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Advancing Digital Empowerment
of Libraries in Europe

Case studies template

PR2

ICCU – December 2022

Library presenting the case study (Name, city, website and contact details)	<p>Multiplo – Centro Cultura Cavriago</p> <p>Website: http://www.comune.cavriago.re.it/multiplo/</p> <p>General email: multiplo@comune.cavriago.re.it</p> <p>Contact email: f.bulgarelli@comune.cavriago.re.it</p>
Title of the case study	Digital SOS
Area of ADELE tool illustrated by the case study <i>Please underline the selected area</i>	<ul style="list-style-type: none"> <input type="checkbox"/> <i>Management</i> <input type="checkbox"/> <i>Infrastructure, Equipment and Support</i> <input type="checkbox"/> <i>Continuing Professional Development</i> <input type="checkbox"/> <i>Self-reflection on digital competences</i> <input checked="" type="checkbox"/> <i>Learning opportunities on digital competences for users</i> <input checked="" type="checkbox"/> <i>Collaboration, Networking, and Community</i>
Description of the experience: aim, methods and outcomes	<p>Digital SOS is a digital inclusion project, to support citizens in the use of the Internet to access services and activities on the Web, from filling out an online form, to searching for information or sending email, etc.</p> <p>A dedicated staff member is available at the Multiplo during the regular opening hours. Citizens and users come to the operator, informally and without an appointment, to ask for help in using IT tools for accessing public administration, managing digital identity, writing an email but also to learn using devices such as smartphones and tablets; service's name is Digital SOS.</p> <p>The person in charge of this service is recruited by joining the national call for National Digital Civil Service, thanks to which young people between the ages of 18 and 28 can serve in accredited organizations. Specifically, the NDCS is concerned with recruiting young people with particular skills in digital, internet, social networking and new technologies, as well as good relation skills.</p> <p>The digital community service worker also provides support to the Multiplo staff members during digital workshops carried out within the workshops, related to coding, robotics and 3D printing activities.</p>
Resources needed to implement the idea Please, provide any link and/or send them in attachment	<p>Libraries can accredit to host a Universal Digital Civil Service volunteer, the call takes place once a year and the service lasts 12 months.</p> <p>A workstation with a personal computer, printer and Internet connection.</p>
Target groups	<p>Users over 60 years</p> <p>Immigrants and foreigners</p>
Elements of innovation	<p>The friendliness of the library makes access to technologies easier, reducing the fear of feeling inadequate. Moreover, this is also a path of growth for the operator who deals with different people on a daily basis.</p>
Tips to other library staff using this idea	<p>To be accredited as a host organisation of the National Digital Civil Service; then a library staff member has to train the person chosen. Adequate communication of the service and careful management of attendance and appointments are also important.</p>
	<p>#helpdesk #digitalskills #userskills #digitalinclusion #digitalsupport</p>



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Keywords

#senior #migrants

References

<https://www.comune.cavriago.re.it/multiplo/sos-digitale/>
https://m.facebook.com/story.php?story_fbid=543489607822015&id=100064829402884



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