

Libraries Digital Champions Network- Wales





Welcome and introductions!

Laura Phillips is the representative from [Digital Communities Wales](#). We are passionate about encouraging communities to engage meaningfully online, and making sure that there is support in place to provide skills access and confidence to digitally excluded people in Wales.

Hilary Nugent is the Volunteer Manager at [Good Things Foundation](#), a charity with one clear mission, to fix the digital divide for good. We work in partnership with thousands of organisations around the UK offering a free comprehensive service, including learning tools, devices and data.

We are here to facilitate and support you with this network. We are excited to work with you all over the coming months to build this network

The meetings are planned for every 2 months, and you are welcome to come along to as many or as few as you are able. We've got representatives from across Wales here. As a note, everything that is discussed in this room won't be assigned to particular people, roles or areas. We appreciate you agreeing to Chatham House Rules!

Breakout room 1: Sharing who you are. What are you successfully doing as a service or as individual Libraries?

- Libraries are providing bookable sessions, for support with people's own devices.
- Tablet Loan schemes (up to 3 months)
 - Offer of a 6-week course prior to loan.
 - possibility of buying at a reduced rate at end of session
- IT drop-in sessions, keeping it basic.
- Moving away from computer suites, blending digital with wider library service.
- Seeing more of an increase now that COVID restrictions have lifted
 - Services are being reviewed, looking at what communities would like.
- Lots of footfall is for printing/ scanning.
- signposting to other services

What the groups are struggling with:

- Keeping/ Having up to date hardware.
- no funding for an IT suite



- Would like to give 100% to support questions- Some lacking confidence in knowing all the different devices people can bring in.
- Ongoing support or referrals for signposting.
- Lack of take up post Covid to Learn My Way.
- Would like more information on safeguarding.
- Volunteer recruitment.

Breakout Room 2: What are your barriers?

- Staff time.
- Resources; providing more with less.
- Keeping devices up to date/ managing kit.
- Using devices for specific tasks – Confidence.
- Staff skills
 - Would be great to have a knowledge base.
 - Would be good to have IT skills as a part of recruitment process.
 - Further support for staff development, time and opportunities.
- Internal IT infrastructure.
- Wireless printing.
- Keeping up to date with the changing landscape of digital.

Breakout room 3: What they'd like out of the next few months? What could they like to do? What does it take to build a network? What would you like this network to be?

- Making libraries real community digital hubs.
- They'd like the network to be consortium to influence.
- Push for libraries to be a place for digital support.
- Would like to see a national resource or handbook that has been created and is updated collectively.
- Shared consistent policies and models of good practice, kit loans, drop ins etc. Practical advice for staff.
- Libraries at the centre of communities.
- Shared spaces.
- Would like to explore exciting tech e.g., VR/ Accessibility.

Close: Date for next meeting: 20th June 2023 1-3pm

If you would like to make any suggestions for topics of the next meeting, please complete this form: <https://forms.office.com/e/xjeKehxqdH> please provide them by **2nd June 2023**.