

# Building digital confidence across Scotland's libraries



## Setting the scene

The Scottish Library and Information Council (SLiC) is the independent advisory body to the Scottish Government on library and information matters. Its membership includes all 32 local authorities, 15 Universities and the 14 Further Education Colleges as well as the NHS, special libraries and the National Library of Scotland. SLiC works in partnership with a number of key agencies in Scotland.

## The challenge

Since the 2015 launch of *Ambition & Opportunity: A Strategy for Public Libraries in Scotland 2015 - 2020*, libraries have played a vital role in supporting digital inclusion.

A 2018 refresh of the strategy set out three priorities:

1. Supporting digital inclusion through national and local initiatives
2. Developing staff digital skills via the Digital Champions network
3. Expanding access to emerging technologies

To help achieve these aims, SLiC secured Scottish Government funding to improve the digital training available to public library staff - regardless of their role, location, or confidence with technology. However, libraries also needed to strengthen their support for digital participation within local communities. That

meant the new platform had to do more than upskill staff - it needed to help them deliver consistent, high-quality support to users across Scotland.

While a platform was already in place, it couldn't keep up with evolving needs. It lacked flexibility, struggled to scale, and much of the content had become outdated - making it difficult to provide relevant, effective training.

## The solution

Helping SLiC realise their vision meant delivering a scalable, future-ready learning solution. So we implemented [eNetLearn](#), our flexible, easy-to-use LMS, and supported setup and training for a smooth transition.



Intuitive and fully customisable, eNetLearn gave SLIC everything they needed to support Scotland's public library workforce, including robust reporting, showing engagement and progress. The platform is designed to support a wide range of stakeholders - from frontline staff to national partners - ensuring the experience is relevant and valuable at every level. It also makes it easy to keep training fresh, with flexible tools that allow authorised Digital Champions to upload new content they've created.

By migrating relevant content and existing users into eNetLearn, we ensured continuity for staff - maintaining momentum while providing a more modern, responsive experience. Since going live in 2021, there are now 1,250 active users, and this number looks set to grow as more library services engage with the platform.

## The benefits

With eNetLearn, SLIC gained a modern, scalable platform

that transforms how digital training is delivered across the Scottish public library network.

Staff now have access to up-to-date, engaging learning that reflects the technology they use and the communities they serve. Learning can be accessed on-demand, from any device, with clear pathways tailored to different roles and skill levels. Built-in reporting gives both local authorities and SLIC visibility over staff progress, supporting evidence-based decision-making and alignment with their strategic aims.

Thanks to eNetLearn's flexible infrastructure and affordable licensing, SLIC can scale the platform as demand grows - without compromising performance or user experience. And with ongoing content contributions from Digital Champions and partner organisations, the learning stays fresh, practical, and rooted in real-world needs.

By choosing eCom and eNetLearn, SLIC now has

a sustainable digital learning solution that helps staff build confidence and capability - while strengthening the role of libraries as trusted hubs for digital inclusion.

*"eCom really understood what we were trying to achieve and didn't just deliver a platform - they brought our vision to life. With eNetLearn, library staff across Scotland are building digital confidence and helping people in their communities take part in the digital world at every stage of life."*

Jim Gibb, Digital Training Development Manager, Scottish Library and Information Council



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