



Rotterdam Public Library

Introduction Development Square & activities

10-01-2023

Welcome

Kelly Oostlander



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Program

13.45 – 14.45	Development Square & basic skills
14.45 – 15.00	Break
15.00 – 15.40	Maker Space
15.40 – 16.40	Digital inclusion

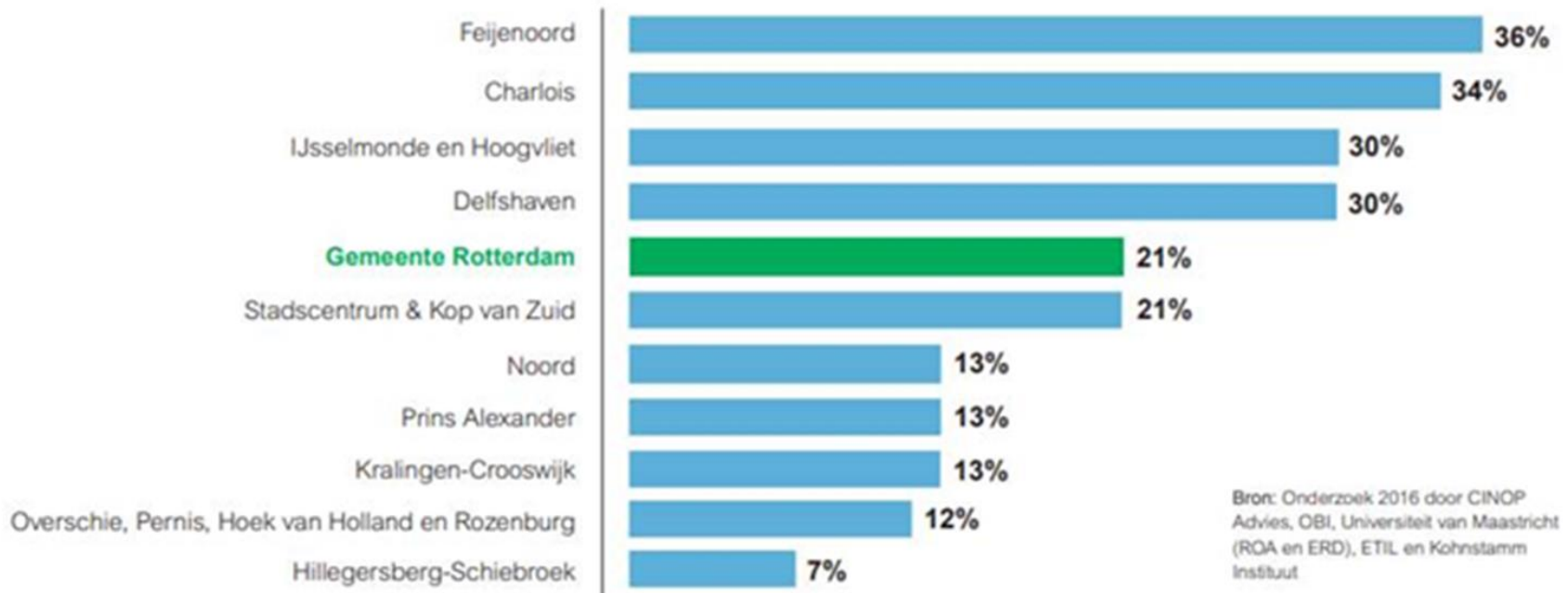
Basic skills

The skills you need to participate in society: language skills, digital skills and math skills.



Numbers in Rotterdam (2016)

Percentage laaggeletterden per gebied in Rotterdam



Activities

- Informal learning
- Structural courses/activities
- Occasional activities

Language activities

- **Language cafe**
Non-native speakers come to the library to practice their Dutch speaking skills. In small groups, with volunteers.
- **Reading cafe**
Non-native speakers practice their Dutch reading skills. In small groups, with volunteers.
- **Language club**
Native speakers practice their reading and writing skills. In small groups, with volunteers.
- **Guided practice on the computer**
People practice their language skills on the computer. There are several learning methods available. They work independently. There are volunteers walking around, in case they have a question.
- **Informationpoint Language & Digital**
A counter where people get information about digital and language courses in and outside the library

Digital activities

- **Computercourse Klik & Tik**

A computercourse for beginners, who have little experience on the computer or tablet. 5 modules, where people learn about email, the internet, online safety etc.

- **Digisterker**

A course about the DigiD. This is a digital signature or verification used for many government's applications and requests.

- **Digivitaler**

A course about the DigiD, with a focus on healthcare.

- **Digicafe**

Walk-in consultation hour, where people can ask questions about their laptop, tablet or smartphone.

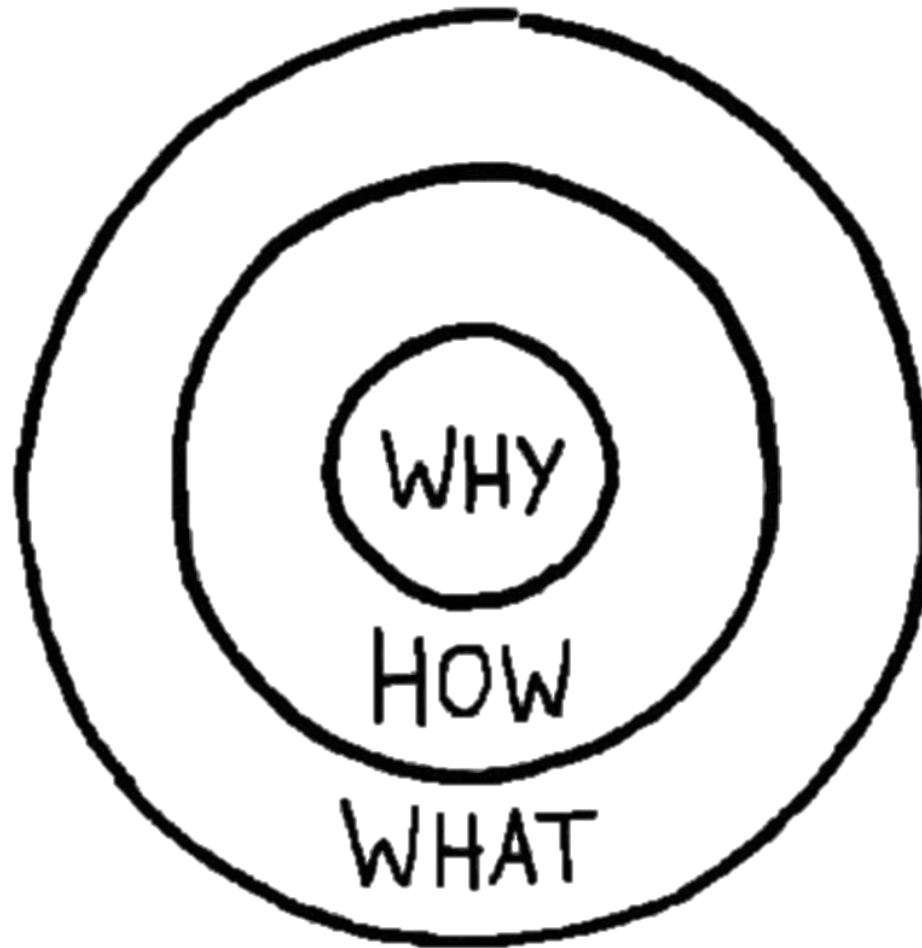
- **Guided practice on the computer**

People practice their digital skills on the computer. There are several learning methods available. They work independently. There are volunteers walking around, in case they have a question.

- **Informationpoint Digital Government**

Counter where people can ask questions about government websites. Our colleagues answer their questions and/or refer them to other organisations where they can get the answers.

Development Square



Why

- Reliable place for information.
- A lot of different questions.
- Personal contact.
- Multiple expertise.
- Gap between help and education.



The concept

Participation skills

Basic skills



Persoon centraal

Development square

Types of help

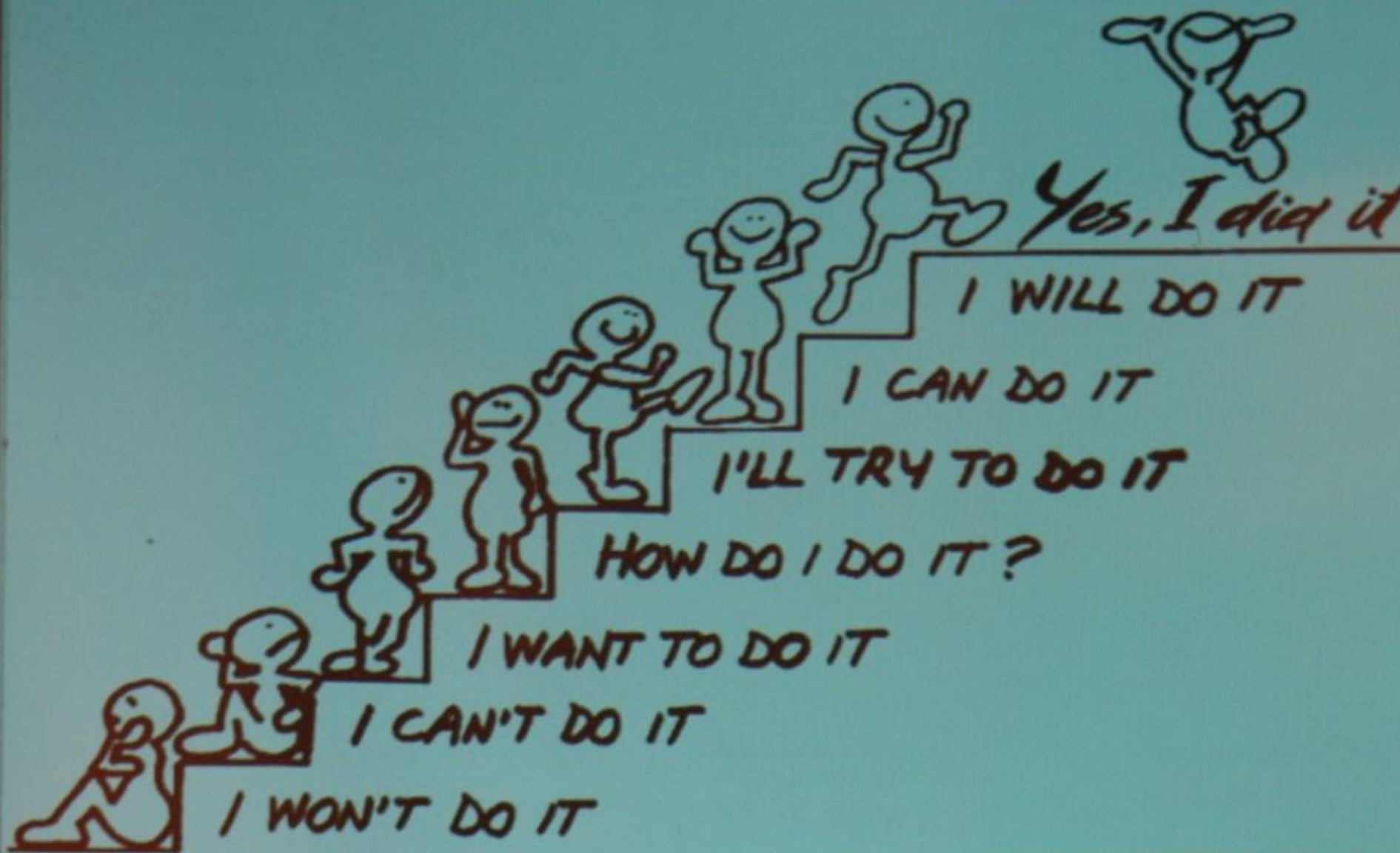


The service

- Information
 - Informationpoint learning Dutch & Digital skills
 - Informationpoint Digital Government
 - Informationpoint Work (leerwerkloket)
 - Informationpoint Volunteer work
 - Informationpoint Saving on the energy bill
 - Informationpoint Money and family
 - Informationpoint Integration
- Workshops and courses
- Guided practice on the computer

Goals

- More people get the help they need
- More people start with education from personal drive.
- More question orientated learning possibilities.



WHICH STEP HAVE YOU REACHED TODAY?

Network Digital Inclusion

- It is our ambition to create a network where all people from Rotterdam can ask their questions and where they get the support they need to participate in the digital world.
- Over 45 partners
- Focus on:
 - Motivation
 - Ownership
 - Skills
 - Use

Network Digital Inclusion

- Follow national and regional developments and translate them to our local situation;
- Organize network meetings and sessions with partners;
- Share knowledge with the partners (research, reports, articles etc.);
- Making teaching materials available (toolbox);
- Training platform for volunteers;
- Creating a pool of volunteers and teachers;
- Pilots: online banking, Digitaal Meedoen (social internet subscription + device + support).

Questions?

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