Project Report

* indicates a required field

Research Title
The Library as a Space for Digital Inclusion: Connecting Communities Through Technology
This question is read only.

Please provide a short summary of the work that was completed as part of this project / research *
This project sought to investigate the role of public libraries in promoting digital inclusion and overcoming the digital divide. The project comprised survey research on library managers, library staff, and library users. Ethics approval for the library managers and staff surveys was gained on 20 March 2019 from the Massey University Human Ethics Committee. The library manager and staff surveys were developed, and pilot tested, in consultation with a focus group, prior to dissemination online via the Library and Information Association of New Zealand Aotearoa (LIANZA) and the Public Libraries of New Zealand (PLNZ) networks. Both surveys were open for the month of June 2019. Valid responses were received from 44 library managers and 228 library staff members. Analysis of data is nearing completion.

Ethics approval for the library users survey was received on 27 August 2019. The survey was developed and piloted with a small group of library users known to the researchers, then disseminated online through LIANZA and PLNZ networks. The survey was open for the final three months of 2019. Given that the focus of the research was digital inclusion, and we did not wish to exclude responses from people who were not familiar with digital surveys, paper copies were made available to libraries on request. Valid responses were received from 405 library users. Analysis of data has commenced.
Describe the 'who, what, where, when and why' of your initiative

Timing

Is your project / research complete? *
○ Yes   ◉ No
If your initiative is still in progress, pick 'no'

When do you anticipate that your project / research will be completed?
30/06/2020
Must be a date.
Leave blank if this is an ongoing initiative or if finish date is unknown

Milestones

What have been the major steps / stages (i.e. milestones) involved in delivering your initiative to date?

Milestone	Description

Low risk ethics notification	A low-risk application was submitted to the Massey University Human Ethics Committee (20 March 2019) and approval given to conduct the survey with library staff and library managers. Ethics notification number: 4000020623
	Because the library users survey could potentially have included responses from vulnerable participants, a full ethics application was submitted to the Massey University Human Ethics Committee. Approval was received on 27 August 2019 (SOB 19/36).
Develop survey tools	Three surveys were developed, for library managers, library staff and library users. The managers and staff surveys were developed in consultation with LIANZA and PLNZ. The users survey was developed to align with the staff survey so that results can be compared.
Administer the surveys	The library managers and staff surveys were administered in June 2019. The library users survey was administered in October-December 2019.
Analysis of findings	Analysis of the data from the library managers and library staff surveys commenced in November 2019 and is nearing completion.
	Data from the library users survey has only just become available and will be analysed in the first quarter of 2020.
Report to PLNZ	The Executive Director of PLNZ has been updated on the project throughout the year. A final report on findings from the three surveys will be made available to PLNZ in the coming months.

Dissemination of findings	Three presentations on preliminary findings have been completed. The first was a case study as part of a Symposium at HERDSA 2-5 July 2019 in Auckland. The title of the Symposium was "Digital (in)equity: Moving from exclusion to inclusion" and the title of the Case study was "Digital Inclusion Through Libraries". The second, "The library as a space for digital inclusion", was presented to the Digital Inclusion Research Forum @ NetHui 2019, on 2 October 2019, in Wellington. The third, also called "The library as a space for digital inclusion", was presented at the 28th ICDE (International Council for Open and Distance Education) World Conference on online learning, 3-7 November 2019 in Dublin, Ireland.
	In addition, publication about the study has occurred through social media channel in the form of a blog post – Libraries in the digital age: from places of collections to spaces for learning and creation (4 February 2019; also published in LIANZA Library Life magazine April 2019). There are also more planned including a blog post – Libraries as a space for digital inclusion – an update (forthcoming); and a Video – Libraries as a space for digital inclusion (forthcoming).
	A request for the preliminary findings from the library manager's survey was received from the Policy Contractor at InternetNZ. These were sent on 11 November 2019.
	Once the final report has been presented to PLNZ, it will be made available to InternetNZ.
e.g. planning; major activities; evaluation	

Outcomes

What outcomes were generated as a result of this project / research?

Outcomes are the changes that have occurred for the beneficiaries of your initiative. Generally outcomes can be framed as an increase or decrease in one or more of the following:

- Skills, knowledge, confidence, aspiration, motivation, (these are generally **immediate** or short-term outcomes)
- Actions, behaviour, change in policy (these are generally **intermediate** or medium-term outcomes)
- Social, financial, environmental, physical conditions (these are generally **long-term** outcomes)

Immediate outcomes occur directly following an activity (e.g. within 1 month); intermediate outcomes are those that fall between the immediate and long-term (e.g. between 1 month and 2 years); and long-term outcomes are those we expect to see years later (e.g. 2, 5, 10 or 50 years after the activity).

We also want to learn more about how you tracked the outcomes of your initiative - what you measured and how.

If you need more help understanding what outcomes are, read the help sheets at www.ourcommunity.com.au/evaluation

List your initiative's outcomes and attached information in the following table. Leave blank any fields that do not apply to your project.

Outcome	Were these outcomes anticipated?	Timeframe	Indicator	Verification Method
Identify key understandings of digital inclusion in public libraries	Anticipated	Intermediate	Key finding	Statistical and thematic analysis
Contribution to the development of a digital inclusion survey tool	Anticipated	Immediate	Survey scales within the library staff and library users' surveys	Statistical analysis
Contribution to public knowledge (e.g. contribution on digital inclusion and enablers and barriers to libraries promoting inclusion)	Anticipated	Intermediate	Final report provided to PLNZ	Publication of findings through the public libraries network
Contribution to research community (e.g. contribution on the importance of digital inclusion and the potential role of libraries in promoting this)	Anticipated	Long-term	Conference presentations, Blog posts and Journal articles (see milestones)	Acceptance to academic conferences and journals
Outcomes are the changes that you believe were generated or influenced by your initiative. See information above.	Choose from the list	Choose from the list (see description above)	What you used to measure this outcome - e.g. 'change in teenage pregnancy rates from x to y'	e.g. survey; interviews; focus groups

What (if anything) did you change in your approach and practices as your project?
research proceeded, and why? *
We extended the consultation period with librarians and conducted a focus group to make sure the survey instruments developed incorporated their feedback and were adequate in language and focus. We developed three separate survey instruments - one for library managers, a second for library staff, and a third for library users.

Our timeframes for survey administration were adjusted as the research progressed. The library managers and library staff surveys were administered in June 2019 and the library users survey was administered in October-December 2019. The delay in administering the library users survey occurred as we decided to apply for full ethics approval because of the potential that vulnerable participants might respond to the survey.

Analysis of the survey findings is ongoing, especially for the library users survey as the data collection only ceased at the end of December 2019.
We may use this information to help inform others undertaking similar work

What did you learn as a result of undertaking this project/program? *
A full report on the survey findings is in progress and will be presented to PLNZ and shared with InternetNZ when completed.

We established productive collaborative relationships with existing library networks (i.e. PLNZ and LIANZA). We made use of these networks to conduct a focus group with library experts in order to develop the library managers and library staff survey instruments. We also used these networks to access the survey participants. Invitations and reminders to participate were coordinated through these networks and then distributed to individual libraries throughout New Zealand. This relationship building and collaboration phase took time but was instrumental to the success of developing and administering the surveys.

For the library users survey, we were reliant on individual libraries (and staff members within those libraries) agreeing to participate in the survey and advertising the survey to users. In some cases, library staff members had to take the time to sit alongside library users to facilitate the completion of the survey. We anticipated that it might be challenging to recruit library users, therefore we offered two prizes of a Samsung tablet (worth $500 each) to recognise the value of the users' contributions and the time involved in completing the survey.

Some librarians and library users enthusiastically supported the project, for example, librarians and library users on the West Coast of New Zealand, whereas responses from some larger libraries were lower than anticipated (e.g. libraries in the Auckland region). Possible reasons for this were that surveys from other projects were being conducted at a similar time.

To ensure equity of access to the library users survey, we offered a paper copy in addition to an online version. These were available to libraries on request. Only three libraries requested paper surveys, and of these only one library returned completed copies. Potentially this means that there are fewer responses from digitally excluded library users in the final dataset than desired.

The projected timeline for the development and administration of the surveys was inadequate. It took longer than anticipated to develop relationships with PLNZ and receive feedback on the library managers and library staff survey instruments. The decision to complete a separate full ethics application for the library users' survey also created delays in the timeline. The data collection period for the library users survey needed to be considerably longer than anticipated because it took time to communicate the invitations to participate through the various networks

We are particularly interested in lessons that may help others undertaking similar work. Think about what you learned about your inputs (money, skills, personnel, time - too much; too little; about right?); your assumptions (were they 100% right, only partly right, or were the results a complete surprise?); and the context of the project/program (timing; targeted beneficiaries; geographic settings - were they right; wrong; about right?)

How will you share your learnings from this project/research? *
Initial findings from the project have been shared at three conferences, one in New Zealand and one internationally (see Outcomes). Findings will also be shared through the Centre for Equity through Education blog (https://www.equitythrougheducation.nz/). A full report on the survey findings is in progress and will be presented to PLNZ and shared with InternetNZ when completed. Articles for academic journals will be developed once the report is complete.

Findings from this survey research will inform a proposed case study phase to explore the lived experiences of digitally marginalised library users.

What mediums were used to share the learnings? Have you reached the audience you expected?

We'd love to see some visual and audio representations of your work. Please share below.

Upload files: *No files have been uploaded*

and/or

Provide web link: https://www.equitythrougheducation.nz/latest-news/2019/2/4/libraries-in-the-digital-age-from-places-of-collections-to-spaces-for-learning-and-creation
Must be a URL

and/or

Provide additional details: Please include captions, if relevant

Can we use your media content in our own communications?   ◉ Yes   ○ No   ○ Please contact us first
e.g. in our annual report

Financial Report

* indicates a required field

Project Income & Expenditure

Please provide details of any project income (funds received) and project expenditure (funds spent) to date.
Use the 'Notes' column to provide any additional information you think we should be aware of.

Income Description	Income Type	Confirmed Funding?	Income Amount ($)	Notes
InternetNZ	Philanthropic Grants *	Confirmed *	$19,990.00	As per grant

Expenditure Description	Expenditure Type	Expenditure Amount ($)	Notes
Junior research officer	Salaries and Wages *	$6,630.20	
Research officer	Salaries and Wages	$8,810.00	
Travel	Other Expenditure	$506.13	
Photocopy costs	Administrative and Infrastructure	$0.00	
Postage	Administrative and Infrastructure	$0.00	
Prizes	Other Expenditure	$1,045.17	
University levy	Overheads	$2,998.50	

Income and Expenditure Totals

Total Income Amount

$19,990.00
This number/amount is calculated.

Total Expenditure Amount

$19,990.00
This number/amount is calculated.

Income - Expenditure

$0.00
This number/amount is calculated.

Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:
As we decided to offer two prizes to participants of the library users survey, we trimmed expenditure from the 'Junior Research Officer', 'Photocopy costs' and 'Postage' budget lines to cover the cost of the prizes.

Certification and Feedback

Feedback

You are now nearing the end of this form. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback. (If you would rather provide anonymous feedback, please go to **{{ Grantmakers: provide a link to an anonymous survey or delete this sentence }}**

Please indicate how you found the acquittal process:
○ Very easy ● Easy ○ Neutral ○ Difficult ○ Very Difficult

How many minutes in total did it take you to complete this form?
180
Estimate in minutes (i.e. 1 hour = 60 minutes)

Please provide us with your suggestions about any improvements and/or additions to this form that you think we need to consider:
The process was clear and straightforward.