

Informatiepunten Digitale Overheid — Library Help Desks for Online Government Services in the Netherlands

Digital Inclusion · Good practice · Netherlands

Quality score: 52/100

Evidence strength: Moderate

Summary

Dutch library help desks giving citizens in-person first-line help with DigiD and government services: 682 points and 100,000 questions by 2023, but no formal impact evaluation yet.

Key dimensions

Dimension	Score
Innovation level	3/5
Sustainability (ongoing)	1/1
Evaluation evidence	0/1
Demonstrated reach	1/1
Documented learning	0/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-10-08

[Ministry of the Interior \(BZK\) / Koninklijke Bibliotheek](#) — accessed 2026-10-08

[NOS: 100,000th digital help question \(2023\)](#) — accessed 2026-10-08

[Computable: informatiepunten \(2022\)](#) — accessed 2026-10-08

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