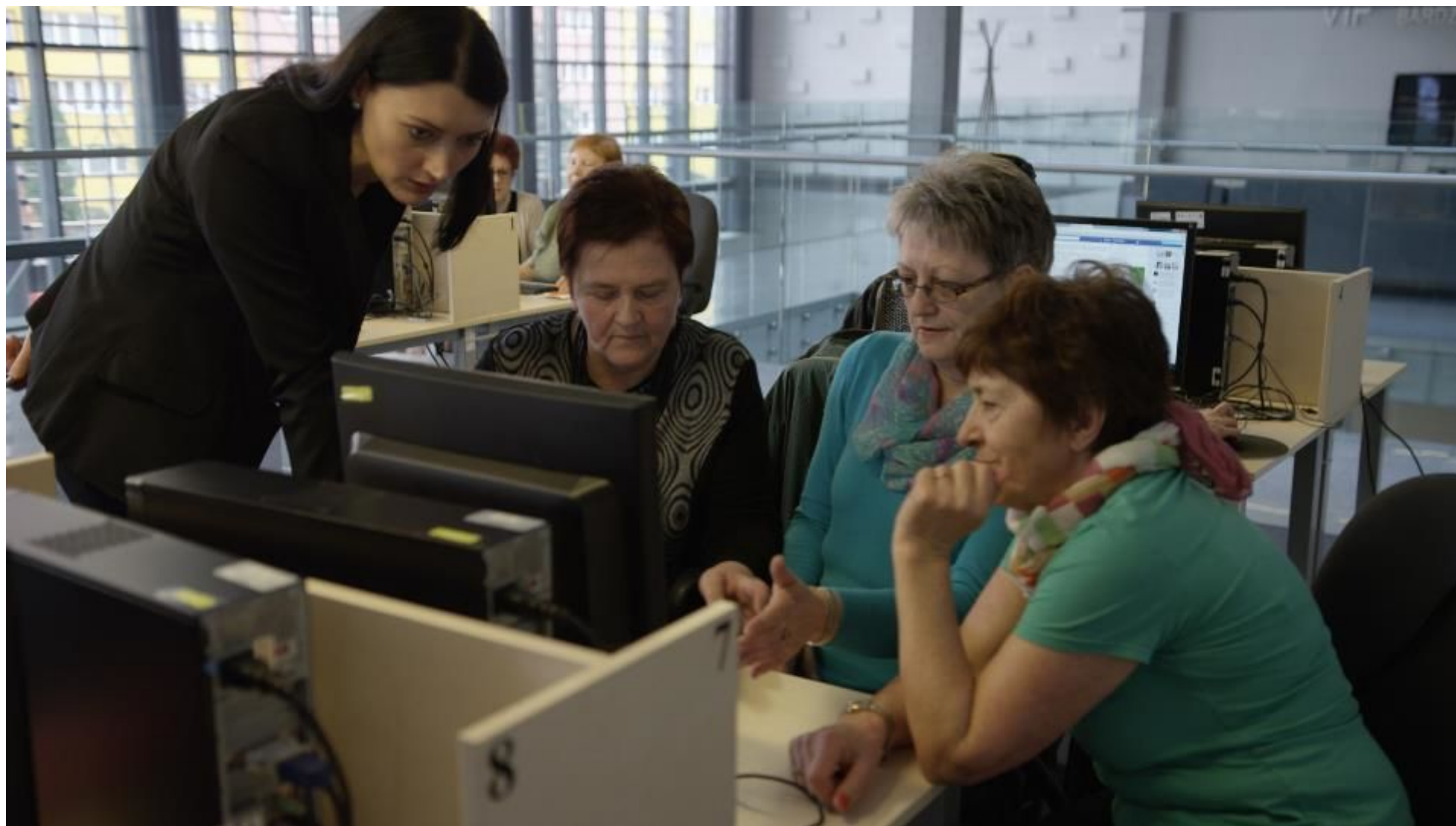
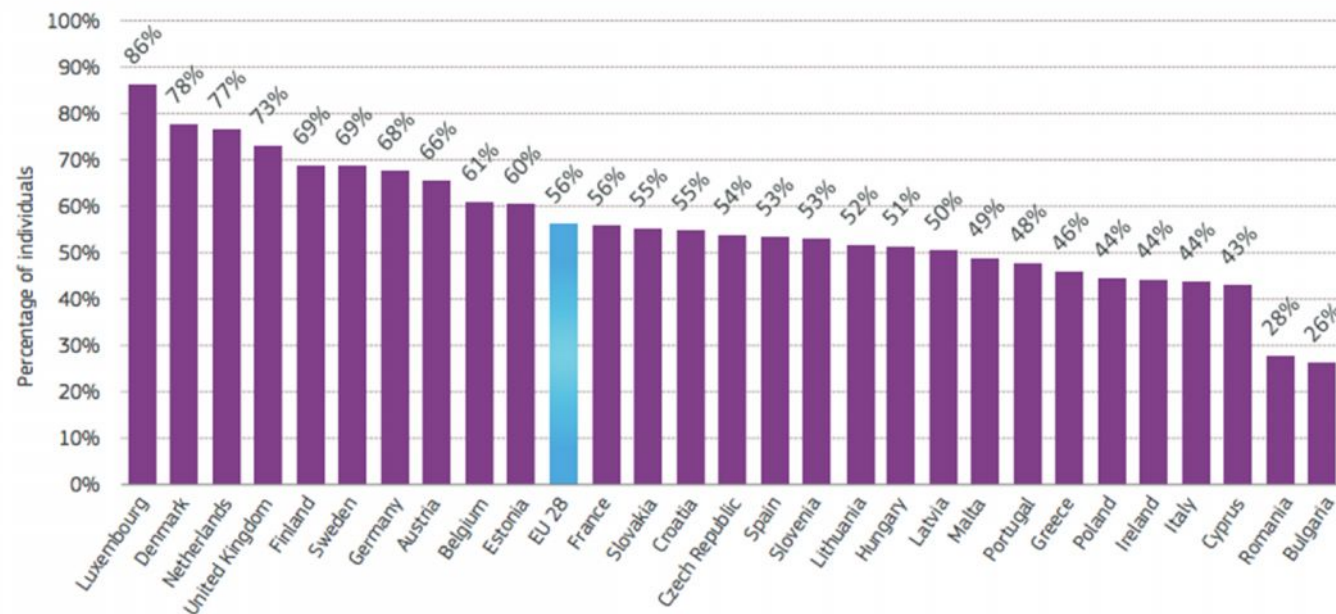


# Smart citizens and digital societies: the potential of Europe's public libraries

Ilona Kish



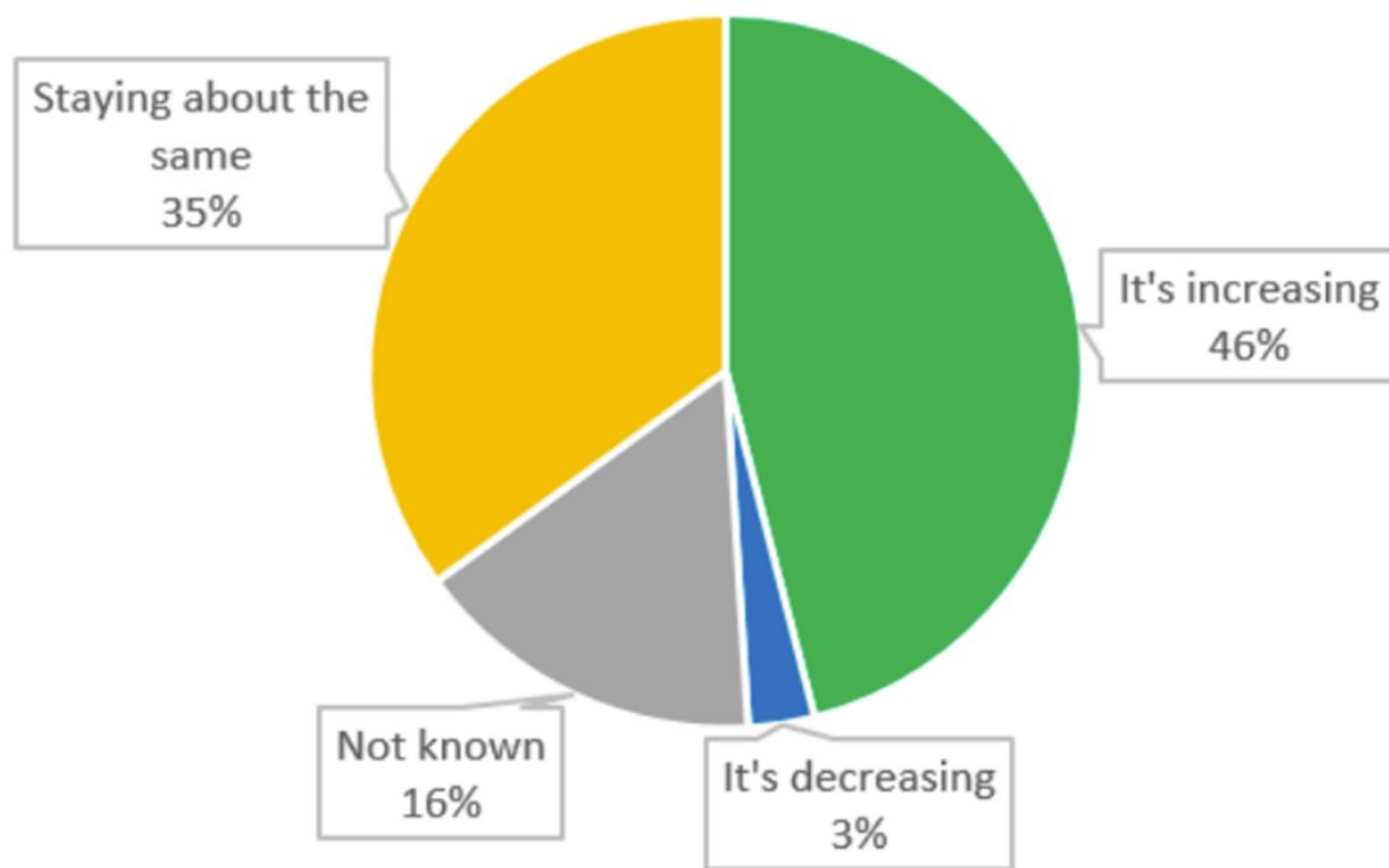
## Basic digital skills in the EU



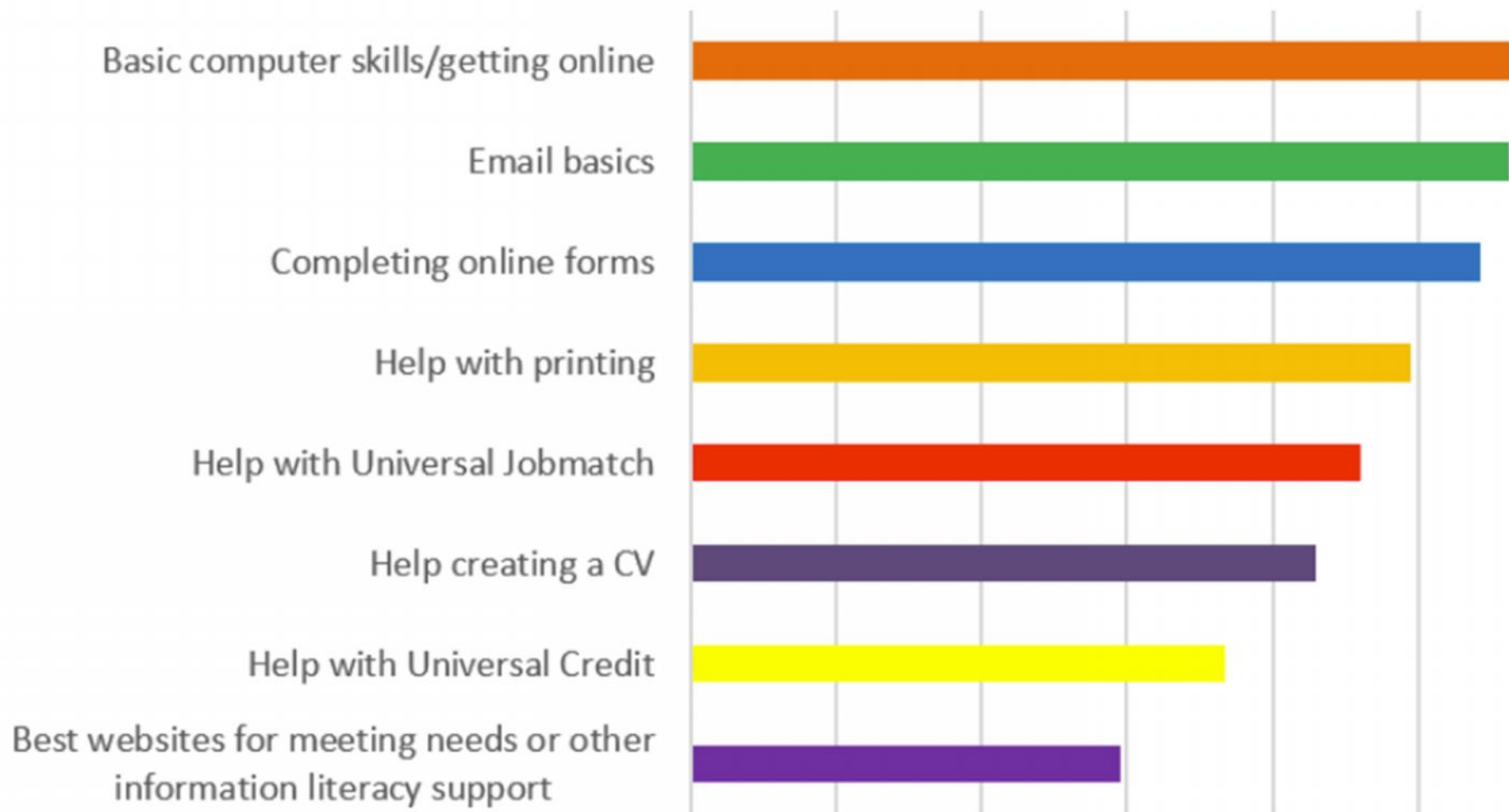




# Are the number of requests for digital help from customers changing?



# What digital support do library customers need? (ranked in order of importance)







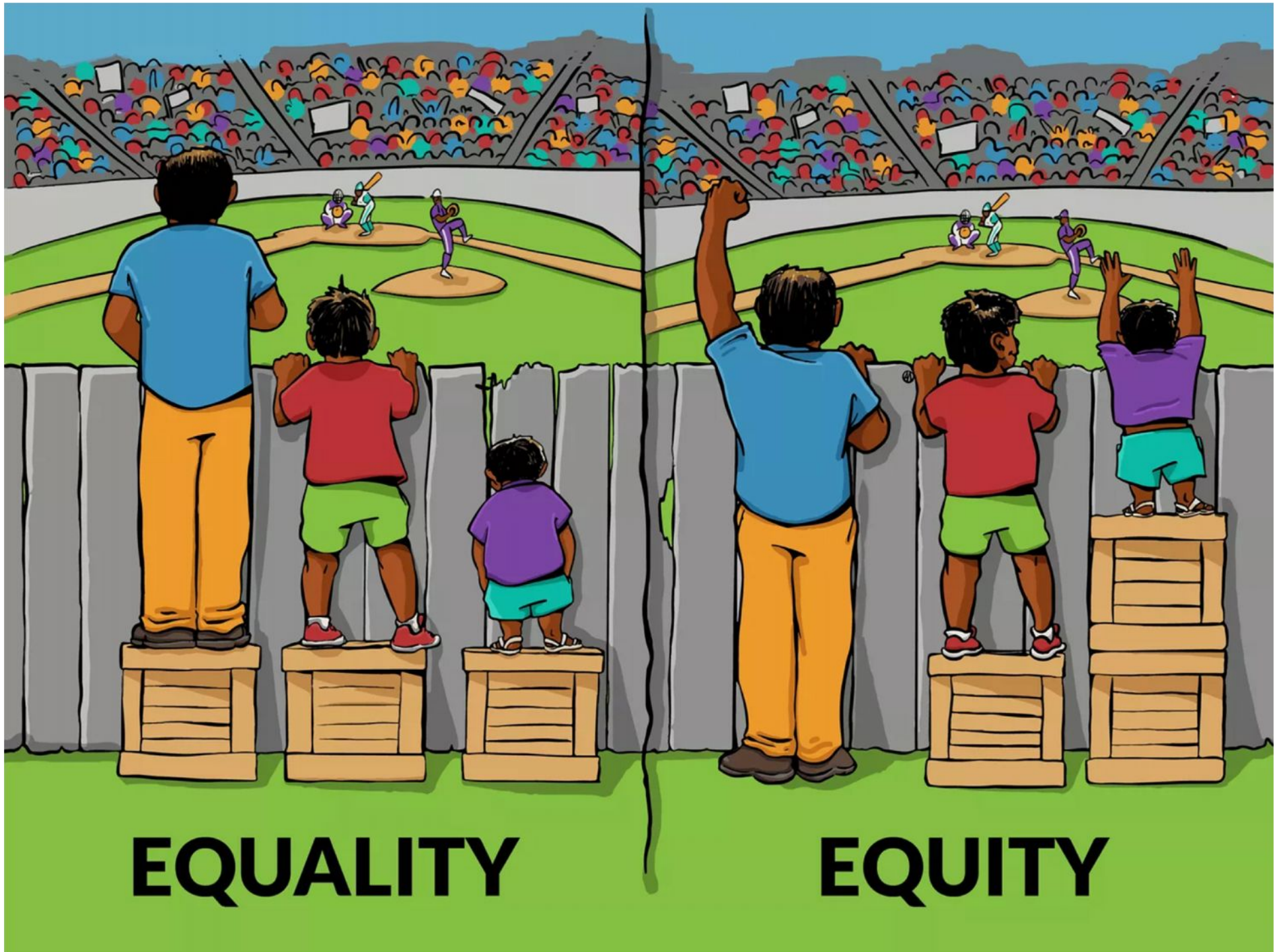


★ [www.oodihelsinki.fi](http://www.oodihelsinki.fi)



## What's needed?

- Specific support for basic digital skills learning, especially for hard to reach groups.
- Facilitate access to ESF funding
- EP CULT champion the library community!







smart **cities**  
sm<sup>owl</sup> **citizens**  
smart **libraries**

9 October 2018





# Thank you!



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