



Ambition & Opportunity

SA 2 – Digital Inclusion



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DI survey General Findings

- Two surveys completed – LA & Branch level
- 100% of authorities responded
- 480 branch level responses
- Over 78% of service's have their desktop/network/infrastructure managed by corporate IT
- Only 6% (2 authorities) are managed by a 3rd party supplier
- 16% have a combination
- Responses indicate a variety of LMS platforms are being operated across Scotland





DI survey General Findings

- Responses indicate there are over 4,000 PAC machines available to the public across Scotland with an average of 8.7 PACs per branch.
- Responses indicate that 80% of users only have to wait occasionally or seldom to gain access to a PAC machine
- Responses indicate that the average booking period for a PAC is between 1 & 2 hours
- Only a small proportion of services offer quick access PCs





Available Technologies

- 88% of respondents indicated they offer colour printing in their branch
- Only 6% of respondents indicated they offered access to 3D printing
- Only 4% of respondents indicated they offered access to wifi printing
- 87% of respondents indicated they offered access to scanner facilities
- Only 9% of respondents indicated they offered access to laptops
- Only 16% of respondents indicated they offered access to E-Readers
- Only 15% of respondents indicated they offered access to recreational games consoles
- Only a small percentage of respondents (11%) indicated they offered access to assistive technologies





Wifi & Infrastructure

- 90% of respondents indicated they offered access to wifi (it should be noted however that 100% of authorities offer wifi access)
- 54% of respondents indicated they customers do not need to be library members to access wifi services
- 45% of respondents indicated that public access infrastructure had been updated in the past 24 months
- Respondents indicated that the impact of infrastructure update had been varied and included: decreasing wait times, increasing speeds, training more users in digital literacies, adding video conferencing facilities





Digital Skills

- Responses indicate that a high proportion of libraries (80%) offered a wide range of digital skills training, including computer skills (e.g. how to use a mouse), computer software use (e.g. how to use Word and Internet use (e.g. setting up an email account)
- Responses indicate that over half of libraries (52%) offered safe online practices training
- Responses indicate that over half of libraries (55%) offered social media support (supported access to Facebook, Twitter etc.)
- Only a small percentage of respondents (17%) indicated they offered support for digital content creation
- A small percentage of respondents (3%) indicated they offered support for website development
- Responses indicate varied training formats (formal, face-to-face, drop-in) are available to the public
- The majority of digital skills training in branches (78% on average) is delivered by library staff
- Smaller proportions of training are delivered by partner organisations and volunteers (16% and 6% respectively).





Education & Learning Sessions

- 23% of respondents offered access and use of formal online education content over the past 12 months
- 29% of respondents offered after school clubs with a digital focus during the past 12 months
- 29% of respondents offered STEM sessions during the past 12 months
- Only 2% of respondents indicated they offered assistance in accessing MOOCs during the past 12 months
- Sessions were delivered in a variety of ways including classes, individual appointments and drop-in
- The majority of sessions were delivered by library staff





Economic & Workforce Development

- 65% of respondents indicated they had supported customers to access and use employment databases over the past 12 months
- 56% of respondents indicated they had supported customers to apply for welfare benefits online over the past 12 months
- 14% of respondents indicated they had supported customers to access and use online business information over the past 12 months
- Only 4% of respondents indicated they had supported small business development (e.g. market research) over the past 12 months
- 8% of respondents indicated they had provided dedicated workspace for mobile workers over the past 12 months





Some Future Actions

- Increase the availability of assistive technologies in libraries
- Develop policy templates for library refresh and IT fund policies
- Develop a draft digital resources accessibility toolkit
- Investigate options for a national e-lending solution incorporating E-books, E-Audio books and E-Magazines
- Develop a DI core offer template





DI Draft Core Offer



Reading, Literacy and Learning	Digital Inclusion	Economic Wellbeing	Social Wellbeing	Culture & Creativity	Excellent Public Services
<p><u>All authorities offer</u></p> <p>Public access computers Free access to wifi E-Books E-reference resources 3D printers Digital skills courses Assistive technology Supported access to employment databases Support with creating electronic CVs Support with applying for welfare benefits online Scanners</p>	<p><u>All authorities offer</u></p> <p>Public access computers Free access to wifi E-Books E-reference resources 3D printers Digital skills courses Assistive technology Supported access to employment databases Support with creating electronic CVs Support with applying for welfare benefits online Scanners</p>	<p><u>All authorities offer</u></p> <p>Public access computers Free access to wifi E-Books E-reference resources 3D printers Digital skills courses Assistive technology Supported access to employment databases Support with creating electronic CVs Support with applying for welfare benefits online Scanners</p>	<p><u>All authorities offer</u></p> <p>Public access computers Free access to wifi E-Books E-reference resources 3D printers Digital skills courses Assistive technology Supported access to employment databases Support with creating electronic CVs Support with applying for welfare benefits online Scanners</p>	<p><u>All authorities offer</u></p> <p>Public access computers Free access to wifi E-Books E-reference resources 3D printers Digital skills courses Assistive technology Scanners</p>	<p><u>All authorities offer</u></p> <p>Public access computers Free access to wifi E-Books E-reference resources 3D printers Digital skills courses Assistive technology Scanners</p>
<p><u>Most authorities offer</u></p> <p>Charging stations Safe online practises training Video conferencing Library App E-Magazines E-Audio books</p>	<p><u>Most authorities offer</u></p> <p>Charging stations Safe online practises training Video conferencing Library App E-Magazines E-Audio books</p>	<p><u>Most authorities offer</u></p> <p>Charging stations Safe online practises training Video conferencing Library App E-Magazines E-Audio books</p>	<p><u>Most authorities offer</u></p> <p>Charging stations Safe online practises training Video conferencing Library App E-Magazines E-Audio books</p>	<p><u>Most authorities offer</u></p> <p>Charging stations Safe online practises training Video conferencing Library App E-Magazines E-Audio books</p>	<p><u>Most authorities offer</u></p> <p>Charging stations Safe online practises training Video conferencing Library App E-Magazines E-Audio books</p>
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