Connecting Scotland Device Lending Libraries

Frequently Asked Questions

Can I speak to someone to discuss our device library in advance of putting in an application?
Yes. To get in touch with us email help@connecting.scot.

Can I apply for revenue funding?
This opportunity is for capital with a small cash revenue contribution towards project evaluation.

Can I apply for more than £5k?
We anticipate that the largest awards will be devices and connectivity to the value of £5,000. However, if you feel there are exceptional circumstances and would like to request kit to a greater value then please contact our helpdesk help@connecting.scot to discuss your request.

Can we apply for both devices and connectivity via Connecting Scotland and some cash funding to purchase devices and connectivity from our own provider?
No for this opportunity it is one or the other. If you are applying for devices and connectivity through Connecting Scotland, you cannot apply for a cash award to purchase devices and connectivity through your own provider and vice versa.

Can we use this opportunity to apply to set up a new device library?
No, this opportunity will support existing device libraries and will not fund devices to set up a new device library.

We already have a supplier can we use that supplier, or must we order through the device catalogue?
Yes. If you already have a supplier, you can continue to purchase through them.

Can we order kit from you that isn't in the device catalogue?
No, we have negotiated the prices for these products from our suppliers. These are the devices and connectivity that are available.

Can we gift any of these devices to people who are digitally excluded?
No, our aim through this programme is to provide devices that can be shared amongst multiple people.

Can I apply for adaptive kit for technology to make devices more accessible?
The main aim of the programme is to provide devices and connectivity for a wide range of people. Adaptations can be considered, for example:

- If your project supports people that this programme is aimed at to try before they buy
- If the kit will benefit a significant percentage of your community

If you would like to discuss any accessibility requirements and kit as part of your application please do get in touch with us via help@connecting.scot.

We are an organisation that has a number of branches and projects can we apply for more than one grant?
No, we are only able to offer one award per organisation.

How long will we be asked to report on our activity?
We would like to hear from you every six months for two years.

What monitoring information will we need to collect?
As part of this grant programme we want to find out more about device libraries, how they work and their sustainability. Everybody that is successful will be involved in the research around this programme. This will involve gathering a small amount of information at the point of loan and one at point of return. It will also involve assisting Connecting Scotland researchers to be able to speak to a sample of service users.

Questions asked at point of loan include:
- what are the demographics of the person making the loan?
- how long do people require the loan of the device?
- what is their main goal for accessing a lending library?
- what is the user's digital skill level when they borrow the device?
- how did the user find out about the service?

And at the point of return:
- what was the main benefit to the user from the loan?
- did anyone else in the user's household benefit from using the device?
- what does the user intend to do at the end of the loan period?

We anticipate these will take about 10 minutes to complete.

Part of being involved will also include the organisation speaking to a researcher to share their experiences about the scheme. This conversation will take around 45 minutes. It will

include questions about their experience of running a device lending library, how they see the service developing in the future, and where gaps are in terms of provision for users. Some financial support will be made available to help organisations with data collection and to help with participation in research.

Research findings will be shared with the awardee and anonymous findings will be published.

What will the reporting information be used for?
We are looking to understand the value of a range of different models of supporting people to be digitally included. The learning that we gain from this programme will contribute to that. It will be used in a 'playbook', guidance to help others to set up and operate a device library scheme.

Are there guidelines on how we should run our device library?
We expect you to run your device library along the lines that you currently do. However, we would anticipate that you will adapt your practice as you learn and would love you to share that with us to contribute to a 'playbook', guidance to help others.

What is a playbook?
A playbook is a 'how to' guide. It contains a number of things including:
- How a device library operates
- The steps in setting up a device library and running it
- The policies and procedures that are in place to run it

Are there any specific guidelines on safety and security?
Organisations are responsible for the set-up, ongoing management and the security of devices.

These responsibilities include, but aren't limited to:
- GDPR compliant wiping of personal data between loans, which could be done by organisation staff or outsourced to a data cleansing service
- Safety testing, which could include documented Portable Appliance Testing (PAT), visual inspections and physical cleaning
- Terms of use agreement for clients, detailing loss and damage conditions
- Public liability or product indemnity insurance which covers lending of equipment beyond the organisation's central location
- Environmental standards compliant electronics recycling process for damaged or end of life devices and accessories

I'm having trouble logging into the application system – how do I get help?
Email help@connecting.scot and one of the Connecting Scotland Team will be in touch to help you within two working days, but usually within 24 hours.

I've got some questions about completing the application form. Who should I contact?
The Connecting Scotland Team at SCVO are happy to help with any questions at any point during the process. They're there to support you in your application and throughout the fund programme. If you email help@connecting.scot with your query one of the team can get back to you by email or arrange a call or virtual meeting if that would be easier for you.

How will my application be assessed?
A group of assessors from SCVO and the Connecting Scotland Team at Scottish Government will review applications for suitability against the fund criteria and make decisions on awards.

What if our project doesn't go to plan or we can't deliver it within the timescale?
We appreciate that things don't always go to plan. However, the fund is time limited, and all awards must be spent by 31st March 2024. If you have any delays in purchasing devices or think that your delivery timescales are slipping, please contact us and we'll make sure you have the support you need to get things back on track.

When does the funding need to be spent by?
Your grant funding will need to be spent by 31st March 2024. We expect your delivery to continue beyond this date and are asking organisations to provide feedback on delivery over a 2 year period.