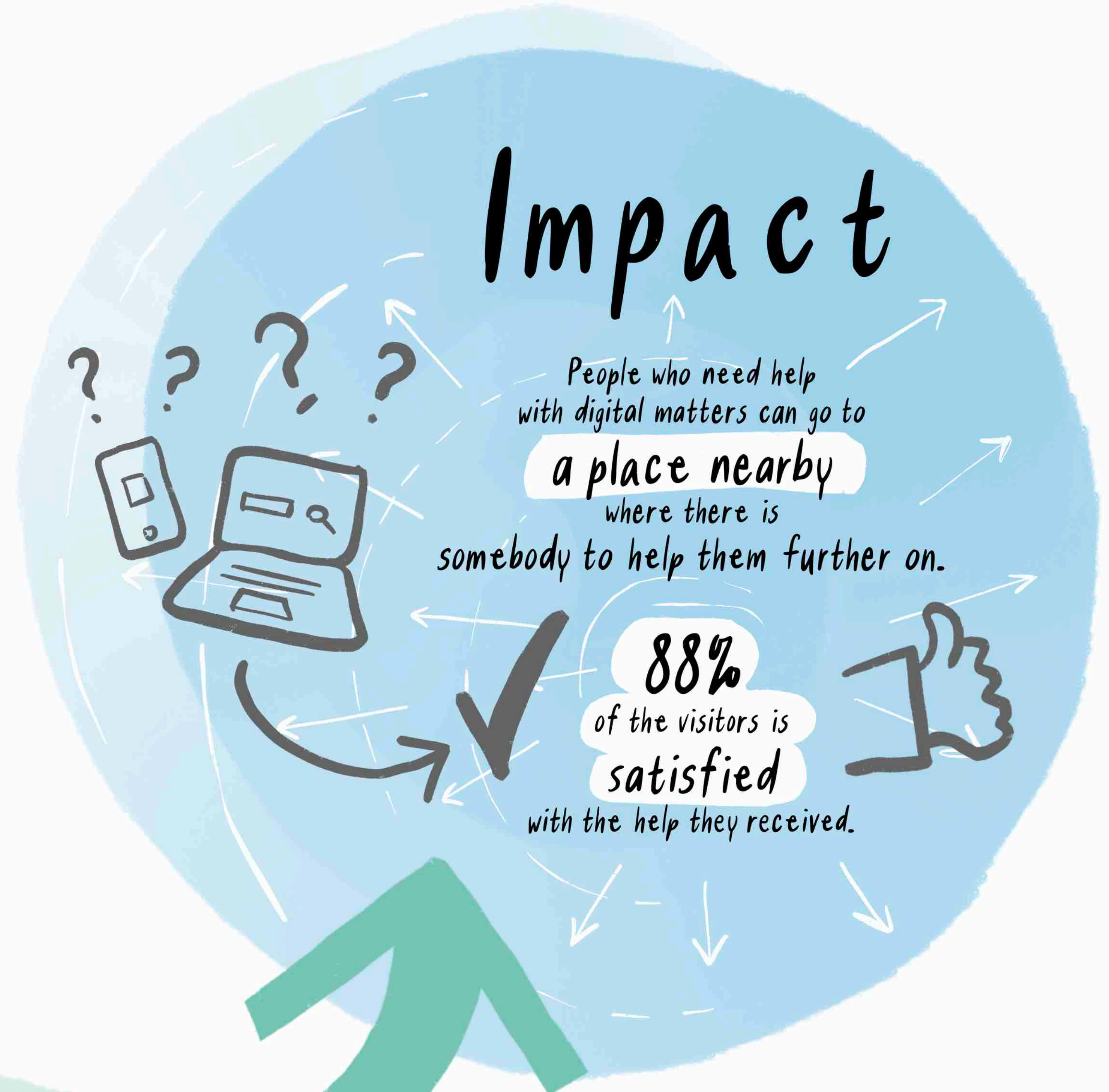


→ Dutch libraries contribute to digital inclusion



Results*

- A Digital Government Information Point in nearly 700 Dutch libraries
- About 100.000 questions are asked / people are helped
- A network collaboration of national and local libraries, governments and public partners on social issues
- A national program on staff training (e-learning and communication skills), marketing and monitoring

*) from July 2019-June 2023, during corona-lockdowns libraries/IDOs were closed

Story

Many people (about 2,5 – 4 mln elderly, jong adults, low literate people and newcomers) have problems with the digital government and have questions about DigiD, taxes, benefits, healthcare, housing, work, student finance, corona vaccinations or other matters or difficult letters from the local and national government and other partners.

To offer them a place where they can go for help, the KB, national library of the Netherlands and all public libraries work together with governments and other partners and developed the Digital Government Information Point in libraries. Here, people get information and help or they can learn basic (digital) skills. The service is friendly, free and accessible for everyone, also non-library members.

