Title: Public Access – supporting meaningful digital inclusion for underserved communities
Organiser: International Federation of Library Associations and Institutions

Emerging Trends:
- Public access facilities continue to explore ways to tailor their offers to support digital inclusion for underserved users: women, seniors, residents of remote areas…
- COVID-19 and public access: supporting users in light of rapid digitalisation; remote support and services

Concrete Actionable Items Identified:
- Leveraging the social element of public access
- Tailoring solutions to the local context
- Public access can help create ICT-based services/initiatives which help meet target group's needs and interests

Challenges:
- Identifying barriers which underserved groups may be facing disproportionately (in the local context)
- The need to overcome silos and work with partners