Hertfordshire Local

Delivering the digital inclusion agenda within a context of information literacy

John Harris

Director of Children’s Services

Hertfordshire County Council

www.hertsdirect.org

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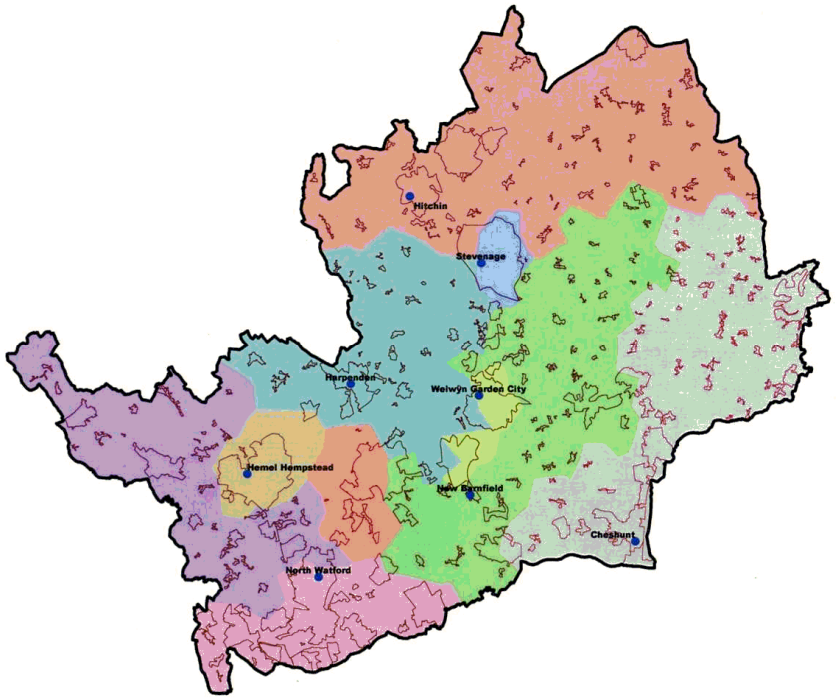
Hertfordshire County Council



- Two tier authority – covers 10 Districts
- 1 million+ population
- County of small towns – no geographical centre
- 49 libraries, plus 13 mobiles

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The Way We Work

- Varney Report 2006
- Improved telephone access
- 24/7 access to online services

but

- Rationalisation of local council offices reduces local presence.

What libraries can offer…

- Libraries for the 21st Century
- Libraries in 46 local communities
- Well known and well used
- Non-stigmatised
- Established information providers
- Free internet access
- Trained staff

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- High profile initiative to promote libraries as local access points for HCC information and online services
- Launched at five pilot libraries in January
- Roll-out to all libraries by June 2010

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The Hertfordshire Local project

- Training programme for library staff
- Funding to enhance enquiry desks
- Branding
- External publicity campaign
- Internal publicity to raise the profile of libraries with other HCC departments

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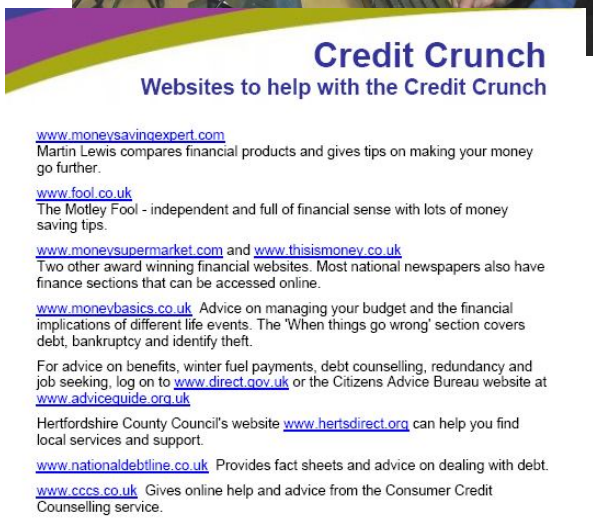
Libraries adding value

- Digital inclusion – updating the technology
- Information literacy – information skilled staff provide guided self-help
- Support for IT skills – informal taster sessions and IT classes



Credit Crunch

Websites to help with the Credit Crunch

www.moneysavingexpert.com
Martin Lewis compares financial products and gives tips on making your money go further.

www.fool.co.uk
The Motley Fool - independent and full of financial sense with lots of money saving tips.

www.moneysupermarket.com and www.thisismoney.co.uk
Two other award winning financial websites. Most national newspapers also have finance sections that can be accessed online.

www.moneybasics.co.uk Advice on managing your budget and the financial implications of different life events. The 'When things go wrong' section covers debt, bankruptcy and identify theft.

For advice on benefits, winter fuel payments, debt counselling, redundancy and job seeking, log on to www.direct.gov.uk or the Citizens Advice Bureau website at www.adviceguide.org.uk

Hertfordshire County Council's website www.hertsdirect.org can help you find local services and support.

www.nationaldebtline.co.uk Provides fact sheets and advice on dealing with debt.

www.cccs.co.uk Gives online help and advice from the Consumer Credit Counselling service.

www.hertsdirect.org

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Libraries delivering local outcomes

- Is my child entitled to free school meals?
- What support and advice is available for carers?
- How can I register an interest in adoption?
- What is the correct marking for a disabled parking bay?
- My son is 14 and would like to work outside school hours – what are the regulations?
- Who measures aircraft noise on the flight path to Luton Airport?

Beyond digital inclusion….

Hertfordshire libraries are:

- Educators
- Enablers
- Navigators
- Signposters

... Libraries for the 21st Century

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