



Brisbane

Digital Hub

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# Digital Hub program background

## 2 year grant from the Department of Communications

- Program aimed to provide communities with specific knowledge, skills, opportunities to practice and the confidence to establish and use technology at home.
- Target groups:
  - Seniors aged 50+ ('late adopters')
  - Local community groups
  - Potentially disadvantaged/marginalised groups, such as NESB.



# Brisbane Digital Hub

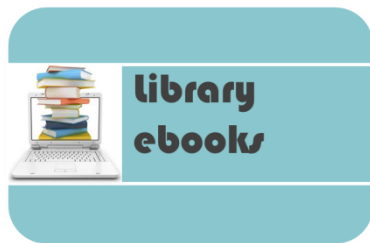


- **Dedicated training facility and team opened 1 July 2013**
  - Sunnybank Hills Library: upgrade existing facilities with addition of smart TV, video-conferencing, touch screen PCs, tablet computers, web cameras
  - Buddy site at Chermside Library: user catchment with high proportion of “late adopters”



# Digital literacy training topics

- 6 existing courses updated
- 27 new courses developed



## Group training and Individual sessions

- Between July 2013 – March 2015, the Brisbane Digital Hub delivered:
  - 456 group sessions
  - 1246 one-on-one sessions
- 5792 training participants



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# Community Outreach

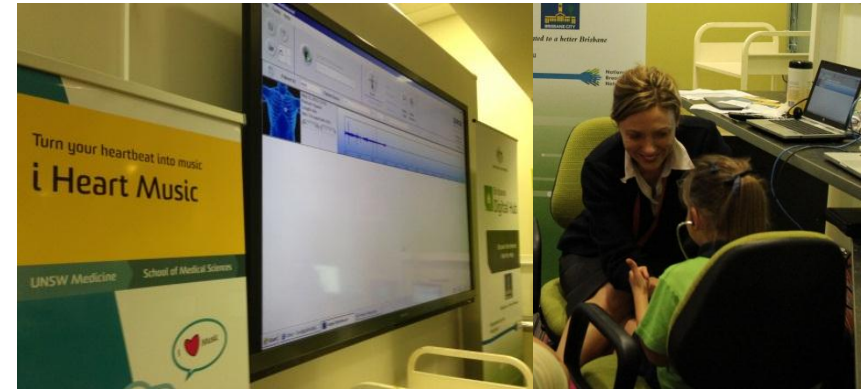


- Promotion and awareness of the activities of the Brisbane Digital Hub and Council's Libraries
- Tailored sessions to suit the needs and interests of groups
- Build connections with local community groups



# Digital Showcase events

- iHeart music festival
- Brain Health event
- Ageing well event



# Evolving participation in digital literacy initiatives

- CoderDojo
  - Global program to teach kids aged 7-17 to code
  - Developing digital literacy, creative problem solving and entrepreneurial skills
- Technology for Kids workshops
  - Partnership with local expert facilitators
  - 55 sessions attended by 941 children aged 9-12 years





# Program Outcomes

- Upgraded physical facilities and IT equipment
- Stronger community relationships through outreach
- Updated digital literacy training packages rolled out to all Brisbane libraries
- Provide customer focussed digital literacy training
- Partnerships with local experts
- Staff professional development opportunities



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## Where to from here?

- Continue delivering a range of innovative digital literacy programs
- Build on the partnerships and outreach relationships built throughout the program
- Digital Learning Coordinator to provide leadership and staff professional development
- The Brisbane Digital Hub proved the community need for digital literacy assistance, and all Brisbane Libraries will focus on providing this.

