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Have you ever thought about the people who will not read this paragraph, who don't stay in touch through e-mail, who don't know there might be jobs advertised online for them, don't buy cheaper their children clothes...and all of the other tools that help you make your life better?

--- Posted by Katarzyna Balucka-Debska, DG INFSO, Project Officer ICT for Inclusion, Workshop organiser at the Digital Agenda Assembly

If you are reading this message, this means you are digitally literate. Congratulations! You not only have access to a computer and an Internet connection, but also possess the skills to find the information that you need and to participate actively in the digital world. You most likely use those skills at your job, or can use them to find one. In short, you belong to the 70% of the people in Europe, who are "e-Included".

But have you ever thought about the people who will not read this paragraph, who don't stay in touch through e-mail, who don't know there might be jobs advertised online for them, don't buy cheaper their children clothes...and all of the other tools that help you make your life better? But why would you care anyway? Because Information Society can really mean that everybody has a better chance. Because digitally driven economy can only function well if all customers know and buy smart services.

So how can an individual, an organization, a community, or a government help integrate the digitally illiterate in the global eSociety? At the Digital Agenda Assembly, the [workshop n°20](#) ^[1] "Digital Literacy and eInclusion" will try to answer these questions and demonstrate what tools and programmes for increasing digital literacy are in use today.

You can follow discussions and share your ideas on Twitter using the [#daa11literacy](#) ^[2] hashtag!

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