Digital libraries for inclusive learning:
A collection of 15 good practices

July 2025

Published July 2025

Cover image from Valmiera Library, Latvia

dig-lib.eu

diglib

**Co-funded by
the European Union**

Table of contents

Introduction

'Digital Libraries' (DigLib) is an Erasmus+ project running from 2025-2027, which will harness the potential of public libraries as inclusive community hubs for lifelong learning. DigLib is on a mission to transform public libraries into vibrant digital hubs, empowering librarians as community moderators. By mapping digital skills, delivering capacity-building programmes, and creating a dynamic digital education environment, DigLib fosters social inclusion and equips librarians to bridge the digital divide.

The project brings together five partners across four EU countries: **FRSI** (Poland), **PL2030** (Belgium), **EOS** (Romania), **CSBNO** (Italy), and **Dot Beyond** (Italy). Over three years, the consortium will leverage the power of non-formal education to provide librarians with the skills to adapt to these challenges, empowering them to develop solutions which promote inclusivity, education, and social cohesion.

The DigLib project seeks to leverage the power of non-formal education to provide librarians with the technological skills needed to innovate and adapt. Our focus will be on helping librarians bridge the digital divide with their community, foster social inclusion, and facilitate access to quality job opportunities among the new digital citizens.

The DigLib case study collection

As public libraries evolve to meet the demands of the digital age, their roles are expanding beyond traditional services. Libraries today are vital hubs for digital access, cultural engagement, and lifelong learning. They provide not only access to digital information and tools, but also guidance and training that help individuals navigate an increasingly digital world.

This case study collection explores and highlights a range of innovative initiatives from across Belgium, Denmark, Italy, Latvia, Poland, and Romania that reflect this transformation. Focusing on educational activities related to digital technologies, the collection aims to gather data on initiatives around digital technologies in public libraries, with a special focus on **adult education** and showcase the **diversity of digital skills training** and educational offers currently being implemented in public libraries across Europe. It can inspire library professionals with new ideas and practices from the wider European network and identify the skill development needs of library staff to support these activities effectively.

By sharing these examples, we aim to support the ongoing development of libraries as inclusive learning spaces that respond to the needs of their communities in the digital era.

Case study: Belgium (Flanders)

I.   Digipunt

Digipunt
Bibliotheek Zwevegem, Zwevegem, Belgium

Credit: Bibliotheek Zwevegem

Overview of initiative, goals, and activities	With Digipunt, the library provides help for digitally challenged target groups. This is done by organising courses and workshops about digital subjects; by providing free, individual help for people who experience problems with digital tools, software and hardware. The library also lends laptops to families, children and youngsters who cannot afford to buy one themselves. Leading up to the programme, there was a research project to explore the needs of the local population in regards to needs with ICT support. The Digipunt offer consists of 2 fixed weekly helpdesk slots in the library that are implemented with the support of volunteers, including students. In addition, citizens can book individual appointments in the library or remotely, delivered through the library bus. The Digipunt initiative is (until October 2025) funded by the Flemish and Federal Belgian Governments as part of the digital inclusion strategy and similar services are offered in multiple public libraries in

			Digipunt *Bibliotheek Zwevegem, Zwevegem, Belgium*	
	Flanders as part of the "Digibanken" initiative. Over 700 Digipunten exist in Flanders. They are located in public libraries, cultural centres and other locations.
Innovative elements	The Digipunt in the Zwevegem library is innovative because it deals with individual needs in a flexible way, based on the needs of the library users. At the same time, it is part of an overarching strategy for digital inclusion supporting over 700 Digipunts in public libraries and other accessible locations throughout Flanders. Hereby, the network of public libraries in Flanders is leveraged as an accessible infrastructure for digital inclusion.
Skills & resources	The library staff involved need to have a basic understanding of digital tools and services and have the capacity to coordinate the participating volunteers. The volunteers need to be able to help with problem solving approaches and specific requests related to digital tools and e-services. The Digipunt services require: ➔ Laptops that are not connected to the local network with the permission to install external software ➔ Wi-fi connection ➔ Printer ➔ Card reader (for eID)
Challenges	1. There is a great need for initiatives like Digipunt and we expect that will remain so for a long time to come. Local governments will need to invest in this. 2. Although the need is great, it is not always easy to attract the target groups you do it for. Older people find the way quite easily but recent immigrants don't always (because of the language and educational barriers). Connecting the Digipunt offer with other activities taking place in the library has helped to reach specific groups. For example, through the Dutch language talking groups, recent migrants could have been reached. Collaboration with the social services of the municipality has also helped to attract people with needs of support in digital tools. social services are sending them
Tips for other libraries	● It is helpful to collaborate with external partners and experts that can provide specific knowledge and skills.

Digipunt	
Bibliotheek Zwevegem, Zwevegem, Belgium	
	● In Zwevegem, it has been successful to join forces with other libraries in the regional network and to receive help from supporting organisations such as Cultuurconnect, providing e-tools and services in public libraries in Flanders.
Library contact	➔ **Website**: https://zwevegem.bibliotheek.be ➔ **Digipunt website**: https://zwevegem.bibliotheek.be/digipunt ➔ **Email**: bibliotheek@zwevegem.be

Case study: Europe (Latvia)

I.   An hour of digital skills

An hour of digital skills
Valmiera Library, Valmiera, Latvia

Credit: Valmiera Library

Overview of initiative, goals, and activities	The Valmiera Joint Library offers one-on-one support to residents in using digital tools and e-services. Consultations are held individually on any topic they need help with. Most of the people in need are seniors. If the questions are above the librarian's knowledge, IT support is available. People come with their specific problem, for example: they might not know how to pay their bills online, or video chat with their family. Questions can vary from using a smartphone for the first time to searching databases or using spreadsheets. The service usually lasts an hour, but some problems tend to need more time and some people come on a regular basis for consultations once a week.
Innovative elements	- This approach gives the opportunity to focus on specific questions and gives time for the librarian to not only solve the problem but to also teach seniors about digital literacy and digital safety. - Instead of creating new formats, the approach is based on

	An hour of digital skills *Valmiera Library, Valmiera, Latvia*
	continuity and predictability, which has proven to be important to create a trustful environment.
Skills & resources	*Skills required by staff:* The library staff involved need to have a basic understanding of digital tools and services and have the capacity to coordinate the participating volunteers. *Resources required by library:* - Computers - Internet access - Printer
Challenges	In Latvia, libraries are generally well equipped with digital technologies and technical tools, and the library staff have a good level of digital skills. The main challenge encountered with this initiative is related to staff time and available budget to allow the library offering this service. Working with volunteers and external partners often creates additional work in a first phase of collaboration. In Valmieira, the library tries to do its best answering the increasing demand of support with the use of digital technologies.
Tips for other libraries	Learning activities around digital skills in the library are no longer focused on explaining very specific tools, tasks or services, as it used to be in previous years. Today, the emotional aspect becomes more important. Especially while addressing elder citizens, there is a strong need to create a trustful environment, repeat explanations and establish a calm and relaxed learning environment.
Library contact	➔ **Website**: www.biblioteka.valmiera.lv ➔ **Email**: biblioteka.info@vb.valmierasnovads.lv

Case study: Europe (Denmark)

I.   Ethical hacking

Ethical hacking *Vejle Public Library, Vejle, Denmark*	
Overview of initiative, goals, and activities	Vejle Public Library offers students the opportunity to try their hand at ethical hacking, as part of the library's digital literacy offer for schools. Teachers can book workshops that will be implemented either in the school or in the library. This activity builds on experience, tests, and input from a local coding club that engages with the topic of ethical hacking. Through practical exercises, students try to put themselves in the hacker's shoes and explore the part of technological understanding that has to do with networks, passwords and the use of data. It does not require any special technical prerequisites, but students are put in situations where they have to read and understand English. The duration and content of the programme can be adapted to existing lessons and activities. For example, if students have analyzed SOME and data harvesting, worked with open information search/investigation on the Internet (OSINT) or programmed micro:Bit or Arduino, this is an obvious place to integrate or focus on.
Innovative elements	The topic of cybersecurity and online safety is approached through gamification and the ethical hacking approach. Ethical hacking is sensibilising for the concept of Open Social Intelligence (OSINT) and opening alternative perspectives on digital tools and personal digital data on the internet and social media platforms.
Skills & resources	*Skills required by staff:* - The volunteers need to be able to help with problem solving approaches and specific requests related to digital tools and e-services. *Resources required by library:* - Computers and internet access/platforms
Challenges	Competencies and learning approaches can differ depending on the age group or gender of the participants. In some sessions, more time or explanation was needed for specific groups.
Tips for other	It is helpful to collaborate with external partners and experts that can

Ethical hacking *Vejle Public Library, Vejle, Denmark*	
libraries	provide specific knowledge and skills.
Library contact	➔ **Website**: www.vejlebib.dk ➔ **Link to activity**: https://vejlebib.dk/skole-studie/tilbud-til-udskolingen/etisk-hacking ➔ **Email**: info@vejlebib.dk

Case studies: Italy

I. HubOut makers lab

HubOut makers lab
Centro Culturale Il Pertini" Municipal Library, Milan, Italy
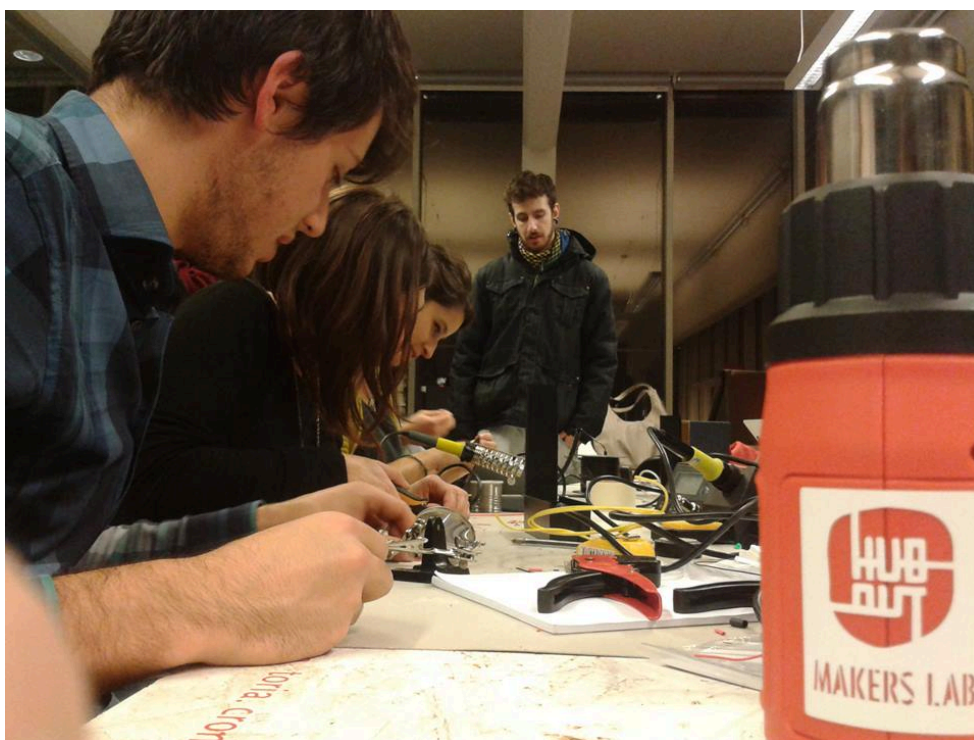
Credit: HubOut Makers Lab Cinisello Balsamo

Overview of initiative, goals, and activities	The Cultural Center Il Pertini of the Municipality of Cinisello Balsamo hosts the innovative HubOut Makers Lab, a dynamic space within the HubOut Social Innovation Laboratory. This initiative transforms the library into a collaborative environment for digital fabrication, creativity, and community learning. The Makers Lab promotes "learning by doing" through access to CNC machines, 3D printers, and electronic workbenches. It offers thematic workshops and social events that empower citizens - especially adults - to design and create physical objects. The lab draws from the open-source movement, encouraging knowledge sharing and reproducibility.
Innovative elements	Innovation is embedded in the Lab's mission: it integrates coworking with public services, promotes community engagement, and supports digital transformation through interdisciplinary collaboration. The space is conceived as a "minifactory" where users can prototype and build, blending digital and manual skills.

HubOut makers lab *Centro Culturale Il Pertini" Municipal Library, Milan, Italy*	
	● Community: Conceive the coworking space as a place open to the community. ● Collaboration: Integrate the coworking space with policies and services, with a view to contaminating knowledge, strategies and methods. ● Innovation: Innovate and digitize through the union of different skills.
Skills & resources	Staff are expected to manage peer-to-peer learning groups, possess project management capabilities, and stay updated on technological trends. Basic knowledge of digital fabrication and educational tinkering is essential. The lab is equipped with CNC machines, 3D printers, and worktables to support hands-on learning.
Challenges	A key challenge is aligning the vision of innovation with the entire library staff and ensuring that patrons are aware of the lab's offerings. Many users still associate libraries with traditional services and may not realize the breadth of opportunities available.
Tips for other libraries	● Clearly communicate new services to users to maximize engagement. ● Ensure the entire staff shares the vision, even if not directly involved in implementation. ● Libraries should be inclusive spaces that promote social mobility and unexpected learning opportunities.
Library contact	➜ **Website**: www.ilpertini.it ➜ **Initiative website**: https://www.hubout.it/makerslab/ ➜ **Email**: ilpertini@comune.cinisello-milanese.mi.it

II.   Digital facilitation

Digital facilitation
Biblioteca comunale di Buccinasco, Milan, Italy

Credit: Biblioteca di Buccinasco

Overview of initiative, goals, and activities	Every month, the Biblioteca comunale di Buccinasco organizes a digital facilitation programme that covers various areas: from using the digital library to using SPID, CIE, CV writing, etc. The popular activity is designed for small groups (2-4 people) and targets unemployed people or seniors (65+).
Innovative elements	The innovation lies in the specificity of the content, because the library is adapting its offer to technological developments. These digital facilitation meetings have always been organised, but in the past, the meetings focused on more general topics, such as how to order groceries online, or how to book vacations. Libraries have always been there to assist citizens, and this service is provided as part of the libraries' mission.
Skills & resources	*Skills required by staff:* Thanks to a project of Regione Lombardia in collaboration with Cespiv on digital facilitation, librarians have undergone specific training lasting several hours and have been awarded a certification: more specific modules on the use of the Lombardy Region's online platforms for healthcare, digital identity, etc.

Digital facilitation *Biblioteca comunale di Buccinasco, Milan, Italy*	
	Resources required by library: - Desktop computer - Wi-fi for personal devices
Challenges	The biggest challenge is the lack of spaces to host these meetings. In small libraries, activities often overlap, resulting in mutual interference. This requires good scheduling and collaboration between colleagues and users. The other major challenge is undoubtedly the fact that the participants are all beginners. This is why it was essential to take specific courses as digital facilitators.
Tips for other libraries	● Conduct informal interviews to understand the community's real needs ● Propose various activities and focus on the most successful ones ● Create clear but comprehensive posters
Library contact	➔ **Website**: https://catalogo.fondazioneperleggere.it/library/Buccinasco/ ➔ **Email**: bibliotecabuccinasco@gmail.com

III. Scratch! Piccoli Coder crescono

<table>
<tr>
<td colspan="2" align="center">

Scratch! Piccoli Coder crescono
Tilane - Biblioteca Comunale di Paderno, Milan, Italy

</td>
</tr>
<tr>
<td colspan="2" align="center">

Credit: Tilane Digital Fab

</td>
</tr>
<tr>
<td>

Overview of initiative, goals, and activities

</td>
<td>

The staff, in collaboration with CoderDojo volunteers, organizes a monthly coding workshop for children aged 8–12. Participants can register for either a beginner or advanced Scratch session. No prior programming experience is required, and laptops can be provided upon request.

</td>
</tr>
<tr>
<td>

Innovative elements

</td>
<td>

- Dual-level workshops (basic and advanced) tailored to different skill levels
- Encouragement of peer learning and independent exploration
- Use of Scratch online for easy access and project sharing

</td>
</tr>
<tr>
<td>

Skills & resources

</td>
<td>

Skills required by staff:
- Basic knowledge of Scratch programming
- Ability to support young learners and manage group dynamics
- Coordination with volunteers and external organizations
- Familiarity with digital tools and troubleshooting

Resources required by library:
- Wi-Fi access
- Laptops (either provided by participants or available for loan)
- Pre-installed Scratch software or access to the Scratch online platform

</td>
</tr>
</table>

	Scratch! Piccoli Coder crescono *Tilane - Biblioteca Comunale di Paderno, Milan, Italy*
	- Space suitable for group activities and supervision
Challenges	● Lack of personal devices: Solved by offering loaner laptops upon request ● Different skill levels: Addressed by offering both beginner and advanced sessions ● Parental supervision: Required presence of a parent or "guardian" nearby during the event ● Software setup issues: Provided guidance for installing Scratch or using the online version
Tips for other libraries	● Collaborate with local tech volunteers or coding clubs (e.g., CoderDojo) to bring in expertise ● Offer tiered sessions to accommodate different experience levels ● Provide equipment loans to ensure inclusivity ● Use free, accessible platforms like Scratch to reduce barriers to entry ● Encourage parental involvement while promoting child independence
Library contact	➔ **Website**: https://www.tilane.it/ ➔ **Email**: digitalfab@tilane.it

IV. Biblioteca digitale ai senior 2.0

<table>
<tr><td colspan="2">

Biblioteca digitale ai senior 2.0
La biblioteca Il Quadrato di Baranzate, Milan, Italy

</td></tr>
<tr><td colspan="2">

Credit: La biblioteca Il Quadrato di Baranzate

</td></tr>
<tr>
<td>

Overview of initiative, goals, and activities

</td>
<td>

The library hosted four guided sessions to help seniors explore digital reading options. Two sessions focused on accessing newspapers online via MLOL, and two on using ebooks and e-readers. The initiative aimed to bridge the digital divide and promote independent use of digital resources among older adults.

</td>
</tr>
<tr>
<td>

Innovative elements

</td>
<td>

- User-centered design based on observed needs of senior patrons
- Hands-on sessions with real-time support
- Loanable e-readers to encourage continued use at home
- Thematic focus tailored to common interests (news and reading)

</td>
</tr>
<tr>
<td>

Skills & resources

</td>
<td>

Skills required by staff:
- Proficiency in MLOL platform and e-reader devices
- Ability to communicate clearly and patiently with older adults
- Skills in digital literacy instruction
- Empathy and adaptability to different learning paces

Resources required by library:
- Internet access and Wi-Fi
- Computers or tablets for demonstrations
- E-readers available for loan
- Access to MLOL digital library platform

</td>
</tr>
</table>

Biblioteca digitale ai senior 2.0 *La biblioteca Il Quadrato di Baranzate, Milan, Italy*	
Challenges	● Digital unfamiliarity: Addressed through step-by-step guidance and small group sizes ● Accessibility concerns: Focused on vision-friendly solutions like e-readers ● Skepticism about digital tools: Overcome by demonstrating practical benefits and ease of use
Tips for other libraries	● Start with topics that resonate with the target audience (e.g., newspapers, books) ● Offer loanable devices to extend learning beyond the session ● Use simple language and visual aids ● Provide follow-up support or drop-in help sessions ● Collaborate with digital literacy experts or internal tech-savvy staff
Library contact	➔ **Website**: https://webopac.csbno.net/library/Baranzate/ ➔ **Email**: biblioteca.baranzate@csbno.net

Case studies: Poland

I.   Senior sm@rt at the start!

Senior sm@rt at the start!
Public Library of the City and Commune in Łazy, Poland

Credit: Łazy Public Library

Overview of initiative, goals, and activities	The library organised a series of workshops for seniors to improve their digital skills related to the use of smartphones, including digital cameras. Seniors learned how to use them, as well as how to use the internet safely and how to format, modify and publish photos online. At the same time, they were shown how to use the library's online catalogues. The series of classes included: ● Workshops on the use of smartphones and cybersecurity: ○ 'Tablets in use – a new device for seniors' ○ 'Smartphone = sm@rt senior, or what my phone can do' ○ 'Seniors cannot be fooled – about Internet safety' ● Digital photography workshops where seniors learned the secrets of digital cameras and the best 'tricks' for taking photographs ○ 'Start your photographic adventure'

	Senior sm@rt at the start! *Public Library of the City and Commune in Łazy, Poland*
	○ 'About perspective through the lens' ● Workshops on scanning and digitising retro photos: 　○ 'The past in the future' 　○ 'Retro photos – a souvenir from the old days' ● Workshop 'Robots not only in the kitchen – a few words about programming', during which participants were introduced to the world of robotics and programming using tablets and Photon robots ● Classes on how to use the electronic library catalogue ('Library on the web')
Innovative elements	● The scope of the training was tailored to the needs and interests of seniors, e.g. digital photography workshops covered not only contemporary photography, but also the digitisation of old photographs. ● The titles of the workshops attracted attention, e.g. 'The past in the future' and 'Retro photos – a souvenir from the past'. Another example: 'Robots not only in the kitchen – a few words about programming'. ● The library broke the stereotype that robotics workshops are only for children and young people. As a result, seniors acquired new skills (the basics of coding), broadened their horizons and gained a topic/skills that they can talk about, e.g. with their grandchildren (connecting generations). ● The library cleverly 'smuggled' its library services (i.e. access to online catalogues) into a series of more attractive technology workshops.
Skills & resources	*Skills required by staff:* In general, librarians feel competent to conduct this type of workshop for seniors. However, they appreciate it when someone from outside offers to lead the workshop; it is always an added value for participants when the classes are led by someone new, rather than someone they have known for a long time. In the case of this project, the workshops on smartphones and photography were conducted by outsiders. The workshop on digitising photos was conducted by a librarian who has been running a digital archive of local traditions for years. The workshops on online catalogues were led by librarians. They used to attend training courses to develop their skills as librarians, but now they do not have the financial resources to do so. They are now learning new technologies through self-study and 1:1 knowledge exchange (one librarian shows something to another). *Resources required by library:* The library has the right equipment, mostly received or purchased as

Senior sm@rt at the start! Public Library of the City and Commune in Łazy, Poland	
	part of various projects. This applies especially to tablets and Photon robots, but also multifunctional devices on which they scan photos.
Challenges	• The challenge for seniors was finding time for these classes – they were very active groups of seniors; librarians had to organise workshops in the morning rather than in the afternoon (they always organise them for adults in the afternoon) because seniors were busy with other things in the afternoon. • The challenge for the librarians was and still is related to data privacy and personal information when helping seniors with their smartphones. Where is the line? For example, can the librarians help with installation and show them how to use mobile banking apps? So far, they do not help with the installation and use of such apps.
Tips for other libraries	Seniors expect not only learning but also time to talk, both with the instructors and with each other. It is worth including such time in the workshop plan.
Library contact	➔ **Website**: www.biblioteka-lazy.pl ➔ **Email**: biblioteka@lazy.pl

II. E-Senior

<table>
<tr>
<td colspan="2" align="center">E-Senior
Municipal and District Public Library in Słupca, Poland</td>
</tr>
<tr>
<td colspan="2">

Credit: Municipal and District Public Library in Słupca
</td>
</tr>
<tr>
<td>Overview of initiative, goals, and activities</td>
<td>

The 'E-Senior' initiative implemented by the Municipal and District Public Library in Słupca is a series of regular educational classes for seniors, aimed at developing their digital competences. It responds to the growing need to counteract digital exclusion among seniors and enables them to safely and consciously use new technologies.

Its aim is to support seniors in learning how to use a computer, smartphone and the internet - from basic skills such as using a mouse, keyboard or search engine, to more advanced topics: online shopping, booking tickets, using applications such as mObywatel (a government application enabling access to selected public e-services), sales platforms (OLX, Vinted), medical systems or the Internet cloud.

The initiative has been a regular activity of the library for several years, each edition raises new, practical issues and promotes the idea of lifelong learning. All classes are carried out in small groups (6 people), in a workshop manner, at 2 levels of advancement: beginners and advanced.
</td>
</tr>
<tr>
<td>Innovative elements</td>
<td>The initiative conducts classes at two levels of advancement: beginner and advanced. This format has allowed participants to consolidate their competences and have the opportunity to acquire new ones.</td>
</tr>
</table>

	E-Senior *Municipal and District Public Library in Słupca, Poland*
Skills & resources	*Skills required by library staff:* The classes are run by library staff, currently by a young librarian, a recent graduate of information science. The librarian acquired most of her digital skills during her studies, and learned the rest independently afterwards. *Resources required by library:* The classes require basic equipment such as computers and a projector.
Challenges	No challenges were identified by the library.
Tips for other libraries	• Individualization of learning – division of participants into groups according to the level of advancement (people learning from scratch do not feel overwhelmed, and more advanced people have a chance to develop). • A fixed, regular schedule of classes builds engagement – weekly classes on set dates make it easier for participants to plan their time and learn continuously. • An atmosphere of support and patience is key – seniors often have concerns about "technical" topics. The person leading the course should be friendly, non-judgmental and encourage them to ask questions. • Practical topics bring the greatest results – participants are most likely to learn what they can immediately apply: checking test results, buying tickets, using the mObywatel application or setting up a trusted profile (an account on a government portal enabling access to public e-services and digital signing of documents).
Library contact	➜ **Website**: www.bibliotekaslupca.pl ➜ **Email**: biblioteka.slupca@gmail.com

III.   IT Emergency Service

IT Emergency Service *Agnieszka Osiecka Municipal Public Library in Darłowo, Poland*	
Overview of initiative, goals, and activities	IT Emergency Service (Pogotowie Informatyczne) is an initiative of the Agnieszka Osiecka Municipal Public Library in Darłowo, created for older people who need support in using digital devices – smartphones, computers, tablets and mobile applications. The project is run mainly by a librarian-IT specialist and responds to the growing needs of seniors, who often feel lost in the world of new technologies. The aim of the initiative is to combat digital exclusion and build a sense of security and independence in using modern communication tools. Older adults can come to the library at designated times or make an appointment for individual consultations. The assistance includes, among other things, device configuration, application installation, setting up email accounts, using instant messengers, and the basics of online safety. The initiative has brought many benefits so far – users' confidence in modern technologies has increased, and the library has gained new regular readers. The initiative also promotes social bonding and intergenerational integration. 'IT Emergency Service' shows that a library is not only a place with books, but also a space for real support and the development of digital skills.
Innovative elements	● Individual support serves as an extension of the workshop programme, in response to user needs. For several years now, the library has been running classes for older adults on how to use computers, tablets and smartphones. The elderly experience difficulties using their own smartphones and want to learn how to buy tickets, search for current information, e.g. about cultural events in the city, contact their families, make video calls, etc. They are afraid that they will not be able to cope, that they will break something, etc. The library has its own full-time IT specialist (which is rare in small towns). The IT specialist co-runs group workshops and it is on his initiative that one-to-one meetings are held as part of the IT Emergency Service. He decided that in the case of specific queries and problems, individual support in the form of regular office hours, which take place from Monday to Friday at designated times, would be more effective. In addition to the IT specialist, other employees, including the library director, also provide support as part of the service. The initiative has been well received, with several dozen people already taking advantage of the advice. ● This is certainly an innovation on a local scale, as other libraries

IT Emergency Service *Agnieszka Osiecka Municipal Public Library in Darłowo, Poland*	
	in the district do not offer such a service, but then again, other libraries do not employ an IT specialist. ● Library employees (librarians on duty, the director) are involved in the initiative.
Skills & resources	*Skills required by library staff:* Smartphone workshops for seniors were conducted by an IT specialist who took the initiative to offer seniors individual support in the form of the IT Emergency Service. The IT specialist has IT skills, but the challenge is communicating with the elderly and the need to translate technical concepts into everyday language and explain them in a friendly way. Librarians, including the library director, are involved in conducting the workshops and providing individual support. These are people who know this target group well, so in this service, library staff combine specialist skills with soft skills. *Resources required by library:* The library has computer equipment and other devices (readers, photocopiers).
Challenges	There are some communication difficulties – difficult concepts need to be explained in a friendly way, which can be challenging for people with an IT background. However, this is not a major problem (IT knowledge is combined here with knowledge of the target group and good communication). Users are afraid that they might accidentally break something.
Tips for other libraries	The person providing IT support may be a volunteer, e.g. a student with the relevant knowledge and skills. Such individuals can gain valuable experience by sharing their knowledge and skills, as well as learning how to communicate in a friendly manner with people who require special care or are less experienced.
Library contact	➔ **Website**: https://www.biblioteka.darlowo.pl ➔ **Email**: biblioteka@darlowo.pl

IV. The Robotic Symphony

The Robotic Symphony
Municipal Public Library in Godów, Poland

Credit: Municipal Public Library in Godów

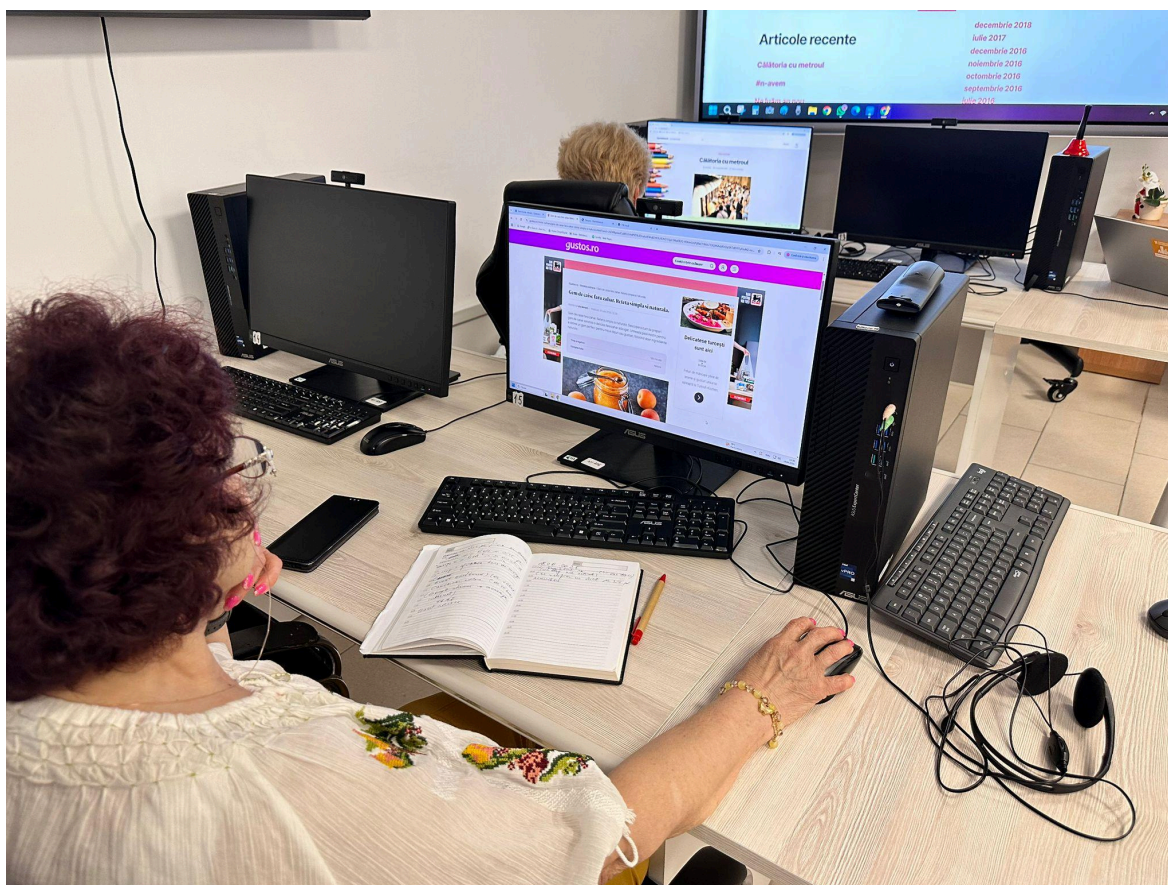| **Overview of initiative, goals, and activities**	"'The Robotic Symphony' (Robotyczna Symfonia) was an initiative consisting of a series of five meetings for children, whose common theme was music and the treble clef associated with it – a reference to the theme of the 'Education is the Key' competition (the name of the treble clef in Polish contains the word 'key'). During weekly workshops, participants designed and made their own musical instruments using the STEM method. Using Makey Makey kits, they 'played' on fruits and accompanying illustrations, while Photon robots were programmed to move around the mat and visit musical corners. They learned about various instruments, musical styles and sounds of nature. One of the elements of the class was composing a piece of music together, playing it using the instruments the children had created, and presenting it to a wider audience.
	This is a library initiative aimed at children, but we chose it to show the potential of libraries as partners in large-scale educational projects carried out by technology companies. The librarians' approach was to use their own passions and skills to design the library's educational offerings and inviting members of the community to share their knowledge and skills. This proved to be effective and resulted in an attractive initiative that brought a lot of satisfaction to everyone

	The Robotic Symphony *Municipal Public Library in Godów, Poland*
	involved. In 2024, [Kindloteka](#) was established at the Municipal Public Library in Godów – an educational space created as part of a programme implemented by Amazon in cooperation with the Cyfrowy Dialog association and the Zaczytani.org foundation. In connection with the launch of an Amazon logistics centre in the neighbouring municipality of Gorzyce, in the town of Gorzyczki, the Cyfrowy Dialog Foundation sought out libraries in the area interested in participating in the project and contacted the library in Godów, which readily agreed to cooperate. As part of the project, the library received Kindloteka equipment, and the librarians took part in training (quite short, 'dry run' with the opportunity to test the equipment). The library already had three Photons, so they already knew something, and they supplemented the rest of the necessary knowledge on their own. The foundation then announced the 'Education is the Key' competition for an educational initiative to be implemented in Kindloteka. The librarians from Godów decided that it would be a good idea to implement such an initiative in the form of a well-thought-out project with a specific goal, target group and activities. One of the librarians is passionate about music (she composes and plays the ukulele), another graduated from music school – using their passions and previously acquired skills, the librarians developed and submitted a competition application and received funding for their initiative called 'Robotic Symphony'. This was the first activity carried out in the new space. "
Innovative elements	The activity consisted of organising a series of educational classes for children (aged 7-9) combining Photon robot programming, STEAM elements (experimenting with Makey Makey kits, children making their own ID badges) and learning the basics of music through play. The library invited local artists to participate in the classes – people playing various instruments (transverse flute, saxophone, ukulele), who showed the children how to play – the children had the opportunity to try out the instruments under the supervision of the musicians. The innovation of the activity lay in the: ● Use of the play-based learning method (both in relation to music and the basics of programming) ● Involvement of the local community and the use of the library's own resources (the knowledge and passions of the librarians) ● Combination of new technologies with artistic creativity
Skills & resources	*Skills required by library staff:* As part of the Kindloteka project, librarians were trained, although the

	The Robotic Symphony *Municipal Public Library in Godów, Poland*
	training was short and superficial. They also had knowledge gained from other activities (the library already had Photon robots). In this activity, the music skills of the librarians involved were important. The involvement of the community (local musicians) was also a way to supplement the resources, including skills, that were lacking in the library. *Resources required by library:* The library received equipment as part of the Kindloteka project, and also had its own equipment (Photon robots) previously.
Challenges	At first, the librarians were concerned about whether they would be able to handle the task, whether the children would be interested, and whether the technology would fail, but none of that happened.
Tips for other libraries	It is worth looking for enthusiasts, both among library staff and users – they may have skills that will complement the library's resources.
Library contact	➔ **Website**: https://biblioteka.godow.pl/ ➔ **Email**: kontakt@bibliotekagodow.pl

Case studies: Romania

I.   Navigator 50+

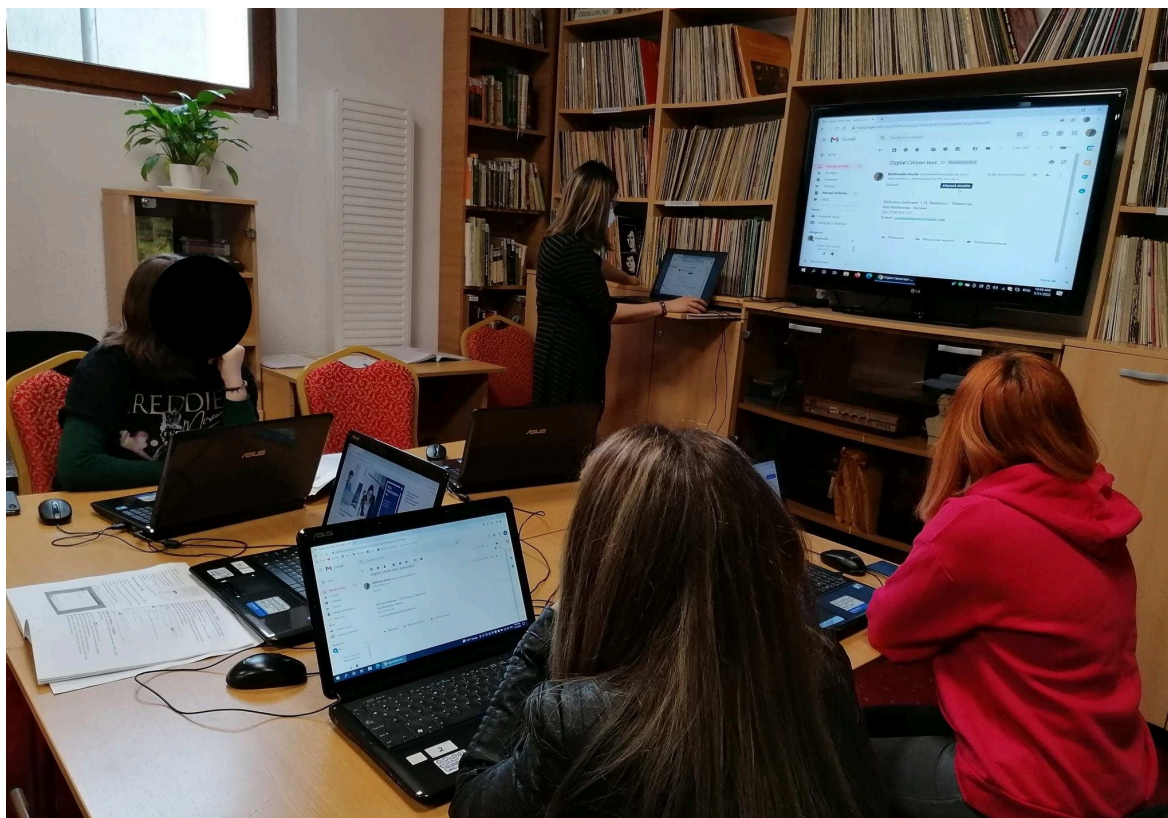| **Overview of initiative, goals, and activities**	"Navigator 50+" is an initiative of the Radu Rosetti Municipal Library in Onești - currently the most modern and digitally equipped public library in Romania - designed to encourage and support older adults in using technology as a valuable tool for staying connected and enjoying the full benefits of the digital world. In today's information-driven society, it is essential to help seniors navigate the internet and use computers with confidence. Through this programme, participants learn how to browse the internet safely, communicate via social media, make online payments and purchases, and use software such as Word, Paint, and Excel. The project empowers them to use the internet in ways that improve their daily lives.

Navigator 50+ _'Radu Rosetti' Municipal Library of Onești City, Romania_	
	The sessions offer not only practical knowledge but also opportunities for social interaction. Retired seniors who attend the course report feeling more engaged with the community and more confident in using personal gadgets, as well as the library's state-of-the-art digital tools - including computers, tablets, laptops, interactive smartboards, Oculus VR headsets, interactive tables, selfie totems, and information kiosks. This initiative helps older adults become active, connected members of the digital age.
Innovative elements	Radu Rosetti Library stands out as a national leader in digital innovation due to its early and large-scale adoption of cutting-edge technologies in a public library context. Key innovative elements include the use of life-size holograms to present events and projects, integration of VR headsets in both educational and leisure contexts for seniors and youth, and the implementation of interactive learning spaces for preschoolers with smart tables and floors. The library's ability to combine technology with community-centered learning - such as the Wikipedia editing programme for seniors or VR-assisted digital storytelling - demonstrates a holistic and inclusive approach to innovation in digital literacy.
Skills & resources	_Required by staff:_ Library staff must possess strong digital competencies, including proficiency in using smartboards, VR equipment, and content creation tools like PowerPoint, Canva, and Wikipedia's editing interface. Beyond technical know-how, staff are also expected to have pedagogical skills to work effectively with diverse user groups, including seniors and children. Continuous professional development is a key part of the institutional culture, with training provided by tech suppliers and national digital inclusion programmes. Soft skills such as patience, empathy, and adaptability are essential in delivering engaging and accessible training sessions. _Resources required by library:_ The library has made significant investments in state-of-the-art equipment to support its digital programmes. These include interactive whiteboards (smartboards), tablets, laptops, desktop computers, VR Oculus headsets, life-size holographic displays, interactive floor projectors, and smart tables for children.

	Navigator 50+ *'Radu Rosetti' Municipal Library of Onești City, Romania*
	A modern multimedia room serves as the hub for robotics and coding workshops. The combination of high-end devices and purpose-designed spaces allows the library to offer a dynamic, hands-on learning experience for all age groups.
Challenges	Unlike many other regions, the library did not struggle to attract senior participants, largely thanks to its strong community relationships and partnerships with local NGOs and senior organizations. One notable challenge occurred during the pandemic, when the requirement to wear masks hindered communication during training sessions. This was mitigated by increasing one-on-one support and adapting teaching strategies. More broadly, the library's success is rooted in internal teamwork, flexibility, and proactive collaboration with local authorities, which enabled access to co-financing and long-term project sustainability.
Tips for other libraries	Other libraries are encouraged to build solid partnerships with local government and stakeholders to secure funding and institutional backing. Applying for European grants and collaborating with integration and development departments can unlock valuable resources. Equally important is cultivating a library team that embraces continuous learning and innovation. Libraries should invest not only in technology, but also in the atmosphere, furniture, and design of learning spaces to enhance engagement. Staff training should be structured and ongoing, moving beyond self-directed learning to ensure quality and consistency.
Library contact	➔ **Website**: www.bibliotecaonesti.ro ➔ **Email**: bibli_on@yahoo.com

II. Digital Education at the Dâmbovița County Library

Digital Education at the Dâmbovița County Library
'I. H. Rădulescu' Dâmbovița County Library, Târgoviște, Romania

Credit: 'I. H. Rădulescu' Dâmbovița County Library

| **Overview of initiative, goals, and activities** | Dâmbovița County Library's digital education programme focused on bridging the digital divide by fostering digital literacy among teenagers, unemployed young adults, and seniors.

Its goal was to facilitate access to technology and online services through hands-on training and tailored support. As part of national campaigns and thematic events, the library organized practical workshops on how to use computers, smartphones, and tablets. The training modules covered a wide range of essential skills, including navigating the ghiseul.ro platform, managing email accounts, communicating online with relatives, identifying fake news, writing professional CVs, and creating visual presentations using PowerPoint or Canva.

Sessions were customized to the needs of each target group and delivered by dedicated librarians. Participants used both library-provided devices and their own personal equipment. The |

approach ensured accessibility and relevance for all.

The programme helped participants develop key digital competencies for active participation in the digital society, access to e-government services, and improved employment prospects. Seniors especially benefited from being able to communicate more easily with family members abroad, while young people gained the ability to promote their skills through professional CVs and creative presentations.

Over 500 individuals took part in the courses, with overwhelmingly positive feedback highlighting the practical value of the knowledge acquired. Young participants reported successful interview invitations, and seniors expressed increased confidence in using technology. This initiative reinforced the library's role as a community learning hub and made a significant contribution to digital inclusion in Dâmbovița County.

Innovative elements	- User-centered, adaptive approach to digital literacy: one standout element is its focus on working with users' personal devices, tailoring training to the diverse operating systems and software versions encountered. - Early engagement with artificial intelligence as a digital literacy theme: rather than teaching AI tools directly, the library introduces critical thinking skills around AI-generated content and misinformation, using interactive formats like visual puzzles. This forward-thinking, exploratory integration of new tech themes into everyday learning sets the library apart as a dynamic digital learning hub.
Skills & resources	*Skills required by library staff:* - Library staff need a blend of digital, pedagogical, and interpersonal skills. Many are certified trainers or educators with psycho-pedagogical backgrounds, allowing them to adapt their teaching strategies to a wide range of learner profiles - from seniors to digitally native youth. - Essential technical skills include familiarity with office software (Word, PowerPoint, Canva), navigation of e-government services, and basic understanding of AI and online safety. However, the most valued abilities are soft skills: patience, humility, empathy, and the ability to communicate clearly and without condescension. - Staff are expected to engage in continuous learning to keep up with changing digital landscapes and user needs. *Resources required by library:* The library uses a modest but functional set of digital tools, including

Digital Education at the Dâmbovița County Library *'I. H. Rădulescu' Dâmbovița County Library, Târgoviște, Romania*	
	public internet workstations, interactive whiteboards, tablets (obtained through national competitions), and video projectors. These enable basic digital skills training, group workshops, and one-on-one tutoring. However, critical gaps remain: many of the library's laptops are outdated, and the absence of licensed software limits what can be taught or demonstrated, especially in content creation. Furthermore, access to paid AI tools would help illustrate the capabilities and ethical concerns of these platforms more effectively, especially in youth-focused sessions.
Challenges	One of the main challenges was adapting training to a wide variety of user devices, which differed in brand, interface, and functionality. Staff addressed this by offering more individualized support and becoming familiar with multiple operating systems. Resistance from certain user groups - seniors hesitant about tech, or confident youth who undervalue formal training - was overcome through trust-building, empathy, and small-group formats. Another major challenge was limited infrastructure and funding. The team responded with creativity: reusing older equipment, seeking external partnerships, and investing personal time and energy to deliver consistent services.
Tips for other libraries	Other libraries are encouraged to focus on adaptability and empathy above all. Starting with small group or one-on-one sessions helps build confidence among users. Staff should not be afraid to admit knowledge gaps, as transparency builds trust. Investing in a welcoming and non-judgmental learning environment is more impactful than having perfect equipment. Libraries should also explore partnerships and grants for funding, especially when facing infrastructure limitations. Most importantly, they should approach digital education as an ongoing, responsive process rather than a fixed curriculum.
Library contact	➔ **Website**: http://www.bjdb.ro ➔ **Email**: office@bjdb.ro

III. SeniorIT

Credit: "Duiliu Zamfirescu" Vrancea County Library

Overview of initiative, goals, and activities	"Duiliu Zamfirescu" County Library in Vrancea, through its Training Center, organizes digital literacy courses for retired individuals, aiming to help them become familiar with using computers and smartphones. This is a free, permanent service launched by the library specifically for seniors. The programme is designed for people over the age of 60 who have limited experience with the internet and offers them personalized assistance in accessing online public services. Participants are guided through the creation of online accounts for utility providers such as electricity, natural gas, and telecommunications. They are also supported in setting up a user profile on the ghiseul.ro platform in order to view and manage local taxes and fees. In addition, the library provides help with booking online appointments for obtaining or renewing driving licenses, passports, and identity cards, as well as for scheduling medical consultations and tests. Through this service, seniors gain the confidence and skills needed to navigate digital platforms and benefit from essential online services in their daily lives.

SeniorIT *"Duiliu Zamfirescu" Vrancea County Library, Focsani, Romania*	
Innovative elements	Duiliu Zamfirescu County Library stands out through its long-term, inclusive approach to digital education. A key innovation is its mobile digital training programme, which extends services to rural areas using a traveling library unit – a rare and impactful model in Romania. The integration of AI awareness and critical media literacy in youth programmes is also pioneering. Instead of focusing solely on technical tools, the library emphasizes responsible use, ethical reflection, and practical evaluation of online content, including fake news and AI-generated media. These creative and forward-thinking methods blend digital skills with civic empowerment.
Skills & resources	*Skills required by library staff:* Staff are expected to combine pedagogical expertise with digital proficiency. Many have formal teacher training or adult education certification, and are also recognized digital mentors in national programmes. Beyond technical skills - such as using tablets, smartboards, laptops, and platforms like Canva, PowerPoint, and government e-services - staff must show strong interpersonal capabilities: empathy, adaptability, and effective communication with diverse groups. The ability to deliver content in a calm, patient, and individualized manner is particularly important, especially when working with seniors or learners in remote areas. Ongoing professional development is a fundamental part of the library's work culture. *Resources required by library:* The library is equipped with a range of digital tools, including public internet workstations, tablets for both in-house and mobile use, laptops for outreach training, and interactive smartboards and projectors in multiple locations. These allow for both formal courses and ad hoc support services. However, maintaining this infrastructure requires frequent updates, and there is a constant need for more tablets and modern devices to match user demand. Additionally, software licensing and access to advanced digital platforms remain essential for delivering up-to-date, high-quality content - especially for younger audiences exploring multimedia or AI applications.
Challenges	Challenges have included limited staffing in rural branches, significant variation in digital competence among users, and outdated technology in some partner institutions. The library has met these challenges through a combination of decentralization and personalization: offering one-on-one or small-group sessions, promoting peer support among learners, and leveraging its central staff to support remote colleagues. When faced with infrastructure limitations, the team relied on external partnerships, resource-sharing, and a flexible curriculum to deliver consistent results. The lack of licensed software and access to AI tools

SeniorIT *"Duiliu Zamfirescu" Vrancea County Library, Focsani, Romania*	
	remains an obstacle, but staff continue to seek solutions through pilot projects and advocacy.
Tips for other libraries	The library's experience underscores the importance of investing in people over equipment. Skilled and motivated staff can adapt to almost any constraint. Starting with small, low-cost initiatives helps build confidence and momentum before scaling up. Strategic partnerships with schools, NGOs, and local authorities can open access to new audiences and funding sources. Libraries should remain open to change, customize their programmes to local needs, and commit to lifelong learning - not just for users, but also for staff. Success lies not in perfection, but in consistency, trust, and genuine responsiveness to the community.
Library contact	➔ **Website**: https://bjvrancea.ro ➔ **Email**: biblioteca@bjvrancea.ro

IV. Connecting generations in the digital world

Connecting generations in the digital world
ASTRA County Library, Sibiu, Romania

Credit: Asociatia Centrul Bucuriei Sibiu

Overview of initiative, goals, and activities	The initiative 'Connecting generations in the digital world' (Conectăm Generații în lumea digitală) consists of workshops aimed at people over 65 to help them develop their digital skills. This is organized in partnership with NGOs: Asociatia Centrul Bucuriei, Fundația Regală Margareta a României, Fundatia Vodafone.
	The objectives of the initiative is:
	- to create an inclusive and appropriate environment for communication and interaction, based on the promotion of interdisciplinary, intercultural, and intergenerational dialogue within the community
	- to provide a practical framework for interaction and collaboration that encourages elderly people to access the digital world more easily, strengthening the confidence and skills of vulnerable individuals in an increasingly technological society
	- to offer learning opportunities that facilitate the digital inclusion of the elderly population, enabling them to access social

Connecting generations in the digital world *ASTRA County Library, Sibiu, Romania*	
	resources and online services or to communicate more effectively with their loved ones. The methods used include interactive teaching, simplifying concepts, tailoring content to individual needs, and encouraging exploration. The workshops have improved digital literacy for seniors, generated social inclusion and empowerment, enhanced communication with family and community, increased access to online services, boosted confidence and autonomy, created intergenerational and intercultural dialogue, and ensured safe and informed internet use.
Innovative elements	• Using a young volunteers programme (pupils and students) to assist the trainers • The project resulted in increased digital engagement among seniors, creation of inclusive community spaces, sustainable learning model, strengthened community ties, and positive perception of aging and technology.
Skills & resources	*Skills required by library staff:* The training itself is delivered by external trainers and volunteers. Library staff supports the facilitation and communication with the participants. *Resources required by library:* The library provides internet access, notebooks and computers. The participants bring their own mobile phone devices.
Challenges	• There was initial skepticism from elderly participants to learn new digital skills. • This was partly solved through community trust-building activities linked to the libraries' cultural programme and outreach to the elderly in Sibiu. • Word-of-mouth promotion increased participation.
Tips for other libraries	• Partnering with NGOs and using volunteers to deliver digital skills training.
Library contact	➔ **Website**: https://bjastrasibiu.ro/ ➔ **Email**: astra@bjastrasibiu.ro

diglib

dig-lib.eu