

# Leeds Libraries: Supporting education and skills

Richard Hart, Deputy Head of Leeds Libraries



# Introduction

- Leads
- Libraries
- The link between libraries and skills



## Challenge

Tens of thousands of adults in our communities are offline or have very limited digital skills.

**90,000** adults in Leeds without essential digital skills

**50,000** not online at all

**40%** of council housing tenants not online



## Why Libraries?

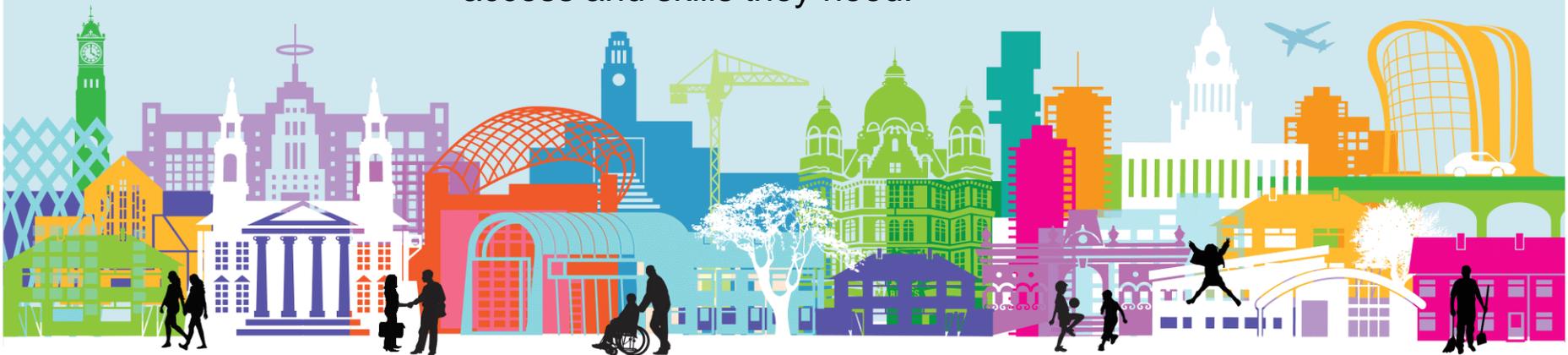
Increasing digital inclusion is a priority in Best Council Plan and Leeds Inclusive Growth Strategy

And has identified the Library Service as a key partner in the delivery of its digital inclusion programme through the 100% Digital campaign.

Why the library service:

- Proven track record of digital inclusion - experience since 1997 with People's Network
- Over 500 public access PCs
- Free Wi-Fi
- Programme of weekly learning sessions to develop digital skills
- Shared service points – signposting to sessions

Our approach - to ensure that everyone in the city has the digital access and skills they need.



# Access

## Supporting Leeds to get connected

### Public access PCs

Increased to 700 across the network of libraries and Community Hubs in Leeds

### Tablet lending

The biggest scheme in the UK, lending almost 600 4G iPads to organisations working with the most digitally excluded

### Tower block switch-on

Trial of free internet for social housing tenants in seven tower blocks

### Connecting communities

Install free Wi-Fi in 20 community centres



# Motivation

We want everyone to understand how digital would benefit them

## **Digital Champions**

Recruit and train Digital Champions to support digital inclusion activities and advocate for the benefits of digital inclusion

## **Connect organisations**

Bring together organisations for an asset based community development approach

## **Marketing**

Promote the benefits of digital inclusion to organisations and individuals

## **Community Hubs**

Shared service points means that more customers are taking advantage of Leeds Libraries' digital offer



# Skills

## **Get Online**

Increased number of sessions offering digital skills training

## **Building a network of learning opportunities**

We are working with partners and building the capacity of the third sector to ensure everyone in the city has everything they need to improve their lives through digital

## **Build the 100% Digital Leeds movement**

Inform, enthuse and recruit community organisations across Leeds

## **Engage organisations**

Deliver high-profile engagement to raise awareness with local organisations

## **Support organisations**

Help organisations remove their barriers to deliver digital inclusion activities



## Impact for libraries

- Think libraries first for digital skills support:
  - Investment
  - Commissioning
- Progress:
  - Over 2000 digital champions
  - Over 600 tablets available
  - More organisations operating as UK Online Centres



# Impact of COVID-19

## Negatives

- Disruption across service, including closures
- Resultant lack of access to essential services

## Positives

- Greater awareness of digital skills gap
- Flexibility of libraries / staff / customers to adapt...

# Libraries From Home

Libraries From Home

Niche Academy

Back to Catalogue  
Register for online library services  
Library Events

**Read Online**

eBooks and eAudio Books  
Digital Magazines  
Digital Newspapers  
Digital Comics

**#Libraries From Home**

Welcome to our virtual library where you can access the full range of library services from home (#LibrariesFromHome) as well as information and links to some of the best online resources available.

So, whether you are looking for a book or newspaper to read, doing your homework, trying to research your family history, wanting to start a new business, or looking to develop your IT or crafting skills, we have something to help.

Some of these services require library membership (membership no. and PIN); don't worry if you are not already a member simply follow the link to register and we will give you a temporary membership number so you can access these services straight away. **Register now >**

**Choose a topic:**

<b>Books and Reading &gt;</b>	<b>Developing your Digital Skills &gt;</b>	<b>Learn from Home &gt;</b>
<b>Children and Young People &gt;</b>	<b>Creativity and Hobbies &gt;</b>	<b>Information and Research &gt;</b>

**Leeds Libraries**

Search

**AncestryLibrary** - Access Genealogical Records of Billions

**BorrowBox** - eBooks and eAudiobooks

**Britannica Library** - Articles, Multimedia, and eBooks

facebook

Google Docs

## Next steps

- Developing Libraries as Digital Hubs
- Placing the digital library at the heart of our promotions/skills training work
- Developing the digital champion training model to include sessions for upskilling all the staff team
- Introducing third sector organisations to their local library/librarian for any ongoing support
- Developing and improving our basic IT skills
- Offering bespoke drop-in sessions.
- Evaluation of the public access IT equipment
- Developing bespoke makerspaces

