

# DIGITAL SPACES COORDINATION: A HUB FOR INNOVATION

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IFLA METLIB 2016 QATAR CONFERENCE

# The current issue of digital culture in France 1/2

## Global access and use of Internet

- 82 % of households connected to Internet in Feb. 2016 (10% in 2000) Mediametry
- 16th/28 on EU 2016 Digital market Scoreboard European commission

Vive la culture numérique !



« Digital fracture » - Non Internet users: Credoc national inquiry

- 78% are over 60 years old
- 90% have no high school degree
- 44% have an income < 1,500€ (nat. av. 22%)

# The current issue of digital culture in France 2/2

## Skills:

- 55% French declare being competent to use a computer
- 42% are interested in qualified support

## Public access:

- +4,500 public digital spaces over the whole country in a variety of organisations and regional networks
- 13% pop. use public access regularly
- 13% library users use Internet access for professional searches B&M Gates F.



# An introduction to Lyon Public Library

A **network of 15 libraries** and a mobile library

- 106,000 registered users
- 2,6 Million admission/yr
- 3,7 Million loans/yr
- 250 free Internet access points
- 470 FTE

## Commitment in Digital innovation

- Digitalisation: 2008 Google contract
- Digital spaces to promote digital culture since 2000

Signatory of **IFLA Lyon Declaration**



# Digital mediation in Lyon Public Library 1/2

## 10 digital spaces

- in 9 libraries and a Mobile library
- 20 **non librarian trained** staff from various backgrounds - ICT, web creators/ visual art, culture

## Mission:

*from **initiation to digital culture** to support and basic training*

## Activities:

- *self-training (3500 sessions/year)*
- *individual support (60 000 s/y)*
- *workshops (700/y)*
- *monitored tablets sessions for individual and families, **support and devices for visually impaired persons** (both individually and in workshops).*





# Digital mediation in Lyon Public Library 2/2

## Workshops goals on all 10 digital spaces :

- *To begin /To progress /To discover (from 4 to 15 p)*

## Some Workshops themes...

- *Beginner's course (4 mandatory sessions)*
- *Tricks and tip of jobsearch on the net*
- *The 35 library e-ressources*



## Some public features...

- *Mothers worried about digital identity / Seniors/  
Disabled/Jobsearchers/ Newcomers with French as a  
foreign language/pre-teens/small children 3+*

## Our strenght :

- *Empowerment through social or cultural discovery*
- *Local partnerships with communities and associations*

# Digital innovation for all users

Free culture box



Kids learning code with Makey Makey device



Wiki editing minding the gender gap

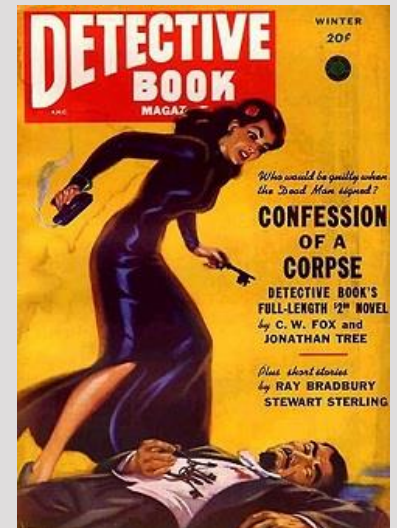


For the Crime novel book fest

Hearing impaired



Visually impaired



# Digital strategy of Lyon Public Library 1/2

## Whole staff training (over 300 p.)

- Close on the digital gap among the staff : **some feel ill-at-ease**
- Implementing change of professional use
  - Internet for **literature review**
  - Social network as a mean **to relate and communicate to users especially Millenials**
- **Facing new user expectations**: devices, e-ressources

## Training for the web writers (90 p.)

- Best use of library web tools for content editing





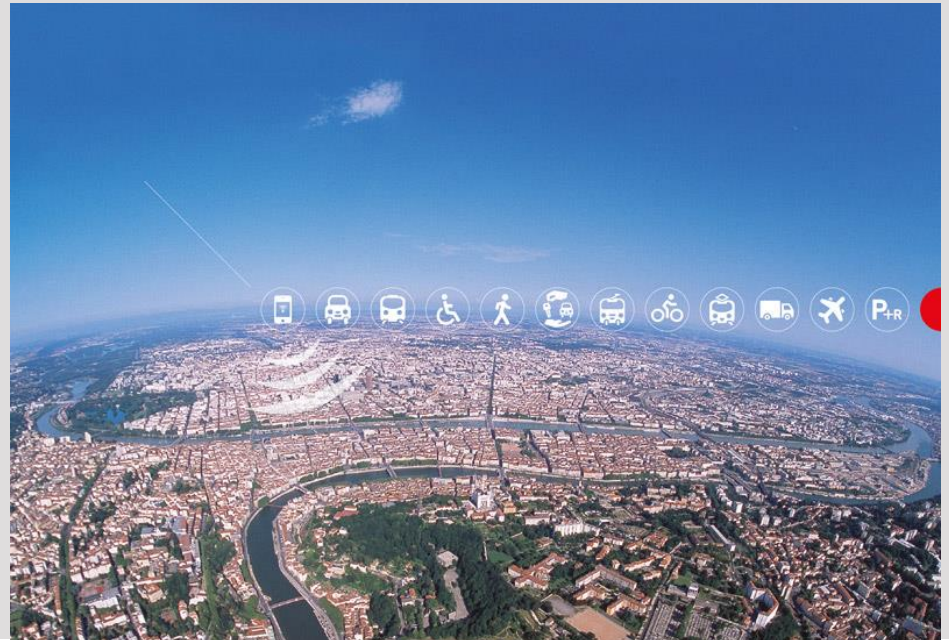
# Digital strategy of Lyon Public Library 2/2

## Hardware

- In every digital spaces : Acquisition of up-to-date PC's, tablets and software
- 3 Makerspace and independent editors videogame zones in the new and renewed branches

## Visually impaired support:

- In every digital spaces : implementation of software Openbook et Zoomtext , and solutions tablet aps
- In the largest branches : hardware - braille printer, Daisy readers



# The drive: digital spaces coordination 1/2

## Since 2007

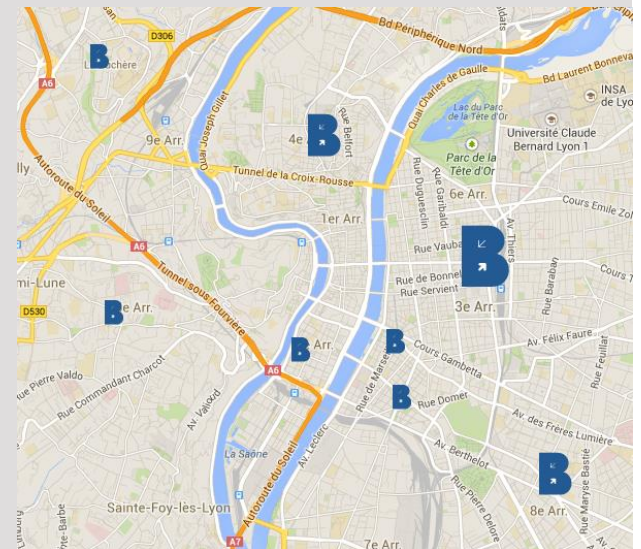
- *Coordinator officially appointed by the steering group of the library*
- *Feedback from various services to the public*
- *Pool expertise on new devices or software*
- *Design IT mediation standards*
- *Write a [blog for the public](#)*
- *...and another [internal review blog for IT mediators](#)*

## How?

- *Full time coordinator*
- *9 meetings /yr*
- *Numerous internal and external relations*

## Up/down

- *Propose to the top management coherent evolutions (on process, training, technical or human resources issues).*



# The drive: digital spaces coordination 2/2

## Issues and challenges

- *Staff management: crossing skills and activity with French Civil Servants Regulations is not easy*
- *Isolation from fellow librarians: same boat, different deck*
- *French Government policy of e-administration fuels demand focused on individual situations*



## Participation in cultural events

- *“To create is to resist”: from Minecraft to Guernica*
- *“Democracy”: Knowledge commons and e - empowerment*

