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# Adelaide City Libraries Digital Technologies

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- Digital Services
- Digital Collections
- Library Services Action Plan
- Project Planning





# Adelaide City Libraries

## PROGRAM SNAPSHOT DIGITAL HUB TRANSITION

### WHAT NEXT

- Without the restrictions of external funding the Digital Hub can be responsive to new ideas and continue to be a catalyst for experimental learning
- Integrating Digital Hub programming with technologies, activities and ideas from our Innovation and Media Labs, and from our varied residencies, will extend learning opportunities for community.

### OUTCOMES FOR PARTICIPANTS AND STAFF

- Digital Hub training continued without disruption during the transition from Commonwealth funding to a sustainable delivery model.
- Participants' learning journey was uninterrupted during the transition.
- Library staff have been empowered to explore their own digital literacy and training skills.
- Through the train-the-trainer program library staff continue to gain skills and confidence which contribute to individual and library capacity.

### VALUE WE WANTED TO CREATE

- Ensure the Digital Hub continues to provide a free and popular digital literacy training service in the absence of Commonwealth grant funding.
- Ongoing provision of a digital training program that supports life-long learning, community participation and experimental learning.
- Provision of life-long learning opportunities for staff.
- Increase skills and confidence of Adelaide City library staff to deliver digital training to the community.
- Provision of opportunities for volunteering and partnerships that benefit all parties.



### IMPACT ON COMMUNITY

- The community continues to have access to a free digital training facility and Adelaide City Digital Hub programming continues to contribute to an increase in digital literacy within the community.
- As a core service resourced internally, the Digital Hub can now be more responsive to community needs for training or use of the Digital Hub space and technologies. Restrictions associated with external funding (such as a focus on Internet use) no longer apply.
- We are now able to expand programming to include other areas of interest to the community such as Virtual Library resources and Microsoft Office topics.
- Volunteers and partners continue to add significant value by increasing the content and format of training opportunities for community.

### WHAT WE DID

Transitioned the Digital Hub training facility from a Commonwealth funded project to a library core service, without interruption to programming and delivery of digital training.

### HOW WE DID IT

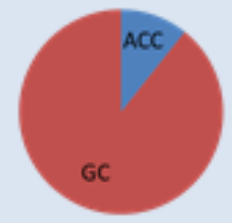
- The Adelaide City Digital Hub was originally funded through a Commonwealth grant which provided funds for an experienced digital trainer to develop and oversee a digital training program.
- To ensure the service could continue beyond the availability of external funding Adelaide City Council developed a sustainable delivery model.
- The aim of the sustainable delivery model was to deliver digital training through general operating resources only. This was achieved by planning for sustainability from the outset.
- Quarterly targets gradually increased the number of topics delivered by staff and partnerships, and decreased the number of topics delivered by the grant employed trainer.
- A train the trainer program was established to support staff through the transition and broaden core competencies.
- Partnerships formed during the Commonwealth funding period created additional capacity to deliver digital training on specific topics or to vulnerable groups. These partners were maintained and strengthened through the transition.
- Volunteers have also been essential to the sustainable delivery model. They provide all one-on-one training and this role continues to be supported. In the first six months since the transition, ten volunteers have provided digital training during 274 one-on-one sessions.
- Over the two years of commonwealth funding these actions have created the capacity for the library service to develop, oversee and deliver Digital Hub services within its core operating budget.



Level of Involvement

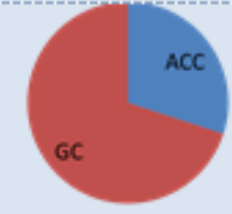
- Delivery of 3 library topics
- Engagement of 6 new trainers (2 library; 4 internal/external)

TOPICS DELIVERED: 3 (10%)  
TRAINER POOL: 9 (3 active; 6 in preparation)



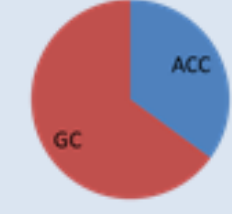
- Delivery of 3 library topics plus 3 new topics
- Engagement of 4 new trainers (2 library; 2 internal/external)
- Library rosters support trainer the trainer and delivery of training.

TOPICS DELIVERED: 8 (30%)  
TRAINER POOL: 11 (9 active; 2 in preparation)



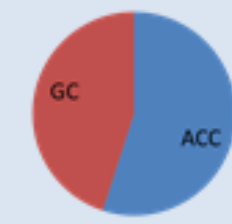
- Delivery of 11 topics plus 4 new topics.
- Engagement of 2 new internal/external trainers
- Library rosters support trainer the trainer and delivery of training.
- Grote closes in mid-October for move to central library. Hold training at Hutt with Laptops instead.

TOPICS DELIVERED: 12 (35%)  
TRAINER POOL: 13 (11 active; 2 in preparation)



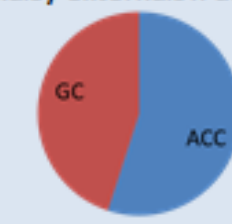
- Library staff increase topics to 18
- Library rosters support trainer the trainer and delivery of training.
- Sourcing of other trainers
- ACC takes on social media

TOPICS DELIVERED: 18 (55%)  
TRAINER POOL: 13



- Delivery of 18 topics
- Sourcing of other trainers
- Library rosters support trainer the trainer and delivery of training.
- Social media

TOPICS DELIVERED: 18 (55%)  
TRAINER POOL: 13 + plus other internals / externals if available



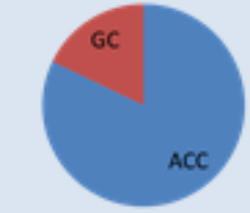
- Library staff and external/internal trainers increase topics covered to 23
- ACC takes on sourcing and coordination of other internal/external trainers
- Library rosters support trainer the trainer and delivery of training.
- Social media
- ACC takes on training of volunteers

## Adelaide City Council

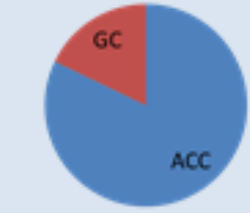
ACC is also responsible for:

- Project management and coordination
- Reporting and evaluation
- Maintenance of ICT equipment and buying new equipment
- Administration of systems (e.g. booking)
- Marketing
- Partnerships
- Special events
- Volunteer management

TOPICS DELIVERED: 23 (80%)  
TRAINER POOL: 13 + plus other internals / externals if available



TOPICS DELIVERED: 23 (80%)  
TRAINER POOL: 13 + plus other internals / externals if available



# Training Contractor

- Delivery of 25 topics
- Development of training materials for April-September program.
- Coordination and quality control of other internal and external trainers
- Training of volunteers
- Train the trainer
- Social media

- Delivery of 20 topics
- Development of October-March program
- Development of training materials
- Coordination and quality control of other internal and external trainers
- Train the trainer
- Training of volunteers
- Social media

- Delivery of 16 topics
- Development of training materials
- Coordination and quality control of other internal and external trainers
- Train the trainer
- Training of volunteers
- Social media

- Delivery of 10 topics
- Development of training materials
- Development of March-September program.
- Coordination and quality control of other internal and external trainers
- Training of volunteers
- Train the trainer in new topics only.

- Delivery of 10 topics
- Development of training materials
- Coordination and quality control of other internal and external trainers
- Training of volunteers as required.
- Train the trainer in new topics only

TOPICS DELIVERED: 5 (20%)  
COST: \$4.2k\*; \$4.5k\*\*

- Delivery of 5 topics
- Development of training materials
- Development of October-March Program in conjunction with library staff
- Train the trainer in new topics only

TOPICS DELIVERED: 5 (20%)  
COST: \$4.2k\*; \$4.5k\*\*

- Delivery of 5 topics
- Development of training materials
- Train the trainer in new topics only

April – June 2013

July - Sept 2013

Oct – Dec 2013

Jan – March 2014

April – June 2014

July – Sept 2014

Oct – Dec 2014

Time



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# Video Conferencing the World



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# Video Conferencing the World

## Programs include:

- Questacon children's school holiday program
- Chippendale Sustainable Communities
- Writers' Week
- National Museum of Australia – Robot Tours



# Video Conferencing the World

Event organiser Jane says:

*“The event was a great success with all participants, and Michael, leaving really happy and impressed... Well done team, the community have gone away excited about what else could be possible knowing the technology that is available!”*

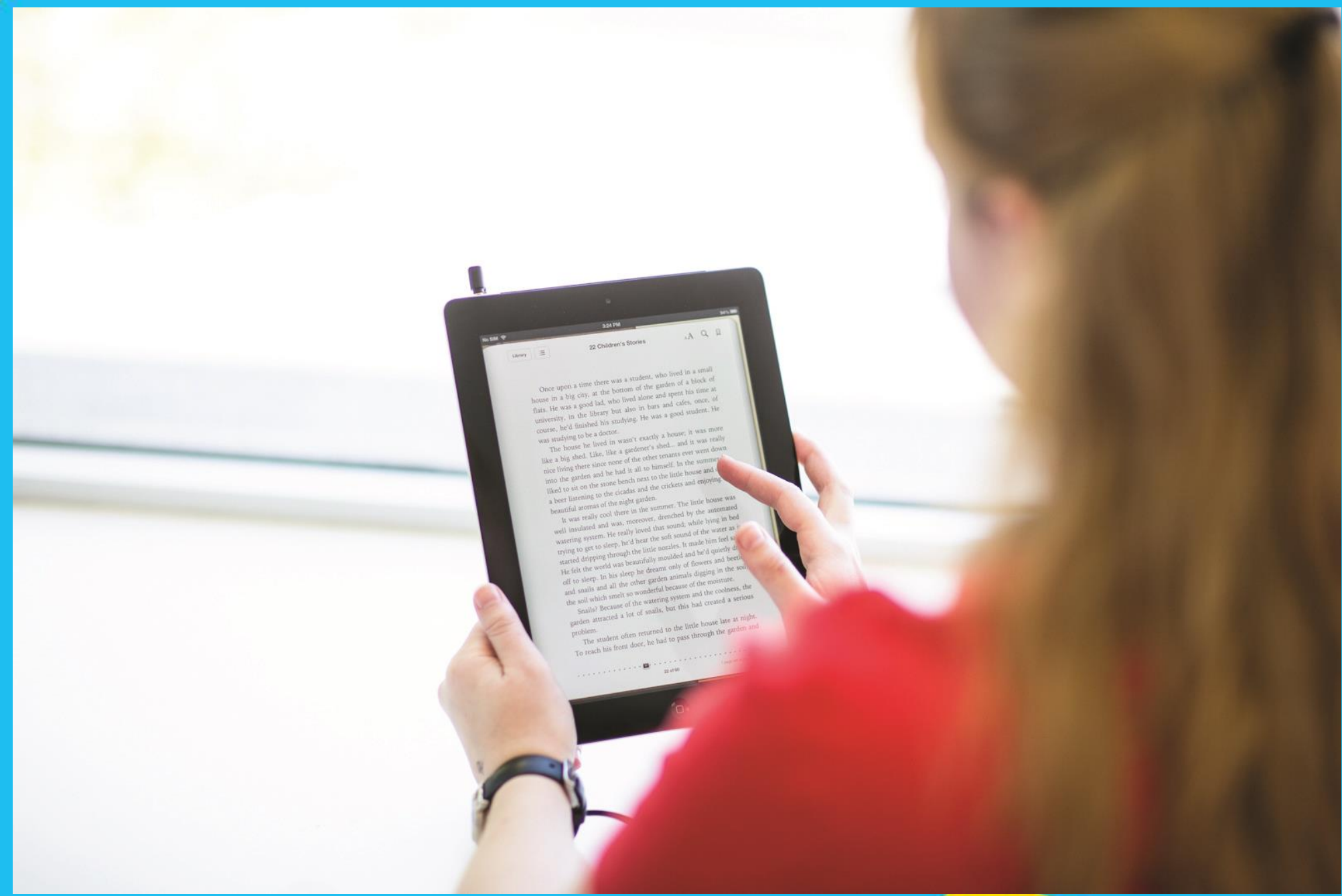
Mina, mother of Sasan, age 8 says:

*“It was great to have a learning activity when most others such as swimming had finished for the holidays. It was also fantastic to have the opportunity to learn with other children rather than at school or at home.”*



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## Music Streaming - Spotify & Freegal - 90 mins:

Access a huge collection of free music online, create radio streams, playlists & discover new music over the internet.

## IELTS Resources & more! 60 mins

Learn to access English Language practice tests & other tutorials which will help with living in Australia, applying for jobs or preparing to sit an IELTS test.

## Online Movies & Documentaries - 60 mins:

Use the library's movie databases to watch thousands of films & documentaries. Access IndieFlix, ArtFilms & Beamafilms.

## DIY Computer Courses 90 mins

Learn to use Lynda Library, Dynamic Learning Online & The Computer School Network. Find resources to help with your PC, Android, Internet Safety, social media, touch typing & more.



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