Delivering the digital inclusion agenda within a context of information literacy

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background – digital inclusion

Government publication *Delivering Digital Inclusion: An Action Plan for Consultation* published for consultation in October last year. It outlines "the key issues relating to the use of digital technology and argues why digital exclusion is an increasingly urgent social problem. In summary:

- digital technologies opportunities (including computers and internet) are not enjoyed by the whole of the UK population - there is a strong correlation between digital exclusion and social exclusion.
- there are significant and untapped opportunities to use technology better on behalf of citizens and communities, to address the needs of disadvantaged groups and individuals"

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background – information literacy

Information literacy is defined as

"knowing when and why you need information, where to find it, and how to evaluate, use and communicate it in an ethical manner."

CILIP (Chartered Institute of Library and Information Professionals)

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background – information literacy

To be information literate requires having an understanding of:

- a need for information
- the resources available
- how to find information
- the need to evaluate results
- how to work with or exploit results
- ethics and responsibility of use
- how to communicate or share your findings
- how to manage your findings.

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24 hour access to Dudley council services

Digit TV allows residents to contact the council 24 hours a day.

The free service means residents with digital interactive television packages such as Sky and Virgin Media can access services via the interactive button on their remote control

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silver surfers enjoy learning for life

Local residents aged 65+ take part in 'Silver Surfer' computer workshops at neighbourhood learning centres and libraries. Older learners explore different aspects of the Internet including mapping their own carbon footprint, tracing their family history with ancestry.com and learning to 'safe surf'

446 learning over 65+ accessed ICT through ACL from August 2008 - May 2009

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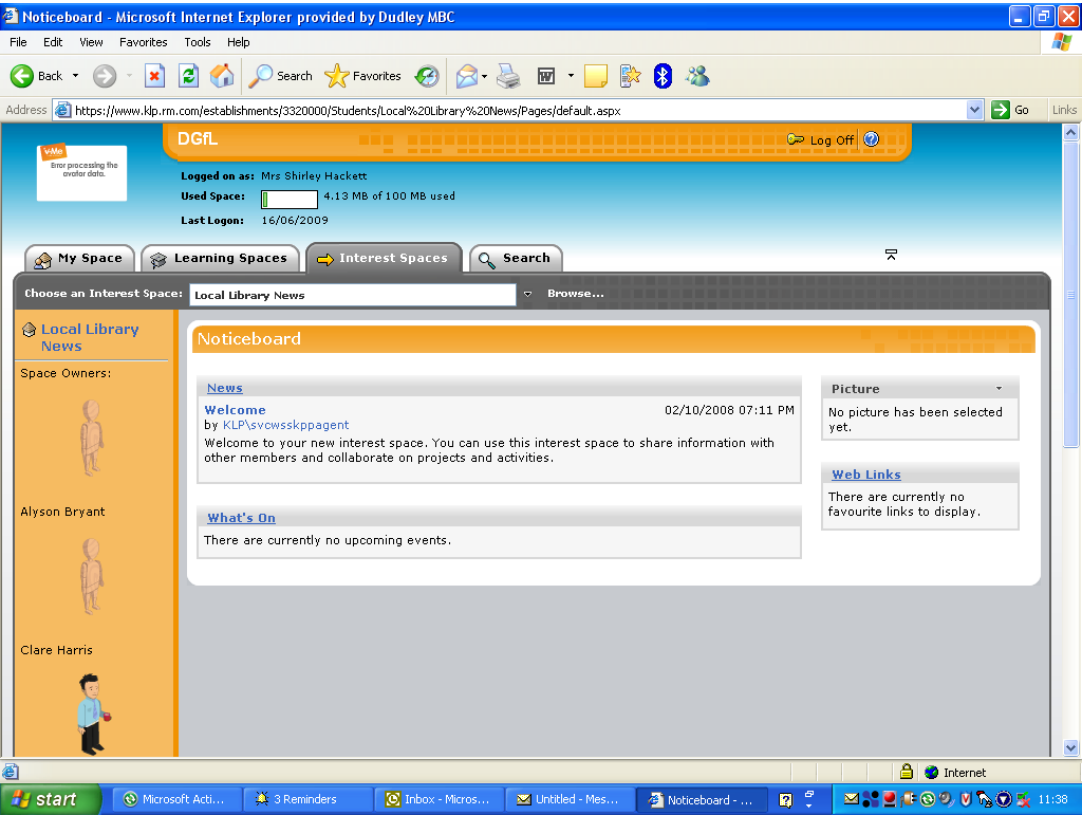
Dudley grid for learning



Dudley schools have a portal which allows for targeted communications to staff, pupils and their parents.

Information is accessed via a logon id.

Libraries can share information about what's on or coming up, and set up discussion groups

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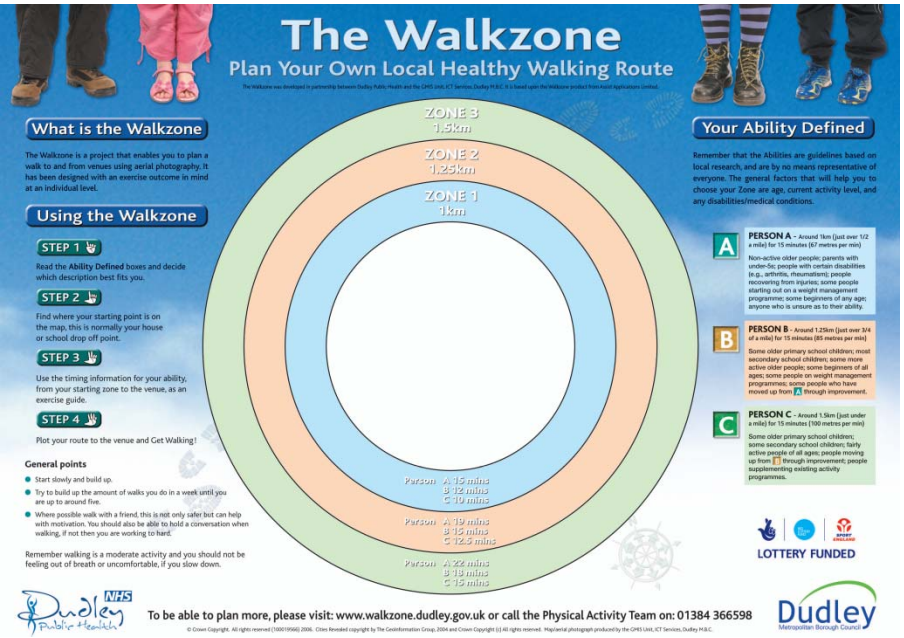
plan your route, count your steps and walk your way to health with The Walkzone

www.walkzone.dudley.gov.uk



take a book for walk

Dudley libraries, in partnership with Dudley Public Health, run a scheme *'take a book for a walk'* to encourage library users to take part in developing or improving their fitness levels.

When a library book is loaned a pedometer can be loaned at the same time.

Participants are also signposted to the Walkzone website and to other sites to develop their fitness.

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Next steps

- investing and refreshing people's network
- using '*The learning revolution'* concept as a basis for developing information for our customers
- Dudley Council was one of the first signatories of the Learning Revolution pledge

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