ABSTRACT

This bachelor thesis deals with the role of libraries in overcoming the digital exclusion of the long-term unemployed. The objective of the work is to uncover what is the information behaviour of long-term unemployed citizens in libraries and to reveal the services that are specifically designed for them.

The bachelor thesis includes a theoretical part, which contains an analysis of definitions related to the topic and their placement in a broader context, and an annotated search of literature related to the topic. The practical part involves qualitative research carried out in the form of semi-structured interviews with three employees of regional libraries. The selected regional libraries were the North Bohemian Research Library in Ústí nad Labem, the Regional Library in Karlovy Vary and the Moravian-Silesian Scientific Library in Ostrava. These libraries were selected specifically for the socio-economic situation in the regions in which they are located.

In conclusion, it was found that none of the regional libraries currently deals specifically with unemployed readers and does not offer any explicit services for them, but two out of three libraries, the North Bohemian Research Library and the Moravian-Silesian Scientific Library, would like to deal with unemployed readers more deeply and create certain specific services for them in the future.

Keywords: