

DIGITAL INCLUSION FROM PUBLIC LIBRARIES

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ICT INDICATORS IN HUESCA (SPAIN)

22,7% of the population have never used Internet.

ICT knowledge and motivation barriers.

- 41,23% do not know how to use the pc
- 30,41% do not know the usefulness or do not need it

www.observatorioaragones.org



PROPOSALS AND METHODOLOGIE

Since 2010, we have implemented several actions to vulnerable groups, to acquire the basic skills to enable them to participate actively in the social, cultural and economic areas. We have designed a **digital inclusion itinerary**.



1

AWARENESS ACTIVITIES

International Internet Day, 17th may: Different activities to show people how to use ICT.



2

TRAINING



- Basic training on ICT and Internet skills. (40 h)
- ICT workshops: Healthy, electronic administration, information search, educational resources, etc. (2 h)
- Vulnerable groups training
 - Senior network: Over 60 years
 - Emple@: Unemployed people

COMMUNITY INVOLVEMENT



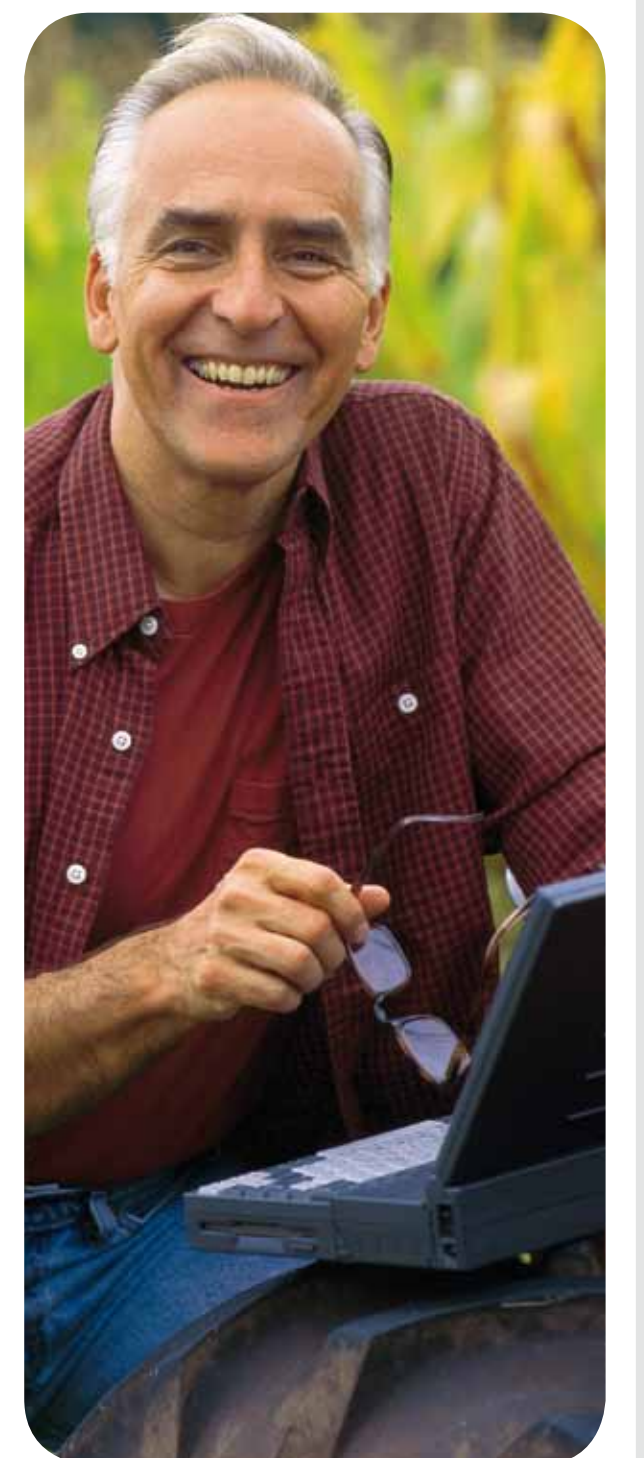
The multi-sector dialogue or “digital solidarity”, is an essential element in the Information Literacy programs. Private companies, civil society, associations, etc. are involved in the Strategic Plan for Digital Inclusion:

- EUROPEAN FUNDING: Urban II Community Initiative (2010-2013).
- TOWN HALL HUESCA: Culture, ICT, Youth and Social Services departments.
- OTHER PUBLIC ADMINISTRATION: Local employment agency, Local Adult Education.
- ASSOCIATIONS: Disabled, Immigrants and senior ICT volunteers associations.
- NGOS: Cáritas (the nursery service is managed by immigrants women).
- COMPUTERS COMPANIES: they offer computers special discounts.

ACCOMPANYING MEASURES

Accompanying measures have been implemented to help achieve the objectives. These measures contribute to remove barriers to social inclusion for vulnerable groups successfully.

- NURSERY SERVICE: To families with children under 3 years old.
- SOTIC: ICT Advisory Service on ICT. Personal assessment to adult people, 2 days a week.
- ICT VOLUNTEERS, adults and seniors volunteers, helping people how to use ICT.
- SPECIAL DISCOUNT IN PERSONAL COMPUTERS, due the collaboration with local computers companies.



3

ECDL: DIGITAL SKILLS TEST

ECDL EXAM offers people the opportunity to evaluate computer and Internet skills.



EVALUATION AND IMPACT

Huesca public libraries have their annual evaluation plan to measure how users after participating in a training activity are able of manage the information on social, education and

employment in total autonomy. Also, we participate in the European Mireilla program to measure the Impact of eInclusion Actors in Europe.

