

**Public Library Innovation Programme**

**Innovation Award 14**

**Public libraries improving lives**

Application form

**Type of Library (please mark one):**

o Public library – primary source of funding is local/regional/national government.

o Community library – an important source of support is community contribution.

**Name/Title of the service:**

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**Library and service contact information:**

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| Name of the library |   |
| Address |   |
| Telephone number/s |   |
| Country |   |
| URL of the library website (If applicable) |   |
| Service primary contact person |   |
| E-mail address of the primary contact person |   |
| Head of the library (name and contacts) |   |

**1. Your library:** Provide a short description of your library to give the context of the service that is the subject of this application. Please include information about your library’s other services and projects, and about the community that the library serves. [**Note:** We are not seeking a history of the library. We want to know about the library’s current services and work.]

***(****No more than* ***200 words)***

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**2. Background.** Why did you introduce this service? Please describe the challenge the service addresses, and the community’s need for the service. Please also describe the target community. Include local statistics that are relevant to the community need and your service, for example, average incomes; numbers (%) of unemployed people in your community; non-literacy or school drop-out rates; statistics relevant to a particular health issue; gender inequality. For applicants who are submitting new services responding to COVID-19, please outline the restrictions introduced (for example, lockdowns, school closures etc.) and their impact in your community in addition to other relevant information about your target community.

*(No more than* ***200 words****)*

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**3. Describe the service:**  When did you introduce the service? Who are the service users? How did you reach your target group? Please describe the service and its related activities, how you use information and communication technology (ICT) in these activities, the location of service delivery; the key players and partner organizations and their roles, etc.

*(No more than* ***300 words****)*

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**3.1. The impact of COVID-19 on your service** (if applicable): If the service has been halted or interrupted by restrictions related to the COVID-19 (lockdowns, social distancing, etc.), please tell us for how long and in what ways the service was affected, and what you needed to do to accommodate COVID-19 related restrictions.

*(No more than* ***150 words****)*

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**4. Why do you believe your service qualifies for this Award?** What does the service do to improve people’s lives? Explain what is innovative and creative about the service: (As a reminder, we expect to demonstrate **innovative and creative uses of ICT** to address community needs.)

*(No more than* ***300 words****)*

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**5. Describe the results:** Start with a general statement about the overall impact of the service. Then include data showing the use and impact of the service, i.e. the number of people reached, other quantitative and qualitative information and evidence showing the effectiveness of your service, captured through service evaluation, surveys and follow up interviews with service users. Please include short testimonials/quotes from service users showing how the service has helped to improve their lives. Give the names of people quoted, if they agree to share their names. Conclude with a highlight – that is, a special story that shows how your service especially helped people.

*(No more than* ***500 words****)*

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**6. Supporting material**

* 3 photos showing the service in action (where possible, include technology used in the photos). All photos must be uploaded through [the electronic submission system](http://esms.eifl.net/).
* Link/s to Blog/Facebook page/Photo gallery/Articles about the service.
* Attachments must be uploaded through [the electronic submission system](http://esms.eifl.net/).

**APPLICATION SIGNATURE**

**By signing below, I declare that all statements in the application are accurate and complete.**

By submitting this application you consent to EIFL collecting, storing and processing personal information, such as names, surnames and e-mails for the purpose of EIFL-PLIP work. We will not sell, distribute or lease your personal data to third parties unless disclosure is required by law. Click [here](http://www.eifl.net/page/privacy-and-copyright) to read more about EIFL’s Privacy Policy.

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| Signature of authorized representative   | Date |
| Please print your name  |
| Title  |