Libraries have always helped to connect everyone in society with information and knowledge. These days that means digital channels are as important as books and publications. For those in our communities without digital skills, there is a new role for libraries in supporting digital inclusion, and Good Things Foundation - the charity behind the Online Centres Network and learning website, Learn My Way - can help.

- **2938** libraries in the Online Centres Network
- **£316,000** total funding awarded to 46 library services in our network in 2015/16
- **11,619** learners who gained basic digital skills in libraries in 2015/16
- **£2,697,827** potential annual savings to local & national government as a result of learners using digital channels
- **£5,087,793** potential cumulative economic benefit as a result of learners gaining basic digital skills in 2015/16
- **857** libraries used Learn My Way in 2015/16
- **22,150** learners registered on Learn My Way through their local library in 2015/16
- **78,761** courses were completed on Learn My Way in a library

**Why libraries are important in our digital world**

- Libraries are ideally positioned in the heart of their communities to tackle digital and social exclusion.
- Libraries are essential in helping to address the £63bn digital skills gap, identified in the UK economy.
- Librarians can help learners with information literacy online - providing access to information and knowledge.
- Increasingly, libraries are becoming frontline public services for local and national government online services.

Good Things Foundation provide resources and support for libraries’ digital inclusion activities, helping reduce the amount of people excluded from the benefits of digital technology and supporting learners to use digital and online services.

#digilibraries
How we can help libraries

Management Information - what is it?

- Learn My Way has a built-in data recorder that can be easily accessed and updated from across a library service. It allows library staff to track the activities and progression of learners both through and outside of Learn My Way.
- The recorded data can help libraries effectively demonstrate the reach and value of their digital inclusion activities to local authorities, funders, and more.
- This information is a powerful advocacy tool for library services to evidence the difference they can make to their respective communities.

What libraries are saying...

In September 2016, we hosted the Libraries Delivering Digital Inclusion event. We discovered a lot about libraries’ digital inclusion activities being carried out across the UK, including:

- 98% of libraries agree working in partnership with local community organisations is important for effective digital participation
- 95% agree that it’s important to be able to evidence their digital inclusion activities
- 92% agree that there is high demand from jobseekers to use computers in libraries
- 76% agree that the demand for basic digital skills support has increased in the last five years
- 8% agree that their staff do not need more training to deliver basic digital skills
- 81% have used the internet to find work
- 70% have used the internet to find health information
- 64% have used the internet to access Government or council services

Neil MacInnes, President Society of Chief Librarians

"Learn My Way is one of the best kept secrets for libraries delivering digital inclusion"

Emily Warren, Leicestershire Libraries

"Being a member of the Online Centres Network helps us deliver digital inclusion effectively because it provides us with all the resources and support we need to effectively engage and help users"