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
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
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.