

Vejle Library

Denmark



Part in the project Stepping Stones

Vejle Library has for many years been offering basic courses on the use of ICT and Internet to the local residents as well as to local government and library personnel. At present, it has started to focus the training on net-based self-services. Through different projects they have acquired great experience on providing services to migrants. As a Central Library, they function as the coordinator of the Danish National Library Authority's initiative. The Digital Citizen's service is responsible for the training of library personnel across the country. With the restructuring of Denmark's local government services the Vejle public Library will play a key role in linking the local citizens with government services. An impact of this reorganization in Vejle is the creation of community centres in the former small municipalities with representatives from various key government institutions. ICT will play an important role in these centres and librarians will be key actors in these new PIAPs.

Government level

In Denmark 85.5 % of the inhabitants live in populations centres. As many as 89% of the Danish population has access to the Internet. ICT is a part of most education both in the Lower and Upper Secondary School and in the Higher Education. Besides this there are courses at the VUC (Adult Education Centre) and at AVU (General Adult Education). Local authorities and political educational associations also offer extensive evening education opportunities for adults - and finally we have the famous folk high schools.

Local level

Vejle Bibliotek is a county library. There are 103.000 habitants in the municipality. The library started with ICT education about 1999. To get in touch with their users they use:

1. Brochures/posters in the library
2. Homepage
3. Personal contact
4. Collaboration with educational institutions and the municipality

The library users can book a computer for one hour each day – and it is free of charge. They can use Word, Excel, Internet etc. In addition the library have a lot of computers in the library, that are free to be used for information seeking on the internet. They have an education room with 12 computers, which are used for their courses. In the future Vejle Library will also have PIAPs in the New Vejle Community Centres.

1. Country: **Denmark**
2. Area: **43 098 km²**.
3. Population: **5,4 million (2006)**
4. Most populous cities: **Copenhagen** (662 000), **Aarhus** (294 000), **Odense** (185 000)
5. GNP: **46 462 US dollar (2005)**

www.vejlebib.dk

Tampere Library

Finland



Part in the project Stepping Stones

Tampere City Library is doing pioneer work in Finland concerning citizen's computer skills teaching. The library has two net squares with computers and permanent staff. They organize basic ICT courses for senior citizens and immigrants where they teach different ways of searching information on the Internet and critical evaluation of digital information.

They also have a web bus that travels around the region to encourage adults to start using computers and internet. The library belongs to a trainer's network that organizes courses together and develops learning material.

Government level

In Finland 53.7 % of the inhabitants live in populations centres. Nearly 80 % of Finnish population has access to the Internet either from their work or at home. The Finnish government and municipalities support adult education on ICT for adults. Different institutions like libraries, adult education centres and liberal adult education are responsible for the teaching in practise.

Local level

In Finland Tampere City Library – Pirkanmaa Regional Library is doing a pioneer work in teaching computer skills. The library has two NetSquares in its branch libraries and an Internet bus that tours the Tampere region on demand. The NetSquares and the Internet bus with their permanent staff form a network responsible for teaching digital literacy.

The groups learn basic skills: how to use computer and e-mail and how to search information on the Internet and critically evaluate digital information. ICT courses are for all ages from preschoolers to senior citizens and also for migrants. The majority of the participants in the courses are senior citizens. As a provincial library Tampere City Library arranges updating training in ICT and information retrieval skills for the library staff of all public municipal libraries in the region.

1. Country: **Finland**
2. Area: **390 920 km²**
3. Population: **5,3 million (2007)**
4. Most populous cities : **Helsinki** (564 874), **Espoo** (235 030), **Tampere** (206 324)
5. GNP: **36 015 US dollar (2005)**

www.tampere.fi/kirjasto/english.htm

Digital Opportunities Foundation

Germany



Part in the project Stepping Stones

The goal of the Digital Opportunities Foundation (Stiftung Digitale Chancen) is to make people interested in the Internet and to support them with their steps into the digital world. We want them to become aware of the opportunities this digital medium offers and to make use of them. The Foundation was founded in January 2002 in Berlin by AOL Germany and the University of Bremen. Co-founders are Accenture and the Burda-Foundation. The Federal Ministry of Economics and Technology and the Federal Ministry of Family Affairs, Senior Citizens, Women and Youth have taken on the patronage. The Foundation is an NGO working on overcoming the Digital Divide, promoting E-Inclusion and providing programmes and tools to promote Digital Literacy for underserved groups like disadvantaged youth, elderly people, migrants and disabled persons.

The Foundation is involved in national and international projects in the field of Digital Inclusion and Youth Protection.

Government level

With more than 82 million inhabitants Germany is the highest populated country in Europe. 65 % of the inhabitants (above 10 years old) have access to the Internet at home, at school or at work. The federal government has declared Digital Inclusion as a main goal in the government programme ID 2010. Together with companies and major welfare organizations the federal government has conducted several campaigns to promote Internet access and Digital Literacy for the population. In addition the states governments are providing programmes for the promotion of Internet access addressing several specific target groups.

Local level

The foundation is located in Berlin and Bremen, and it's activities are undertaken nationwide. The foundation has built up a database of more than 8.000 PIAPs all over Germany providing information on the regional coverage of training for digital literacy and revealing the areas of need. The foundation has broad experience in the development of training courses for multipliers in PIAPs and has conducted several area-wide training campaigns in youth clubs, community centres and local libraries.

The foundation develops and disseminates training material on digital literacy and guidelines for youth protection on the internet. The foundation takes an active part in the promotion of web accessibility for people with disabilities and runs a contest for accessible websites since 2003.

1. Country: **Germany**
2. Area: **357 031 km²**
3. Population: **82,5 million (2006)**
4. Most populous cities: **Berlin** (3,4 m), **Hamburg** (1,7 m), **Munich** (1,3 m)
5. GNP: **33 575 US dollar (2005)**

www.digitale-chancen.de

Centro Territoriale Permanente Fornovo Italy



Part in the project Stepping Stones

The centre (CTP) is an educational institution established in 2000 by national law. The aim of the centre is to promote adult education: foreign languages, Italian languages and literacy for immigrants, ICT skills, courses aiming at obtaining primary and lower secondary school licences, etc. The activity of the centre covers the southwest area of the province of Parma, a mountain area composed of 8 small municipalities suffering for depopulation and other disadvantages deriving from difficulties in communication in this area. Since its been established CTP has been deeply focused on ICT education by the implementation of traditional courses and also innovativ

Government level

In Italy 85% of the inhabitants live in populations centres. As many as 70% of the Italian population has access to the Internet from either their work or at home (69.2%). Concerning ICT education the Italian government provide schools, CTP courses, highschool for adults and language education for immigrants. There is also private courses.

Local level

The center is a state educational institution for adult learning: they provide courses for adults concerning ICT, foreign languages, language education for immigrants, cooking, CAD and lots more. The center started their ICT education in year 2000. Their adult education in ICT skills is financed by the government. To get in touch with our users we use:

1. Local advertisement by using leaflets in public places
2. Advertising in the local newspapers

The tools we have to help our users improve their ICT skills are apart from books of course computers and cd-rom.

1. Country: **Italy**
2. Area: **301 300 km²**.
3. Population: **59 million (2006)**
4. Most populous cities: **Rome** (2,6 m), **Milan** (1,2 m), **Napoli** (995 000)
5. GNP: **30 278 US dollar (2005)**

www.scuolamediafornovo.it

Oppland County Library

Norway



Part in the project Stepping Stones

Oppland County Library coordinates the libraries in 26 municipalities and initiate projects of development. They are focusing on adult learners that are currently taking, or are thinking of starting, further education. “The Seamless Library Oppland” is a project and a network that focus on the library as an arena of learning. The objective is to help local libraries to become local learning venues and improve the librarians ability to guide adult students.

www.bibliotekportalenoppland.no

Government level

In Norway 84 % of the inhabitants live in populations centres. As many as 69% of the Norwegian population has access to the Internet from either their work or at home and ¾ of the households in Norway have a PC. Concerning ICT education the government of Norway doesn't provide education for adults. National targets of equal access to ICT for everybody “eNorge 2009”.

Local level

Oppland County Library is a public library. The first project in ICT education started in 1999, and some libraries in the region have been educating the population through several “senior-surf” and other activities. A project called “Computer support in the library started in 2006. The project is financed by the government and Oppland county library. To get in touch with our users we use:

1. Our homepage
2. Advertising in local newspaper
3. Through brochures and posters
4. Personal contacts
5. Contacts with local senior councils.

The tools we have to help our users improve their ICT skills, are apart from books of course computers. Oppland County library provides individual guidance, group education and courses mainly with practical tasks.

1. Country: **Norway**
2. Area: **385 155 km²**
3. Population: **4,7 million (2006)**
4. Most populous cities: **Oslo** (517 400), **Bergen** (211 300), **Trondheim** (144 400)
5. GNP: **51 898 US dollar (2005)**

Aizkraukles Regional Information and NGO Centre Latvia



Part in the project Stepping Stones

Aizkraukles Regional Information and NGO Centre is a municipal organization that specializes in cooperation and methodological support for adult education NGOs and regional and local libraries. They are experienced in training programs and research. Their main target group is senior citizens and they are interested in new methods to teach this target group. They have previously participated in a project on the digital library supported by the Latvian government

Government level

In Latvia 68 % of the inhabitants live in population centres. Less than half of the Latvian population has access to the Internet from either their work or at home (40.5%). Latvia has problems with Internet connections in rural areas. They have radionet which need to be updated regularly.

Local level

Aizkraukles Regional Information and NGO Centre is a district council with regional education, schoolboard coordinates the formal education and adult education centre. The new organisation in Latvia is adopting Scandinavian methods (mainly Denmark) in order to make local politicians understand their organisation.

1. Country: **Latvia**
2. Area: **64 589 km²**
3. Population: **2,3 million (2006)**
4. Most populous cities: **Riga** (742 600), **Daugavpils** (111 600), **Lieplja** (85 300)
5. GNP: **4 831 US dollar (2005)**

www.aizrp.lv

SPZN – Teachers union

Nothern Region

Portugal



Part in the project Stepping Stones

SPZN runs training and professional development courses for its teacher members and focus strongly on the need for digital literacy. It is concerned that its members are up-to-date with the use of new technologies so that they can play a constructive and active part in shaping the response that the teaching profession needs to make to the challenges the information technology brings. The TU is already engaged in developing new policies and programmes in this area and involvement in StepS would be a major advantage as it would offer the opportunity for gaining wider perspectives on how to best teach ICT skill to adult learners.

The library invests a lot in digitalisation and there is permanent staff working with ICT and web development. The library also has access to an international coordinator that supports the organization in EU-funded projects.

Government level

In Portugal 60 % of the inhabitants live in populations centres.

Approximately half of the Portugese population has access to the Internet from either their work or at home (no reliable data available). Concerning ICT education the government has created “The Technological Plan”, which is an action agenda for the Portuguese society. It intends to mobilize companies, families, when we could include adult education in ICT and institutions. This plan is a priority in the implementation of its public policies. The Technological Plan is a strategy aiming at the promotion of development and at the reinforcement of competitiveness in Portugal.

1. Knowledge – to qualify the Portuguese for the knowledge society
2. Technology – to overcome the scientific and technological gap
3. Innovation – to boost innovation.

Local level

SPZN is a representative for the Teachers Trade Union. The organisation started with ICT education in 1985, in 1991 the organisation got certified for Education Ministry. The ICT education is financed through union fees and through European training programs such as PRODEP. To get in touch with our users we use:

1. Our homepage .
2. Our magazine.
3. Through our union representatives.

The tools we have to help our users improve their ICT skills include several computers. The organisation also develops specific training actions on computer programs, available to all teachers. To the senior members they are implementing special training activities.

1. Country: **Portugal**
2. Area: **92 391 km²**
3. Population: **10,6 million (2006)**
4. Most populous cities: **Lisbon** (557 000), **Porto** (263 000), Amadora (176 000)
5. GNP: **16 956 US dollar (2005)**

www.spzn.pt

Alingsås Library

Sweden



Part in the project Stepping Stones

Alingsås Library has for many years worked with teaching digital literacy to different groups of adult learners, not at least senior citizens.

This has been very successful and there has been a great interest in these courses, which has led to believe that they could be further developed to reach more people. There is a well-developed cooperation with adult education associations and the municipal adult education. The library invests a lot in digitalisation and there is permanent staff working with ICT and web development.

Government level

In Sweden 84 % of the inhabitants live in populations centres. More than half of the Swedish population has access to the Internet from either their work or at home (69.2%). The government of Sweden provides ICT education for adults at a local level. The education is implemented by traditional learning institutions such as adult education centres, as well as by different adult education organisations and public libraries.

Local level

Alingsås Library is a public library and it is conducted by the culture and leisure department in Alingsås. In 1994 the library started information seminars for the general public concerning basic use of the Internet. Since the year 2000 the staff offers Internet courses for beginners on a regular basis. To get in touch with the users they use:

1. The homepage.
2. Advertises in the library.
3. Direct communication with the users.

Tools used by the library to improve ICT skills include computers, electronic books and exercise media on cd-rom.

1. Country: **Sweden**
2. Area: **410 934 km²**
3. Population: **9,1 million (2007)**
4. Most populous cities: **Stockholm** (765 044)
Göteborg (481 410), **Malmö** (269 142)
5. GNP: **38 993 US dollar (2005)**

www.alingsas.se/bibliotek