



DIGITAL ALPS CONFERENCE

SEROI+ project in Unité des Communes valdôtaines Grand-Paradis



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digitalalps.eu



- **Launch of the service on 18th November 2022**
- **Promotional campaign to make the service known**
- **Involvement of the librarians in managing bookings through the creation of an e-mail address and a shared Drive dedicated to the service**
- **Service available in 6 libraries (Avisé, Aymavilles, Sarre, Rhêmes-Saint-Georges, Introd and Cogne)**



GRAND-PARADIS
VALLE D'AOSTA VALLE D'AOSTA

SPiD, pec, identità digitale, fascicolo sanitario...
SERVE AIUTO?

Io **SPORTELLO DIGITALE**
Grand-Paradis

ti offre supporto per:

- ✓ Creazione identità digitale (SPiD o carta d'identità elettronica)
- ✓ Prenotazione visite mediche e accesso al fascicolo sanitario elettronico
- ✓ Iscrizione a un istituto scolastico o a un corso online

Servizio attivo dal 21 novembre presso
Biblioteca di AVISÉ
Biblioteca di AYMAVILLES
Biblioteca di SARRE

Modalità di prenotazione: via e-mail: sportellogigitale@grandparadis.it
oppure telefonicamente ai contatti delle biblioteche

GAL VALLE D'AOSTA
UNIONE EUROPEA
Valle d'Aosta
REGIONE AOSTA
VALLE D'AOSTA
L'EUROPEA
EUSALP
EUROPEAN COMMISSION
Valle d'Aosta
REGIONE AOSTA
VALLE D'AOSTA
interreg
Alpe Space
Supporto ERDF/ERDF

- Meetings with stakeholders to evaluate the activity
- Satisfaction questionnaire
- Organisation of courses to improve digital literacy of the population (how to use the smartphone as well as the main online services of the public administration)



Some numbers

In **6 months** the facilitator managed to arrange about **200 appointments**.

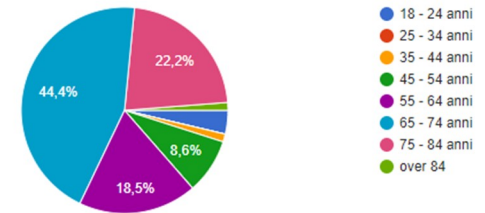
Survey results

- **User profile type:**
 - Aged 55 and over (80% of the users)

- **Very high level of satisfaction from users:**
 - 97% rated the service 9/10 or 10/10
 - 100% were satisfied with the opening hours
 - 93% stated that they acquired new digital skills
 - 82% stated that they would not know where to turn for support without this service

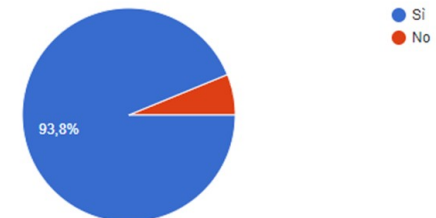
Fascia d'età

81 risposte



Ritiene di aver acquisito delle nuove competenze digitali rivolgendosi allo sportello?

81 risposte



Through the experimentation of the service, several effects have been identified:

Social: increase in library attendance , diversification of the services offered by the libraries, greater awareness in the use of PA digital services by the population, reduction in stress and improvement in the psychophysical well being of the user

Environmental: reduction in CO2 emissions as a result of reduced travel by users, reduction in paper use

Economic: decrease in the gap between urban and rural areas, improvement of services at a local level, better use of time, job creation, less access to public administration offices