



# IFLA STATEMENT ON DIGITAL LITERACY: RESOURCE PACK

The [IFLA Statement on Digital Literacy](#) is based on a large number of examples of library practice, as well as considerable research by the drafting committee. There are also many other organisations working in the field, producing statements, research, and practical guidance.

In order to support discussion and planning within libraries, we wanted to share the materials collected. Below, you will find a list of case studies, relevant websites, and research sources. As far as possible, we have included links. We hope you will find them useful, and if you have any further questions, reflections or suggestions, don't hesitate to contact us.

## CASE STUDIES

### Australia

[Yarra Plenty Regional Library Orchestra](#) is a program for students aged 12-14 which combines literacy, digital literacy, arts, science and ICT. It is about creating musical instruments using recycled materials and digital technology. Students learn the nature of circuitry and basic programming, how to create sounds using online resources and how to program.



Victoria University Library assists and encourages researchers to add their old or pre-existing research project data and materials to the university research storage space. VU Library implemented data management educational sessions. The Research Ambassador program provides peer-to-peer research support to research students and staff (document formatting, EndNote, NVivo, data and file management). [VU Library is using the Research Skills Development Framework](#) (RSDF) to integrate digital/information literacy skills into curriculum.

In 2011, the Australian government adopted advanced broadband and identified 40 hubs for the promotion of digital literacy. The Mill Park Branch Library, as one of these hubs, received computers and other digital devices, to be used by patrons on- or off-site. A full-time trainer coupled librarians with patrons, and the training program lasted two years, with four six-month blocks of instruction, and focused on education, home, business and health, using a mixture of one-on-one and group training, video conferencing, downloadable media, demonstrations and broadband content.

## Canada

Toronto Public Library digital literacy is a core service. TPL has three [Digital Innovation Hubs](#), a "learning, collaboration and creation space that fosters, supports and inspires individual and community development of knowledge about new and emerging digital technology". Programs and workshops are offered, by staff and external experts, targeting a range of user needs. Four [Pop-Up Learning Labs](#) (3D printers, Macbooks, Arduino kits, Makey-Makey kits, Lego Mindstorms sets) are available for branches for month long periods. 18 branches have [Computer Learning Centres](#), 7 of them upgraded with 3D printers, photo scanners and other products.

[Saskatchewan School Library Association \(SSLA\)](#) launched the Digital Fluency Badges, a professional development opportunity for teacher-librarians, teachers, librarians. Digital Fluency Badges consists in over 60 digital tool and application tasks in six areas (note-taking, creating presentations, accessing public domain images, citation, file-synchronization, scheduling, etc.)

Edmonton Public Library was honored with the ALA Presidential Citation for Innovative International Library Projects in 2015. EPL positioned digital literacy services "as a core library service with staff and customers", and established itself as "the community's digital workspace"

## Finland

In Tampere, a Finnish city located 170 km north of Helsinki the local public library has inaugurated a service providing computers and tech support to help all patrons using ICTs in everyday life. The library has set up three [Tietotoris](#) (Knowledge Marketplaces) where librarians teach courses to help citizens. Each *Tietotori* is equipped with 20 computers including Internet connections and a set of software. There are 10 persons working permanently at the Tietotoris. Courses are free, and the majority of participants are seniors and immigrants, although there is also a program for preschoolers, where all 6 years old children in Tampere are taught to use library and information using a special game.

## Hong Kong

[SKH Ming Hua Theological College](#) provide library workshops for the students, about identifying and evaluating different material sources, effective searching skills, use of Wiki (Pbworks), plagiarism, summarizing, paraphrasing and synthesizing, use of online tools (i.e. citation generator tools and plagiarism checkers).

## India

The [National Digital Literacy Mission](#) (NDLM) program helps rural communities such as the library in Birbhum and it offers services in computer literacy skills.

## Sweden

A national campaign, [Digidel 2013](#), launched various programs: [Krinolinen](#) (homeless alcoholics under treatment are offered education on how to use Internet); immigrant family members in the county of Ostergotland are offered a civic orientation course which included digital skills; activities designed for the elderly; [IT-Guide](#) (teen immigrants help the elderly about computers, Internet, tablets, mobile phones, and the elder helped the teens to improve with Swedish language); [DigIT Karlsund](#) targets women with children (mothers learn ICT, children are taken care by other staff).

## South Africa

Many households in outside the Metro (City of Cape Town – Smart Cape) do not have access to computers or the internet. [The RLCP, working with in various libraries throughout the Province aims to address this imbalance.](#) It started in 2008/2009, with a rollout to 20 libraries, with a further 200 connected by 2016. In addition to the connection, there is support and training for staff from ICT Support Officers. They give librarians a complete ‘walk through’ of

the RLCP. The RLCP has had a positive impact on communities in the Western Cape. Children now have access to more information via the internet to complete tasks, assignments and research projects. School projects, assignments and research can be done and even be produced in electronic format. Small businesses are growing through online advertising. On line job applications are completed, addressing unemployment.

## United Kingdom

The University of Edinburgh's [23 Things for Digital Knowledge](#) project was awarded the 2017 Credo Digital Award. The project "encourages people to explore new ways of working through digital tasks, including blogging, use of social media and altimetric".

## USA

Seattle Public Library 's Strategic Plan states that "the library must seize the opportunity to become the place where anyone can become tech-savvy"

[YALSA organizes Teen Tech Week](#), which encourages teen librarians to focus one week each year on teaching teens about the ethical use of digital information and on providing high-interest programs that promote improved digital literacy skills. Among the programs: tech workshops (i.e. retro tech), maker/DIY projects, social media-based events, digital literacy skills sessions, coding/hacking event, app development workshops.

[The Every Student Succeeds Act \(ESSA\)](#) states that effective school library programs "provide students an opportunity to develop digital literacy skills and improve academic achievement".

AASL's *Definition for Effective School Library Program* states that "the effective school library program is adequately staffed, including a state-certified school librarian who is an instructional leader and teacher [and who] supports the development of digital learning, participatory learning, inquiry learning, technology literacies, and information literacy" [Church 2016]

[BiblioTech](#) (Bexar County, Texas), in partnership with Bexar County Adult Probation, provides basic technology education for adults re-entering civilian life as post detainees: creating and saving files, basic search skills, resume building. BiblioTech is providing digital literacy education in five public housing projects in San Antonio, in particular low-income students, in partnership with the Department of Housing and Urban Development.

In alignment with the [Workforce Innovation and Opportunity Act \(WIOA\)](#), which recognizes the potential for libraries in workforce and education systems, some programs were

implemented at Providence Public Library and Cranston Public Library, under the name [Adult Lifelong Learning \(ALL\) Access](#): The Learning Lounge (drop-in assistance), the C-Lab (structured classes, innovative technology programming and drop-in hours), RI Resource Hub (website), one-on-one technology appointments, iPad/iPhone Club, the Exploration Station.

[Fountaindale Public Library District implemented Studio 300](#), a 7,000 square-foot space with six audio/music recording booths, three meeting rooms, two video/photography production studios and a computer lab. Studio 300 offers up to 25 classes/programs monthly and additional events joint with the Children's and Teen Services department.

The Public Library Association (PLA) joined with the American Library Association's Office for Information Technology Policy and the Chief Officers of State Library Agencies to develop [DigitalLearn.org](#) an online collection of digital literacy resources for libraries and patrons.

## BACKGROUND READING



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## Web Sites of Interest

There are many organisations which have not only recognised the importance of digital literacy, but are also working to promote it, both within and outside of the library world. Please see a selection below<sup>1</sup> - we welcome further suggestions.

DQ Institute: <https://www.dqinstitute.org/>

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<sup>1</sup> Inclusion in this list does not constitute endorsement

Microsoft Digital Literacy: <https://www.microsoft.com/en-us/digitalliteracy/overview.aspx>

Mozilla Learning: 21<sup>st</sup> Century Skills: <https://learning.mozilla.org/en-US/web-literacy/skills>

Net Academy (Cisco): <https://www.netacad.com/courses/digitalliteracy/>

Public Library Association: Digital Literacy  
<http://www.ala.org/pla/initiatives/digitalliteracy>

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