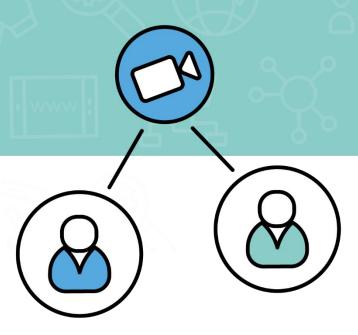# Libraries Digital Champions Network Wales

Session 2

Welcome and introductions!
Speakers:
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Community Engagement Manager
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Information about the national databank as requested:
https://www.goodthingsfoundation.org/databank/

Libraries Skills Audit Information
Thank you to all that have taken part in the Libraries Skills Audit project so far. Our aim is to work with all Local Authority Libraries to understand the digital skills and confidence of librarians across Wales. So far, we have completed audits with **13** local authority libraries and provided bespoke free training opportunities as a direct action. We are currently in discussion with **5** other local authorities to begin a skills audit with them. This piece of work will help us understand the digital skills landscape for libraries in Wales, and, alongside our work together with the Champions Network, will help us provide long-term strategic digital skills support to libraries in Wales.

Breakout Room 1: Collective resources (40 mins)
Contribution for collective resources for example: FAQ documents, what is available, where to get support etc. Action: If you could provide us with suggestions of what Wales wide documents you would like to see, during the meeting we can use the breakout rooms to discuss what details these documents should include?

- Issue of resources, single person manning library desks. No time to support members of the public, let alone digital support.

- Information on recruiting and using volunteers in libraries.
- Safeguarding guidance for librarians e.g., regarding putting in someone's card details when asked for help to shop online. Quite a lot of grey areas currently.
- Advice for networking opportunities.
- Cloud printing, how it works in other libraries, challenges that can be supported with.
- Top 10 tips to stay safe online.
- Training on tools like animation etc. But is there funding for the software?
- Understanding digital jargon vocabulary sheet/poster. Phishing, Malware, etc. changing rapidly.
- Mapping for new project starts, e.g., tablet loan scheme, what are the project steps? Service level agreements, tech specs, etc. Documents to help mapping of new projects – things to consider, places to obtain advice, pitfalls to avoid, etc.
- Resource pack with lesson plans on how to deliver Essential Digital Skills. Step by step lesson plans.
- Creating support documentation for a variety of devices.
- Advice on how to support customers with digital.
- Staffing confidence.
- Online banking – links with banks/partnership work with banks.
- How to set up passwords and other basic online safety advice.
- A starter for 10 - 10 things you can support a customer with. Give a customer the confidence. Have a pathway then to further support. Top 10 things you can do with a particular website or app.

Please feel free to share further thoughts with us and your colleagues.

Breakout room 2: Sharing good practice! (40 mins)
Louise Branch is going to speak to us about the Good Things Foundation work in England and the libraries research launch
https://www.goodthingsfoundation.org/insights/digital-inclusion-in-libraries-in-england/
The discussion will focus on advocacy and what challenges other libraries are facing. During the breakout room, you will have the opportunity to discuss the shared knowledge and how this resonates with Welsh communities and our library services.

We had little time for feedback regarding this topic but please feel free to share further thoughts with us and your colleagues.

Some discussion led to comments around:
- Setting up a discussion group forum to share ideas and ask for advice from the 'hive mind'.
- Produce a video that can be used to promote digital volunteering in libraries to aid recruitment of volunteers.
- Pathways for authorities. In England they have a discussion board. Digital Inclusion Strategy template that can become the library standard for Wales and guide the Welsh libraries approach to digital inclusion. But must have flexibility to be applicable to the unique circumstances and needs of each library service LA and their communities.

Close: Date for next meeting: 17th October 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 **1st September** 2023.