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Advancing Digital Empowerment
of Libraries in Europe

Case studies template

ICCU – December 2022





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Introduction

This document provides the template for the development of the Case Studies on digital transformation in libraries.

The ADELE project aims to contribute to the internationalisation of organisations that choose a path of digital transformation. Through the network they can connect, collaborate, compare, and exchange ideas with organisations across Europe and beyond.

The 100 case studies are aimed at initiating the digital transformation of libraries and inspiring libraries that want to improve their performance on certain areas of the tool.

The areas of the ADELE tool cover the use of digital technologies in libraries from different perspectives: management, infrastructure and equipment but also lifelong learning, users training opportunities and community and stakeholders involvement.

The case studies may be linked to an activity, a service, a new professional profile, an initiative, a place or a library infrastructure in line with the areas and the statements of the ADELE tool. We aim to create a database of good practices to foster innovation and the adoption of digital practices in the library.

Library presenting the case study
(Name, city, website and contact
details)

Libraries from “Rete Biblioteche Vicentine” G. Bedeschi Library,
Arzignano (VI)
Website: <https://biblioinrete.comperio.it/library/biblioteca-di-arzignano/> General email: biblioteca@comune.arzignano.vi.it
Contact email: linda.lazzari@comune.arzignano.vi.it



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Title of the case study	Telegram Chatbot
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 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>As a network, we needed a free tool to send reminders and alerts to our users. Working together with our service provider Comperio, we thought about creating a telegram chatbot. The RBV library system and Comperio worked together to set the customized parameters for our network and soon the chatbot became much more than a simple alert system.</p> <p>Users can now do research in the catalog by asking questions as if they were chatting with a person (e.g. Are there cooking books?). If the results are not satisfactory enough for the user, the bot proposes a series of further questions in order to narrow down the search.</p> <p>By attaching the cover of a book or an EAN code, the bot attempts its recognition and proposes the results within the catalogue. Moreover, by attaching a photograph of a place, a monument, etc., the bot attempts its recognition, and searches in the catalog records with the subject found in the photo.</p> <p>Users can also ask for infos about nearby libraries or their opening hours. The user card contains information that the bot can communicate upon request, such as a summary of all current loans or the possibility of renewing them. We could also customize the notifications.</p>
Resources needed to implement the idea <i>Please, provide any link and/or send them in attachment</i>	<p>Librarians and the staff of Comperio (https://www.comperio.it/)</p> <p>Software developers</p> <p>Contents for social media pages and profile to promote the tool.</p>
Target groups	Any library user who can access a pc or a smartphone
Elements of innovation	This tool is particularly innovative because it combines a free - and well known - messaging tool with a bot that can be used to perform various tasks. Its simplicity in the usage makes it user-friendly and the parameters can be customized for each network.
Tips to other library staff using this idea	<p>To download and try Telegram first by yourself, so that you'll be able to answer any question users could have</p> <p>To try to involve users in the design phase, so that you'll have their point of view about what matters the most.</p>
Keywords	#chatbot #digitalservice #reference



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References

<https://helpcenter.comperio.it/cng/chatbot>

<https://rbv.biblioteche.it/home/rbv-viaggia-su-telegram>

<https://m.facebook.com/425317740888345/videos/651569003243537/?so=permalink>



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