http://www.digitalchampionsnetwork.com/one-digital-programme)
• During 2016 the Partners aim to collectively recruit, train and support 1,400 Digital Champions who can go on to help around 9,500 people across the UK with basic digital skills.

References:

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Digital Literacy for Businesses

- Support business start-ups and SMEs (Small and Medium Enterprises)
- City Business Library: www.cityoflondon.gov.uk/cbl
  - Extensive collection, workshops, online courses, online resources
- Business and IP Centres
  - BIPC Network: Birmingham, Leeds, Liverpool, Manchester, Sheffield, Exeter and Northampton
  - Set up in partnership with British Library and supported by Enterprising Libraries, with funding from the Intellectual Property Office, Department for Communities and Local Government and Arts Council England
- Google Garages: Https://digitalgarage.withgoogle.com/
  - Free courses on everything from search to social media, to help people grow their business or career.
Section 2: Future Direction
National Strategy:
SCL Digital Offer

• “As a baseline every public library service should provide:
  o Free internet access (for a minimum period of time)
  o Clear and accessible online information about library services
  o Staff trained to help customers access digital information”¹


• ‘Essential Digital Infrastructure for Public Libraries in England’² Plan:
  o Advocates the introduction of ‘a standards-based digital platform’ with
    standardised APIs³, standardised automation middleware, a national
    aggregation service and ‘pluggable’ architecture. - A single digital presence

References:
3. API = Application Programme Interface

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National Strategy: Libraries Taskforce


• Purpose 2: Digital Literacy – Ambitions:¹
  o digital literacy recognised as a core skill
  o all public libraries delivering an active Digital Inclusion programme
  o long-term partnership with Go ON UK and related digital literacy initiatives
  o all public libraries delivering Assisted Digital / Digital Inclusion support
  o libraries seen as spaces where the community comes together to co-create and make things

• Purpose 4: Economic Growth: ‘supporting businesses to create jobs’

References:

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National Strategy: Libraries Taskforce

• 99.3% will become 100% - Free Wi-Fi in public libraries

• The Leadership for Libraries Taskforce has had early discussions with various potential funders both inside and outside government\(^1\) in pursuit of the £20million capital investment required to lay down the infrastructure for a single digital public libraries presence.

• Joined-up Working


References:
National Strategy
Information Literacy Framework for Wales

- “Libraries have a central role in information literacy delivery and development”
- 4 Key Skills areas, including: Developing ICT Skills:
  - Subsection 1: Finding and developing information ideas
  - Subsection 2: Creating and presenting information ideas
- CQFW – Credit and Qualifications Framework for Wales – levels 1-8 from entry to doctoral
  - Overlays formal and informal learning
  - “Merges the concepts of volume of learning achievements (credit) and the demands made by that learning on the learner (level) to create a system that is able to embrace all types and styles of learning”¹ Welsh Government 2010

References:
Channel Migration

• The government’s "Digital by Default" stance
  o local authority level as well as at a national level
  o Library as front door to council services
  o Big pressure on library staff to provide direct support to time-pressured fundamentally important tasks such as Universal Credit.

• www.digitalbydefaultnews.co.uk
  o Reports developments in citizen-facing eServices
  o Free weekly newsletter
Channel Migration

• Digital Inclusion Activities Could Save Local Authorities £800,000 per annum

• A report published by the Tinder Foundation July 2016, on the outcomes of the Library Digital Inclusion Fund Action Research Project, calculates that effective digital inclusion activities, such as computer skills classes, could save the council more than £492 per person supported.

• If similar activities were to be recreated across all 151 library services in England, over £7.5million of cost savings could be achieved.

References:
Section 3: Resources and Initiatives
Digital Unite

- [www.digitalunite.com](http://www.digitalunite.com)
- Since 1996
- Wide range of online *guides and learning activities available*, from ‘What is a computer?’ to ‘What’s new in Windows 10?’ to ‘Accessing the internet on a smartphone’
- Digital Champions Network – online training and support
- Question Forum
- One Digital project

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Case Study: Rochdale Digital Festival

• 2015 and 2016
• Organised by Rochdale Borough Council
• More than 30 businesses took part, including:
  o Google; BT; Community Arts North West; Boots; Marks and Spencer; Barclays
• Hosted in the library
• Hands-on ‘how to’ sessions on diverse topics: banking, shopping, health, eBooks, council services, email, skype, social media…
• The ‘Help Bar’ – troubleshooting drop-in

References:
www.rochdaleonline.co.uk/news-features/2/news-headlines/101367/rochdale-digital-festival

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eSafety

• Some authorities creating their own policies and guides for library users:
  o KAOS: Kirklees Awareness of Online Safety: http://goo.gl/5uLtKX
  o NSPCC: www.nspcc.org.uk/preventing-abuse/keeping-children-safe/online-safety

• Money Saving Expert website:
  o www.moneysavingexpert.com/shopping/stop-scams
  o www.moneysavingexpert.com/utilities/free-anti-virus-software

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eSafety

• Think You Know: www.thinkuknow.co.uk
  • Downloadable resources including:
    • Short films on Cyberbullying, Grooming, social networking
    • Printable social media guides incl. What’s App, YouTube and Instagram
    • Factsheet checklists and information on inappropriate websites
    • Cartoons, worksheets, games, posters

• A cross-government campaign, funded by the National Cyber Security Programme, covering all areas of online security from secure banking to writing IT policies to safe online dating: www.cyberstreetwise.com
Mozilla Web Literacy

https://learning.mozilla.org/web-literacy

- Terminology Map Wheel (pictured)
- Detailed creative lesson/session plans with worksheets and activities.
- Tools for teaching and learning code.
Web Junction

- [www.webjunction.org](http://www.webjunction.org)
- The learning place for libraries
- Digital Inclusion section – see infographic
- Digital Literacy and Technology sections – aggregating articles, webinars and latest news
- Wide range of Free courses for librarians on topics including:
  - eBooks and Devices
  - Social Media
  - Designing Web-based training

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Tinder Foundation

- [www.tinderfoundation.org](http://www.tinderfoundation.org)
- [www.learnmyway.com](http://www.learnmyway.com)
  - Getting started videos – matched to people’s experience/skill level
  - A range of short courses on practical topics like job hunting, online banking and using Facebook.


  "*With their new skills, we've seen people go on to find work, improve their health and wellbeing, manage their money or communicate with relatives*"
Tinder Foundation

• Get Online Week, 17th - 23rd October 2016. (funding available) [www.getonlineweek.com](http://www.getonlineweek.com)

• Google Garage Partnership – offering small businesses digital skills for success.

• Be Online:
  o launched 2015
  o National digital inclusion campaign
  o 2 Weeks – end of February
  o Multiple venues – including libraries

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Go On UK / Dot Everyone

• [https://doteveryone.org.uk/digital-skills/](https://doteveryone.org.uk/digital-skills/)
• Digital Exclusion Heatmap (pictured)
• Go Online Local: [https://local.go-on.co.uk/](https://local.go-on.co.uk/)
  o Practical guidance to help you improve Basic Digital Skills in your local area
  o Includes, not just training but also promotion and measuring and evaluating.

• Basic Digital Skills Framework:
  o Five Sections: Managing Information → Communicating Transacting → Problem Solving → Creating
  o Three streams within each section: Safety → Actions for Individuals → Actions for Organisations

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And a few more...

- [www.ukonlinecentres.com](http://www.ukonlinecentres.com) - provides training resources and promotes network of learning centres (including libraries) delivering digital literacy skills.

- Coursera – Higher Education level MOOCs:
  - [www.coursera.org/learn/digital-literacy](http://www.coursera.org/learn/digital-literacy) ‘information and digital literacy’ University of Sidney

- Create and publish multimedia eBook using free software:
  - [www.widbook.com](http://www.widbook.com) – Network building and feedback orientated, eBook publishing
  - [http://storybird.com](http://storybird.com) – Art led narrative eBook creation
  - [https://littlebirdatales.com/](https://littlebirdatales.com/) - Child and carer/teacher orientated eBook maker site

- Future Learn – Higher Education and Cultural Institution MOOCs: [www.futurelearn.com](http://www.futurelearn.com):
  - [www.futurelearn.com/courses/digital-cv](http://www.futurelearn.com/courses/digital-cv) ‘How to Write a CV Online’ - University of Glasgow

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Initiatives and Resources on PMLG Website

www.cilip.org.uk/public-and-mobile-libraries-group/initiatives-and-resources

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Any Questions?

Jacqueline Widdowson BA MA MSc MCLIP
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Jacqueline.Widdowson@Blackburn.gov.uk

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FREE!
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Libraries Pay:
Public Libraries Supporting Economic Prosperity

Confirmed special guests includes, the award winning creator of the ‘Businessline’ initiative, Gareth Hatton; Tinder Foundation; and the Chief Executive of CILIP, Nick Poole.

Special Guest Speakers
Exhibition
Workshops facilitated by experienced Specialists
Lunch and Refreshments

Booking:
Places FREE for PMLG Members; All others will be invoiced £20 +VAT.
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cilippmlg@buckscc.gov.uk

Date: Tuesday 20th September
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