



Texas Public Libraries: Serving Communities to Enhance Digital Literacy

Branch Instrument



Digital Literacy in Texas Public Library Branches

1. Current Digital Literacy Training

What kind of digital literacy training does your branch provide, if any? Please check as many as apply.

- One-on-one assistance (informal or as needed)
- One-on-one assistance (scheduled in advance)
- Formal classes offered by library staff
- Formal classes offered and taught by volunteers
- Formal classes offered and taught by outside organization/consultant
- Online, self-paced classes
- Other, please specify below
- None of the above

If other, please describe your other training approach briefly.

Digital Literacy in Texas Public Library Branches

2. Current Digital Literacy Services

Does your library branch offer classes or instruction on any of the following? Please check as many as apply.

- Basic computer skills
- Email and chat
- Office productivity software (e.g. Word, Excel, etc.)
- Searching the internet
- Online safety, privacy, and security
- Social media (Facebook, Instagram, etc.)
- User-owned devices (e.g. eReaders, tablets, smartphones)
- Any of the above in languages other than English
- Other, please specify below
- None of the above

If other, please describe briefly your other training class or type of instruction.

Does your branch offer individual help and assistance (one-on-one) on any of the following? Please check as many as apply.

- Basic computer skills
- Email and chat
- Office productivity software (e.g. Word, Excel, etc.)
- Searching the internet
- Online safety, privacy, and security
- Social media (Facebook, Instagram, etc.)
- User-owned devices (e.g. eReaders, tablets, smartphones)
- Any of the above in languages other than English

- Other, please specify below
- None of the above

Please describe your other subject(s) which you offer individual help on.

Which training curriculums are you or your trainers using for your library's classes and individual help.

- We do not use any curriculum
- We use multiple curriculums (please specify below)
- I do not know their names

Other (please specify)

Does your library branch offer **classes and instruction** on any of the following? Please check as many as apply.

- To help older patrons/senior citizens use digital resources, programs, and services
- To help limited English speakers use digital resources, programs, and services
- To help people with physical or cognitive disabilities use digital resources, programs, and services
- To help children use digital resources, programs, and services
- To help low-income patrons use digital resources, programs, and services
- To help adults use digital resources, programs, and services for employment opportunities
- To help patrons use digital resources, programs, and services to create new content
- Other, please specify below
- None of the above

Please describe any other groups of patrons offered classes for specific purposes.

Does your branch offer **advanced** classes/instruction or individual help on any of the following? Please check as many as apply.

- Programming, web design, app development
- Coding
- Digital business analysis/data visualization
- Digital marketing
- Content creation/digital design
- Digital product management
- Data science
- User experience design
- Other, please specify below
- None of the above

Please describe any other advanced digital topics your library offers help on.

Does your library branch have any programs or strategic partnerships with local groups, organizations, educational institutions, or governments specifically focused on digital literacy services or training? These might be related to workforce and employment for instance. If your library does have one or more partnerships, please describe them briefly. If your library does not have any partnerships, please go to the next question.

Digital Literacy in Texas Public Library Branches

3. Unmet Needs

Are there unmet digital literacy needs in your community?

- Yes
- No
- I do not know

Digital Literacy in Texas Public Library Branches

4. Challenges, Constraints, Unmet Needs

What are the key digital literacy needs in your neighborhood and nearby community? Please check as many as apply.

- We need more classes.
- We need more trainers.
- We need space to hold classes.
- We need more places to access free wi-fi and computers.
- We need materials in other languages. (Please specify below.)
- The community is generally low on computer skills.
- Other, please specify below

Please describe your community's other digital literacy needs

In terms of your community's needs, which are the most important services or skills needing attention? Please specify below the most important, the second most important, and the third most important of the choices you checked in the previous question.

Most Important:

Second Most Important:

Third Most Important:

In terms of demographics, which groups of patrons (if any) most often seek digital literacy assistance? Please describe the groups briefly. If there is no pattern in patrons seeking assistance, please skip to the next question.

Do you have any type of plan or strategy to provide more digital literacy services in the future at this branch? If you do, please describe it below briefly. If you do not, please skip to the next question.

If funding is limiting what digital literacy services your library can provide, what would be your priorities if additional resources were available? Please rate how beneficial each option would be. If funding is sufficient at the present time, please skip to the next question.

	<u>Not</u> <u>Beneficial</u>	<u>Somewhat</u> <u>Beneficial</u>	<u>Moderately</u> <u>Beneficial</u>	<u>Quite</u> <u>Beneficial</u>	<u>Extremely</u> <u>Beneficial</u>
Technology and equipment to conduct training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compensation for staff/consultants to conduct training	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchases of software for everyday use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchases of training curriculums	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Funding for training of current library staff

Other priorities (please describe briefly)



Digital Literacy in Texas Public Library Branches

5. Advice and Information for Others

From your experience, what works and what does not work in providing digital literacy training and teaching digital literacy skills? If your branch has no digital literacy experience, please go to the next question.

Does your library branch have any digital literacy service or approach that is successful and may be unique or innovative, and which may be of interest to others? As an example, have you discovered a technique that has proven very effective in attracting or retaining patrons in training classes? Is there is something you are particularly proud of and which you could provide information about? If so, please describe briefly. Otherwise, please go to the next question.

Do you have any recommendations for TSLAC that would assist you and other library branches with their digital literacy offerings? If so, please describe briefly. Otherwise please skip to the next question.

What else would you like to say about digital literacy that may not have been asked in the previous questions? Please describe briefly or skip to the next question.



Digital Literacy in Texas Public Library Branches

6. Ending and Background Information

To conduct one part of this project, we are seeking information about the percentage of your branch’s operating funds that are spent on digital literacy services. Although we understand it may be difficult to determine, please provide your best estimate for expenditures that could be reasonably allocated to digital literacy staff time, software and curriculum, and equipment used in training. A very rough estimate will be useful to us.

	<u>A very large amount (30+%)</u>	<u>A significant amount (20% to 30%)</u>	<u>A moderate amount (10% to 20%)</u>	<u>A small amount (5% to 10%)</u>	<u>Not much (less than 5%)</u>
Library Employee Salaries & Benefits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Library Operating Expenditures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Library Equipment for Patrons and Classrooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify)

This is for project administrative purposes only. No response needed.

- A
- B
- C