DIGITAL SKILLS
Exchange of best practices between digital mediation players !

DIGITAL TRAVELLERS

Libraries as places of digital mediation

FACT SHEET 2

PRESENTATION

Digital Travellers (DT) is a project designed to **promote the digital**, and therefore social, **inclusion** of people vulnerable to exclusion due to their lack of digital skills. According to the European Commission, nearly 44% of the population lacks basic digital skills, even though approximately 90% of future jobs will depend on them.

Digital technology plays an increasing role in daily life, whether for banking, bill payments, administrative procedures, or tax returns. The Digital Travellers project aims to strengthen the digital skills of as many people as possible by **mobilizing librarians, key players in non-formal education.** Its intermediate objective is to demonstrate, through a pilot project, that it is possible to effectively and cost-effectively train a wide audience using a **"train the trainer"** approach, **supported by appropriate and accessible educational resources**.

The Digital Travellers website **offers an online library** with **numerous resources categorized by theme** (tool proficiency, access to information, communication and collaboration, content creation, security, and problem solving). **The resource library primarily targets librarians, but also digital mediators, educators, and social support organizations to help them become digital caregivers**. The educational resources developed are made available to facilitate workshop facilitation.

DIGITAL TRAVELLERS

IN A FEW WORDS

Digital Travellers is a project that aims to create a large library of online resources to train trainers at low cost and make digital technology accessible to all.

IN A FEW NUMBERS

80 librarians trained
4 pilot countries

An online library to train librarians to become digital caregivers

This project targets a wide range of citizens, including seniors, migrants, and people from disadvantaged backgrounds. The resources developed as part of this project take into account the local context of each partner country and the specific needs of these groups.

Throughout this project, the stakeholders collaborated with public libraries, which are essential partners in reaching and supporting users who are excluded from digital technology.

The aim was to demonstrate that the "train the trainers" approach is effective in combating digital exclusion and can be easily replicated by other European partners, enabling them to reach a wide audience in their respective areas. The library, a place frequented by a large number of citizens, thus becomes a place of digital mediation.

All resources are accessible online under the Creative Commons license, allowing everyone to use them freely. The facilitator training support documents are only available in English.

People who are digitally isolated can visit Digital Travellers partner libraries across Europe for training and support. These libraries, located in several European countries, offer workshops and training sessions led by digitally trained librarians.

Want to know more?
https://www.digitaltravellers.org

OBSTACLES AND SOLUTIONS

The Digital Travellers project encountered several major obstacles related to the digital divide and international coordination. One of the main challenges was digital exclusion, which limits many populations' access to essential services such as online banking, bill payments, and administrative procedures.

To address this, **educational resources** were created and **adapted to local needs to provide targeted training for disadvantaged groups**. Another challenge lay in the difficulty of coordinating efforts across several countries with different cultural and organizational contexts. To address this challenge, the project relied on strong partnerships with national libraries and specialized NGOs, fostering close collaboration and harmonization of methods. These solutions helped overcome obstacles while maximizing the project's impact.

PARTNERSHIPS AND COLLABORATION

The Digital Travellers project is based on a strategic collaboration between **several European partners**. These partners include organizations such as Libraries Without Borders in Belgium, foundations such as FRSI in Poland, and national libraries in the Netherlands and Finland.

The mobilization of these stakeholders, complemented by the expertise of Public Libraries 2030, illustrates a **concerted approach** to maximizing the project's impact by integrating local needs and promoting the **sharing of best practices across Europe.**

RESULTS AND IMPACTS

The Digital Travellers project has produced concrete results and a lasting impact on digital inclusion in Europe. The creation of an online platform with free, locally adapted educational resources, accessible under a Creative Commons license, has facilitated access to quality educational tools for all.

80 librarians were trained in four pilot countries (Belgium, Finland, the Netherlands, and Poland). These trainers then shared their skills with their communities, improving access to essential digital tools for everyday life.
The project also influenced European public policy, through strategic recommendations **highlighting the importance of digital inclusion**. Digital Travellers has thus demonstrated the effectiveness of the **"train the trainer"** approach, serving as a model for addressing the digital divide on a large scale and the presence of libraries in local communities as **digital mediation centers**, a concept of pooling resources to promote digital inclusion.

LESSONS LEARNED AND ADVICE

Key lessons learned from the Digital Travellers project highlight the importance of adapting educational resources to local needs to maximize their impact. **Libraries played a crucial role, as they are accessible locations across cities, towns, and villages, for disseminating digital skills to diverse audiences.**

The "train the trainer" approach also proved highly effective, reaching a wide audience at low cost. A key piece of advice is to **foster strong partnerships** with local stakeholders to ensure seamless coordination and the adaptation of solutions to different cultural and social contexts.

VISION OF THE FUTURE

The future vision of the Digital Travellers project is to expand the initiative to other European countries to reach an even wider audience. The **integration of new technologies and digital learning methods** will help us remain at **the forefront of digital inclusion**. To further grow the community, the website offers the opportunity to become a facilitator and help bridge the digital divide by joining a community of committed digital inclusion stakeholders!
The project also aims to **develop more resources** for marginalized populations and **continue to influence European policies** to ensure equitable access to digital skills for all.