


<b>Name of Library</b>	Rockhampton Regional Library	
<b>Address</b>	230 Bolsover Street Rockhampton QLD	
<b>Phone</b>	07 4936 8582	
<b>Contact person</b>	Naomi Brownless	
<b>Email</b>	Naomi.Brownless@rrc.qld.gov.au	

<b>Title of project/innovation/initiative</b>	Embracing digital learning for new migrants and refugees
<b>Date initiated</b>	August 2013
<b>Date completed</b>	Ongoing

#### **The issue/challenge**

Welcoming new migrants and refugees to Rockhampton Regional Libraries through free community digital literacy training, and overcoming the language barrier to enable access.

#### **Project details**

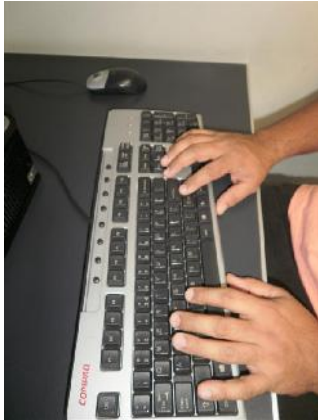
An opportunity to link new migrants and refugees in the community to the resources and services of the Rockhampton Regional Libraries was identified by library staff and a local multicultural organisation, with a strong desire by the CALD members to access technology and to remain connected with family and friends overseas.

Free internet access afforded by the local library was seen as a great incentive for this demographic to join the library although overcoming the language barrier has proved challenging for both CALD members and library trainers.

A special community training session has been set up in the Library Technology Centre (LTC) training rooms with CALD participants from the Multicultural Development Association invited to develop digital competencies in a relaxed environment. An interpreter from MDA with strong associations to the library has been working with the group to assist clients to join the library and access the many services on offer. An important element incorporating ESL training at the LTC has been the individual's digital literacy development to successfully set up email accounts and learn how to access social media sites.

The aim now is to further embed the migrants into a successful library experience, with plans to showcase online resources such as *Road to IELTS*, *Transparent Language BYKI*, *TumbleReadables* and the *MyLanguage* website. Linking the group to the Rockhampton Regional Library's TechnoTots program which extends intergenerational digital learning experience at the LTC will also be explored and may assist to build relationships with the men's familial network.

A proposed Faces of CQ Harmony Day Project for 2014 will further extend and celebrate the new CALD communities' inclusion into the soul of the community through the library.



**Figure 1: Language and digital learning at the library**