

Case Study 1

Role: Librarian, Dorset

What digital tools did you choose - Video consultation, apps and social media to reach service users more efficiently and effectively

What do you think are the main benefits to introducing digital tools to your service users? - Increase their digital skills, eradicate the digital divide, help them stay connected and healthy.

Do you feel confident in promoting digital tools to your service users? Yes

Do you feel confident to be a digital champion and promote the use of digital tools to colleagues? Yes

What was the most important thing you learnt from the course?

How to use video conferencing to still connect groups together. Also interested in the Facebook portal and other equipment. Being able to ask questions was great and really helped with understanding.