



Texas Public Libraries: Serving Communities to Enhance Digital Literacy
Survey Question and Responses

Most Important Community Needs

Question: 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.

Responses from Library Directors

Most Important:	Second Most Important:	Third Most Important:
The community is generally low on computer skills	We need more trainers	We need space to hold classes
Access to services	Access to materials	Education
More places to access free wi-fi and computers	We need space to hold classes	We need more trainers
Online job application assistance	Assistance with online medical forms, etc. especially with the elderly	Learning how to use personal tech devices for elderly patrons
We need qualified trainers to teach classes.	We need space to hold classes.	We need materials in other languages specifically Spanish.
Basic computer skills	Advanced technology application	Trainers
Trainers or Staff	Classes	Materials in Spanish
Government and social services enrollment	Job seeking	general digital skills
Work-related skills- office, online applications, etc.	Online navigation	Online meeting platforms
Materials in Other Languages	More classes that we do not curate	
Greater Bandwidth	Access to Internet	Digital devices

More trainers	More classes	Materials (and trainers) in other languages (Spanish, Vietnamese at a minimum)
Digital access for all users	Providing space and computers for patrons	Job search assistance programs
Basic computer skills	Basic internet skills	Software skills
We need more trainers.	We need more space to hold classes.	We need more classes.
Qualified Personnel to teach patrons to use the software and devices to bridge the digital gap	Space to hold classes for instruction.	Devices to teach patrons all levels of computer skills
Internet connectivity across the county	More Wi-Fi hot spots	Formal training on how to use the library's electronic resources and databases.
General literacy	Computer literacy	English language training
Basic and advanced digital skills for job-seekers	Assistance accessing digital resources with user devices	Access to free Wi-Fi and digital equipment
Basic keyboarding	Software	Internet
We need more trainers	We need space to hold classes	We need more classes
computer literacy	ESL	health/social services
Classes/Trainers	Spanish language training	General computer skill knowledge needed
More access to free Wi-Fi and computers	materials in other languages	More trainers
Job related skills	language skills	information literacy skill
space to hold classes	trainers	classes
More free computers	Free Wifi	
Basic computer skills	Microsoft Office skills	Email skills
More Classes	more places to access free wi-fi	community in general is low on skills
We		
Rural Access Towers		

Basic Computer Skills	Basic Computer Safety	
Trainers	Classes	We need space
We need more places to access free wifi & computers and access to devices that individuals can use at home/anywhere	We need materials in other languages (Spanish)	We need more trainers
Basic Computer Operations	Online Job Applications	Using the Internet (general)
Broadband adoption	Affordable services	
More space	more classes	more trainers
Access to Wi-Fi	Computer skills that would lead to jobs	Confidence building
More Trainers	More Space	Materials in other languages
Basic computer skills	Using technology for job searching	Increasing skills so can qualify for better job
Space for training	Trainers	
We need more places to access free WIFI and computers.	We need materials in other languages.	We need more classes.
On Demand Skills Training	Resources for training, curriculum, handouts, websites, etc.	Collaboration for Trainers, what works, what doesn't, learning opportunities from others, etc.
health	employment	education
access to internet	trainers	classes
Basic computer skills	Children having access to digital devices (ipad/launchpad/wifi)	Transportation to the library to obtain these skills
Trainers needed	Basic computer skills	Access to Wi-Fi and computers
More access to free wifi	Low computer literacy skills	Lack of broadband options
skilled multilingual instructors willing to work after hours and weekends.	classroom style rooms and buildings that are open after working hours and weekends.	motivated individuals willing to come to all class meetings.

Advanced computer skills instructors needed.	Covered outdoor space to access the Free High-Speed Internet	Tech support and development for library staff and volunteers.
Basic use of computers	proficiency with Word	searching for employment opportunities.
Basic computer skills	Hardware awareness	Language
Availability of Internet	More computers/devices in homes	
We need more places to access free wi-fi and computers.	We need more trainers	The community is generally low on computer skills.
More trainers	More classes	
We need more classes	We need more trainers	We need materials in other languages
Affordable fast wifi for the community	Trainers to teach classes	Identify specific classes needed
job application skills	government / legal form use	email
Other languages	Classes	Trainers
Digital literacy for job readiness	Basic internet and email	Knowledge of internet security
Materials in other languages	More options of classes	More trainers to teach the classes
free or affordable (sliding scale) reliable high-speed internet	1:1 teleservice navigators that meets the person where they are - not in a group class and can assist with navigating online resources	Learn & Earn Options: where resident progresses through a series of online virtual programming in the topic of interest (while improving digital and navigation skills) to Earn a Device to keep at home. Loaned devices from Library are a temporary bridge.
Microsoft Office	Safe searching	Mobile device help
basic computer skills	employment/business skills	advanced computer skills
We need more trainers.	We are in dire need of more space. Our library is less than 900 square feet.	We need more classes/ instruction on digital literacy.

Basic Computer Literacy	Employment & Workforce Development Skills	Knowledge and use of library provided tools: databases, computers and hotspots for check-out, public access computers and software, etc.
Basic Computer skills	Advanced Computer skills	Help with Job applications
Low on computer skills/unwilling to learn	Space to hold classes	
Navigating the internet	Completing online forms	Learning basic email
Basic Computer Skills	Language Barrier (Guatemalan)	No trainers are available
We need more places to access free wi-fi and computers.	We need space to hold classes.	We need more trainers.
Basic Computer Skills	Internet Navigation	Email Use
Getting people to the classes and involved	Space to hold large classes	Materials to hold a class
Internet access for free	Basic computer skills	Scam/fraud prevention
We need more trainers	We need more classes	The community is generally low on computer skills
job skills	basic computer skills	
More trainers	More classes	
basic skills	internet safety	training on various programs such as word, excel/
Community is generally low on computer skills.	We need more trainers.	We need materials in other languages.
Community is generally low on computer skills	we need more trainers	we need more classes
Students accessing databases	Internet to rural areas	Web development training
We need more instructors	We need more Classes	Community is low on computer skills
Basic internet, email, application	On-line access to information and applications	Proctoring
More computer classes	Trainers for computer classes	More staff (staff of one at my location)

Understanding the limits of accessing information online.	Understanding what it means to create an online account for a website and how that's different from your email.	Having staff or volunteer who can complete the form on the person's behalf, but also being able to sustain that service.
One on one solutions	Curriculum for self paced learning	Space for instruction.
More free wi-fi and computers	Materials in Spanish	Community in general low on computer skills
Basic Computer Skills	Email	Social Media
Basic computer skills	Job search/application skills	Recognizing disinformation
Access to trainers	ESL Classes	Basic Computer Skills

Responses from Branch Managers

Most Important:	Second Most Important:	Third Most Important:
more trainers to assist in offering individual digital literacy support	trainers and materials in languages other than English	spaces we can block off to conduct class without disturbing other library users
The community is generally low on skills	We need materials in Spanish	We need more trainers
Keyboarding and mouse skills	Email skills	Internet skills
We need more space	We need more classes	We need more trainers
Basic computer skills need to be taught/learned.	Resume/cover letter writing skills	digital skills such as photo editing; smartphone/tablet basics; etc.
The community is generally low on computer skills.	We need more trainers.	We need more classes.
Completing job applications	Resume writing	Basic Computer skills
Technology access	One on one help for those that want to learn	Being allow as staff to actually do some of things patrons need not just to guide them thru the process if they do not want to learn how to do it on their own
basic computer skills	job application assistance	resources to assistance

password storage	reading the screen and understanding the menu options	mouse skills and typing
Adult Literacy	career building	technology
Basic Computer Skills classes	User owned devices classes	Social Media classes
Technology and updates to web systems for digital instruction	Space of more room for classes to be held for digital instruction	Staff or instructors for specific digital literacy courses
wi-fi access	classes in other languages	various class times
Computer skills	Resume building	Homeless engagement/information access
Internet access	Fraud prevention	ESL-based instruction
We need space to hold classes (with equipment)	We need more trainers	We need more classes
We need more places to access WiFi and computers.	Need more classes	Need more trainers.
General windows skills, even for younger people, who are only skilled in mobile computing	Using mobile devices to access library resources	Navigating government websites
Basic Computer Skills	Email Basics	Internet Basics/Online Security
Government Assistance Help	Job Search Help	Computer Skills help
Job Search, Application Submission, Resumes	Basic Computer Skills	Microsoft Office
more trainers	more classes	materials in other languages
device assistance	resume building and job searching	coding or other advanced digital instruction
Senior Computer Classes	Digital devices/downloads	
computer literacy	keyboarding skills	electronic device familiarity
computer skills	Career/Employment Assistance	Materials in Spanish

Computer/technology skills	Materials in other languages	
need more places to access free wi-fi and computers	community is generally low on computer skills	need more classes
Need computers	Need a computer lab	Instructors
internet safety	Learning to identify disinformation	Device training
Community is low on computer skills	We need more classes	We need more trainers
Need more trainers	Need more classes	Low computer skills
We need more trainers	Community is generally low on computer skills	More materials in other languages
access to devices	connectivity	training
We need more classes.	The community is generally low on computer skills	Internet access
Internet access	Job Application	Basic computer skills
Generally low on computer skills	Space to Hold Classes	More places to access
basic computer skills like mouse usage	email	resumes/job applications
internet access	computer access	computer classes
Computer skills	ESL	Employment search and resume help
Online career related/resume	Government related sites/forms online	Basic computer navigation/usage
Generally low computer skills	Space to hold classes	More places to access wi-fi and computers.
Teach basic computer skills in English and Spanish	Teaching how to use mobile devices in both English and Spanish	Teaching customers how to use library digital resources in both English and Spanish
basic computer skills	recognizing legitimate sites relevant to their needs	basic knowledge on how to navigate a web site
Basic Skills	Email/Chat	Office software
Access and training for EPPL	Training on use of devices for	Training students to research

online technology resources	access to resources	information
Access for the homeless	Access for the elderly	Access for job seekers
Computer Classes	Trainers	
General computer skills	Access to internet	More classes and trainers
Basic Computer Skills	Availability of devices to customers.	Instructors
materials in other languages		
equipment	bilingual trainers	materials in other languages
I have a new staff and need more trainers and materials	Materials in Spanish	Low in computer skills for elderly
Generally low on computer skills	more places with wi-fi and computers	trainers