

# BASIC SKILLS AND DIGITAL INCLUSION, SUPPORT FOR VULNERABLE TARGET GROUPS



# The assignment of the library stated in the law

1. Providing knowledge and information;
2. Providing opportunities for development and education;
3. Promoting reading and getting acquainted with literature;
4. Organizing encounter and debate; and
5. Get acquainted with art and culture

# The role of the National Library regarding to public libraries

## **Managing the network of Public Library services by:**

- Reconciliation and coordination
- Education, information and reflection
- Representation and promotion
- Maintaining the national digital library
- Providing a library provision for people with disabilities

# The national program 'Library and basic skills'

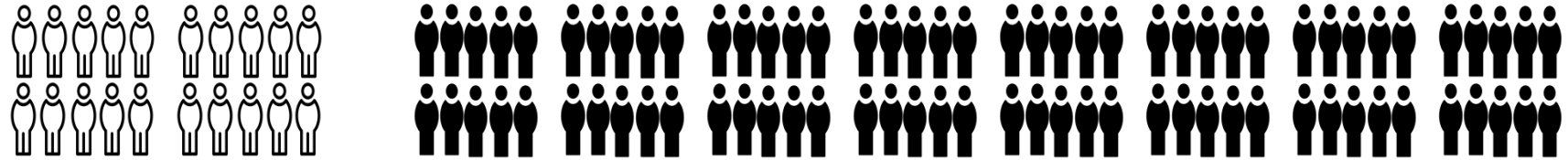
- Helps libraries set up services in the domain of basic skills
- Monitoring educational programs
- Staff training
- National purchase of courses basic skills
- Cooperation with important stakeholders
- A system to ensure quality
- Help with communication and marketing



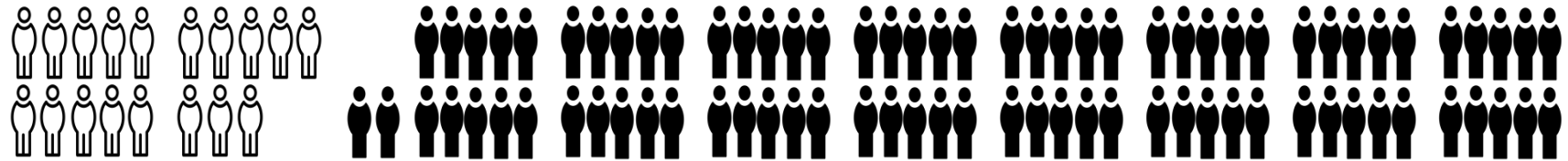
# Context

## *The Netherlands contains approximately 4 million vulnerable people*

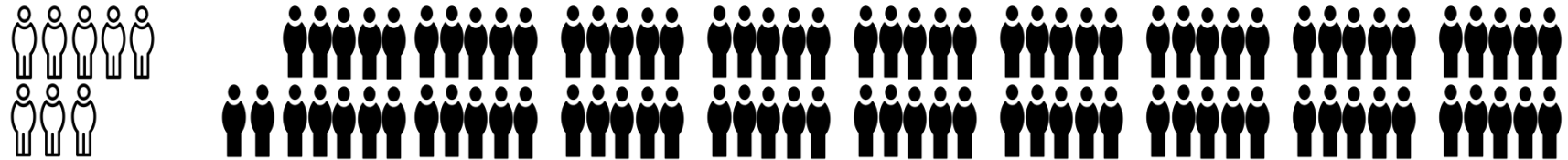
About 2 million people have low digital skills.  
(Eurostat, 2015)



2,5 million people have problems with reading and writing  
(ARK, 2016)

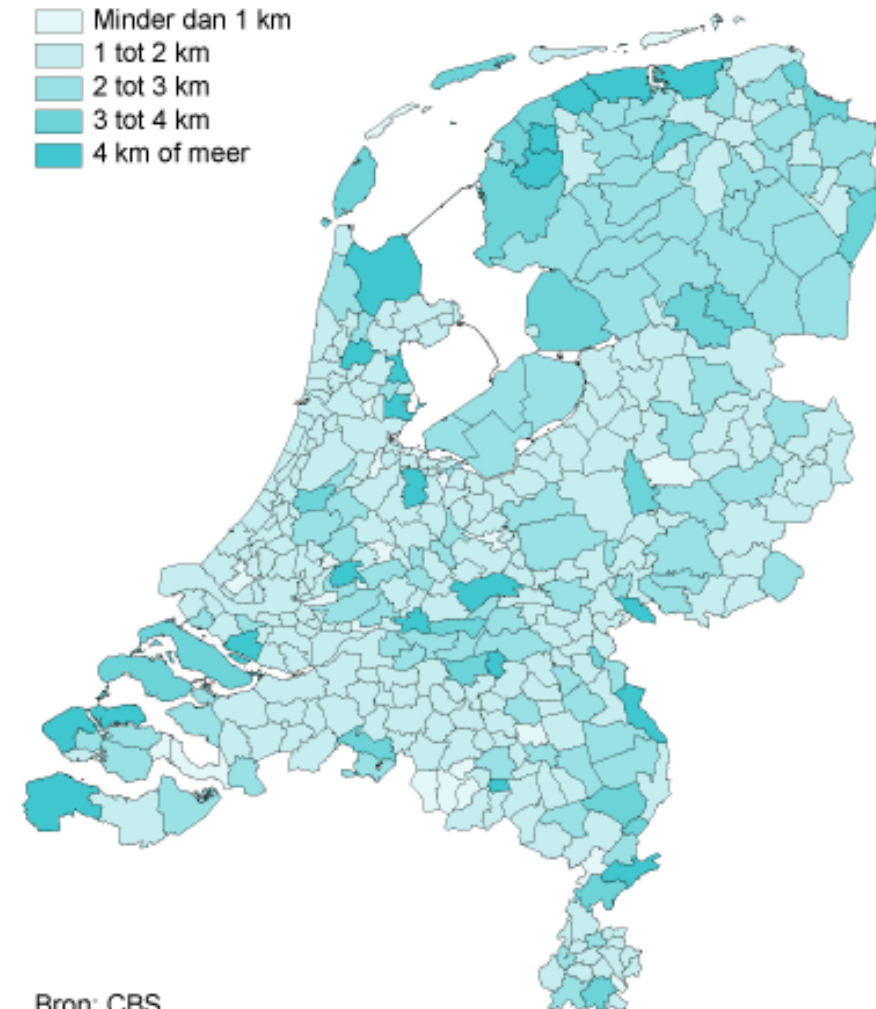


1,2 million people never used the internet before  
(CBS, 2016)



# The Library infrastructure in the Netherlands

- 800 libraries
- Average distance to a library is 1.9 km
- 60 million visitors per year
- 4 million active members
- Over 13.000 volunteers
- Around 40.000 participants for courses

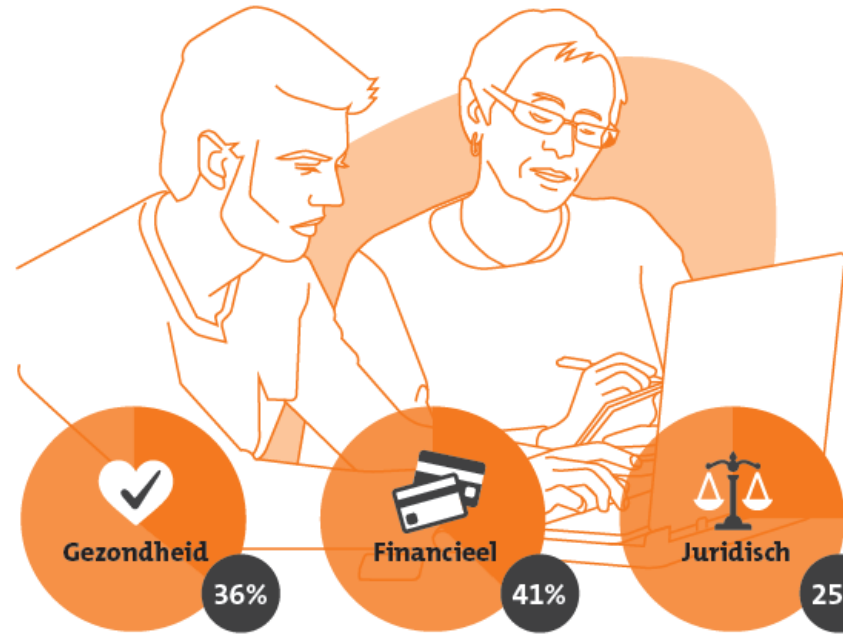


Bron: CBS

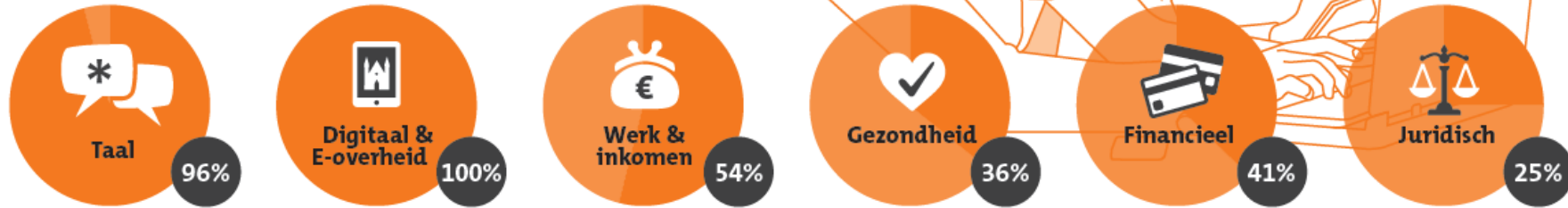
# Non-formal education in the library

## Bibliotheek & basisvaardigheden

Dit is een overzicht van bibliotheken die producten en diensten aanbieden rondom basisvaardigheden voor volwassenen.



### Aanbod basisvaardigheden



Toename in het aanbod Digisterker t.o.v. 2016 van 87% naar 95% **+9%**

**94%** van de bibliotheken biedt het programma Klik&Tik aan

**29%** van de basisbibliotheken biedt sollicitatietrainingen aan

van de basisbibliotheken biedt 36% Walk&Talks aan **36%**

### Belangrijke partners in samenwerking rondom basisvaardigheden



### Evaluatie dienstverlening



de Bibliotheek   
en basisvaardigheden

# Infrastructure is based on two pillars



1. Non-formal education
2. Help and support



# National versus local cooperation

## National cooperation

- The ministries (OCW, BZK, VWS, J&V)
- Government implementation organisations (for example the organization that pay the unemployment benefits and the Dutch Tax authority)
- The Reading & Writing foundation

## Local cooperation

- Municipalities
- Welfare institutions
- Trade unions
- Assistance counters
- Voluntary organizations
- Refugee work

# Our goals for the coming years

- More participants! From 40.000 to 80.000 per year
- More cross-overs between digital and language courses (connection with digital inclusion)
- More individual approach
- More educational content (courses that are more differentiated and more attention for the specific learning needs)
- More focus on low-skilled parents -> approach via their children in cooperation with schools for example
- More attention for the learning revenues
- Prevention of exclusion of vulnerable target groups



# Examples



De Bibliotheek AanZet @biebaanzet - 27 mrt.  
Geslaagde Digisterker cursisten in Sliedrecht! Gefeliciteerd!



BiebEmmer-Compassuum @BiebEmc - 10 apr.  
Vandaag kregen deze kargers hun certificaat voor het volgen van de cursus @digisterker. Zo fijn om mensen te helpen zich wat zekerder te voelen op de digitale snelweg van de overheid. #digD #mipoverheid #nijntoelagen etc. Etc.



GemeenteValkenswaard @Valkenswaard - 1 jun.  
Wethouder #Kees Marchal (op foto 4e van rechts) reikte certificaten uit aan deelnemers die vandaag de cursus @digisterker -werken met de digitale overheid, succesvol afsloten bij @biebdekempen in #Valkenswaard.  
Proficiat allemaal! \*AA



Bibliotheek Liemers @LiemsBiblio - 13 mrt.  
Deze cursisten hebben @Digisterker cursus met goed gevolg afgesloten @Kunstwerk2017

# Place to practice



# Courses/practising



# Courses/practising



# Information sessions

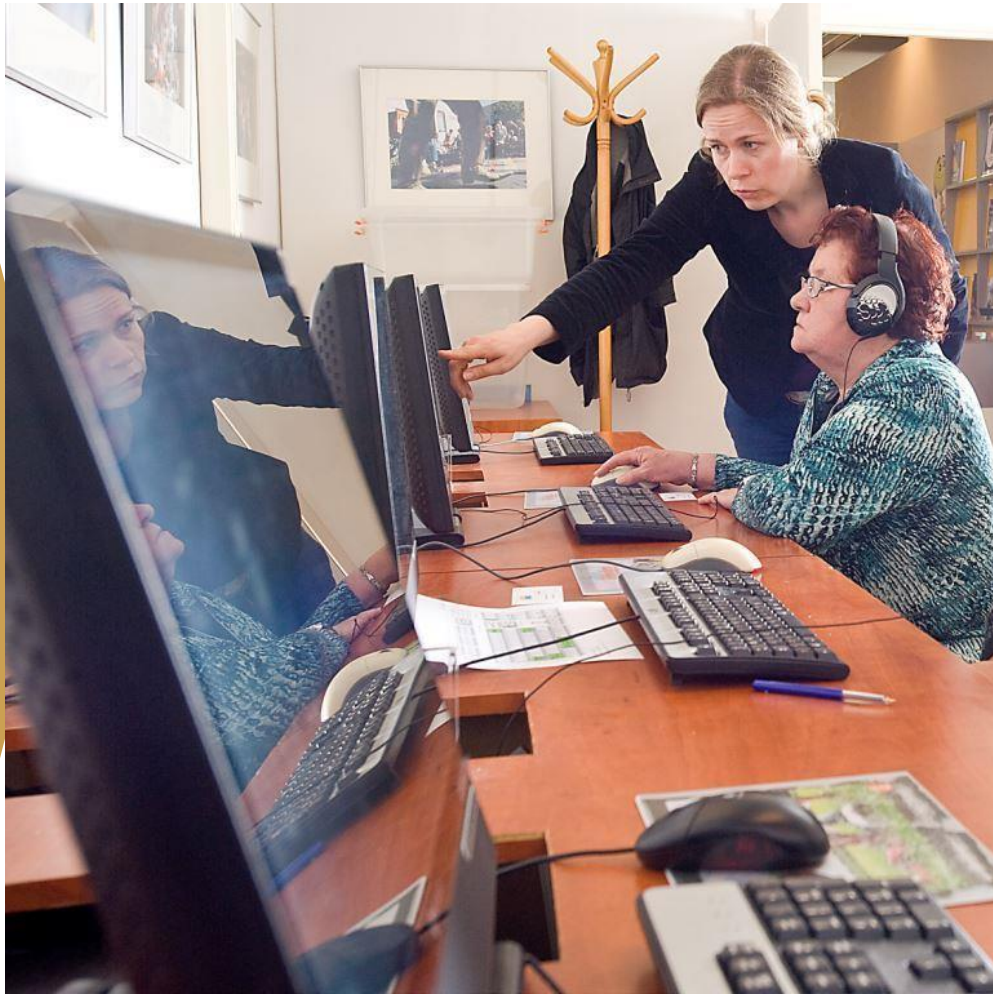




# Language classes



# Courses/practising



# Courses / practising



# Courses/practising



# Writing tables



# Language buddies





Questions?  
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