



TROUBLE SHOOTING

Volunteers, mentors or staff help users with technical and other problems

1



HELPDESK

A telephone helpdesk provides advice and support to users

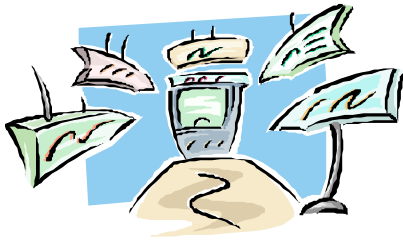
2



WEB CORRESPONDENTS

Volunteers develop news, features, photographs and video for the portal and help other users

1



EMAIL NEWSLETTERS

E-mail newsletters are developed by local groups to complement print newsletters

1



ONLINE PARTICIPATION

Discussion lists/forums enable different interests to air their views.

2



CHAMPION SUPPORT

A dedicated worker - or volunteer - manages and helps champions and their support/training programme

2



TUTOR SUPPORT

Volunteers work with tutor/mentors to provide additional support to users

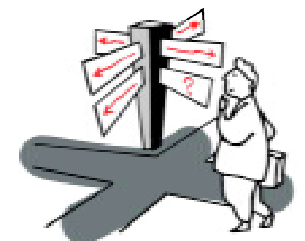
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ONLINE LEARNING

Colleges and centres offer online course and other learning opportunities to adults and children

2



CHAMPION PROCEDURES

A volunteer policy and rewards system provides clearer roles and recognition for champions.

1



NEEDS RESEARCH

Research identifies community needs and why people may or may not be interested in the digital community.

2



VISIONING WORKSHOPS

Workshops with key interests and users engage them in development of projects and a long term vision for the project.

2



2000FRIENDS FORUMS

The site continues to develop as an informal complement to the official portal.

1



VIRTUAL TWINNING

The NAI network twins with other communities where volunteers are playing a strong role in wired up communities in the UK and elsewhere

1



SERVICES ONLINE

Public information and services are available online through the portal, allowing transactions at a distance.

3



E-COMMERCE

Systems and support for small firms to develop their e-commerce capabilities

3



MULTIMEDIA PROJECTS

People have access to multimedia facilities to develop their own projects.

2



ISLAND WEBSITES

Enthusiasts are trained and to create sites and support others

1



STORIES ON THE WEB

People can use audio, video and web pages to raise issues of personal and community interest in their own words.

1



YOUTH PROJECTS

Young people are offered help to produce special web content

1



ASK THE EXPERTS

Volunteers with differing skills act as 'experts online' to provide an advice forum for other users.

1



FAMILYPROJECTS

Mothers and daughters, fathers and sons - and grandparents - learn together through projects

1



HISTORY AND GENEALOGY

Workshops introduce people to the scope for tracing family histories, and researching and publishing local history.