



digital
inclusion
project

Digital Inclusion Project

Library Staff & Digital Champion Guide

Supporting Residents
with Digital Skills,
Devices and Connectivity



Funded by
UK Government

Barking &
Dagenham



1. Purpose of this Guide

This guide helps library staff and Digital Champions support residents with digital skills, devices and internet access.

The aim is to help residents get online, use services and feel confident using technology.

2. Your Role

Welcome residents and ask how you can help.

Support residents to use devices and online services.

Guide residents step-by-step rather than doing tasks for them.

Help residents build confidence using technology.



3. Before a Support Session

Check computers or devices are available.

Make sure Wi-Fi is working.

Have the Digital Guide ready.

Make sure the participation form link or paper form is available.



4. When a Resident Arrives

Greet the resident in a friendly way.

Ask what help they need.

Example: 'Hello, how can I help you today?'

If they need digital help explain the service and ask them to complete the participation form.



5. Step-by-Step Support Process

Step 1 – Ask the resident to complete the participation form.

Step 2 – Ask simple questions to understand what they need help with.

Step 3 – Open the Digital Guide and find the relevant topic.

Step 4 – Show the steps and let the resident try them.

Step 5 – Support them if they get stuck.

Step 6 – Ask if they need any more help before they leave.

6. Examples of Support

- Setting up an email account
- Searching for jobs online
- Accessing NHS or council services
- Learning basic computer or phone skills
- Using a tablet or laptop



7. Device Loans

Check the resident lives in Barking and Dagenham.
Confirm they are a library member.
Explain the device borrowing rules.
Issue the device through the library system.
Show the resident how to turn the device on and connect to Wi-Fi.



8. Free Mobile Data (SIM Cards)

Step 1 – Welcome the resident and explain the programme.
Step 2 – Check eligibility (for example low income, no internet at home or job searching).
Step 3 – Complete the data distribution form with the resident.
Step 4 – Issue the SIM card and explain the data allowance.
Step 5 – Help activate the SIM if needed.
Step 6 – Offer extra support such as digital skills sessions or device loans.
Step 7 – Record the distribution in the tracking system.



9. Online Safety Advice

Encourage residents to create strong passwords.
Warn residents about scam messages and suspicious links.
Tell residents not to share personal information online.
If they receive a scam message advise them to delete it and report it to Action Fraud.

10. Safeguarding and Privacy

Respect residents' privacy and personal information.

Residents should enter their own passwords and personal details.

Never ask for passwords.

Never handle someone's banking information.

If you are concerned about someone's safety, inform a library manager.

11. Encouraging Digital

Be patient and supportive.

Use simple language and avoid technical terms.

Allow residents time to learn.

Encourage them to practise and return for more help if needed.



12. Recording Support

Record digital support sessions.

Record device loans.

Record SIM or data distributions.

This helps measure the impact of the programme.



Useful Services

Learn My Way – www.learnmyway.com

NHS App – www.nhs.uk/nhs-app

Barking & Dagenham Council – www.lbbd.gov.uk

National Databank – www.goodthingsfoundation.org

Action Fraud – www.actionfraud.police.uk

Citizens Advice – www.citizensadvice.org.uk

Age UK Digital Support – www.ageuk.org.uk

AbilityNet – www.abilitynet.org.uk

