



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

Patrons Seeking Digital Literacy Assistance

Question: 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.

Responses from Library Directors

Low income, elderly
Lower income adults (20-70 years of age)
no pattern
Senior Citizens
Seniors and lower socioeconomic residents
Senior Citizens
seniors (60+)
ages 50+
Adults and elderly
People with lower reading skills or education regardless of age or race and English-as-a-Second Language learners with similar reading and education levels.
The elderly group are the ones needing the most assistance.
60 + are probably in greatest need but they are hesitate to acknowledge this need; a surprising number of younger residents lack basic keyboard skills. Filling out applications, resumes, etc. takes extended time.
Patrons who were not exposed to computers in school are the ones we help the most.
Senior citizens
Older patrons
Senior citizens needing printing services or help filling out government documents

Middle age to older adults
Mostly people over 50, though we do get a surprising number of people that are under 40.
Older generation
older patrons
The older patrons (70+)
Older adults and middle age adults who do not have computers at home
Older individuals who are only just recently being required to do business via the internet.
Older patrons seek help more than others.
Seniors
Elderly Non English speaking
Mostly seniors and middle aged 50+
Retired individuals
Older adults often come in seeking someone else to do computer-related tasks for them.
Lower income community members (because they have not had access to learn these skills)
Older people/seniors
More often than not, it is our senior citizens who are most in need of help from the library.
seniors; people interested in accessing digital reading/listening content
Seniors here tend to need help with a wide array of Digital Literacy. Non-English Speakers need help with the safe searching and narrowing down searches.
Low literacy, living at the poverty level, older adults, and individuals with language and abilities barriers.
Elderly, low-income
Adults without access to digital equipment in their homes.
older people
Seniors, limited English proficiency
elderly 60+
seniors

Elderly patrons, those speaking languages other than English and those without formal education.
Elderly
Our library receives most technology assistance requests from older patrons.
All adults. Mostly seniors and Hispanics.
Job Applicants
Older generation new to using computers to complete daily life activities.
Seems to be elderly and low income
55+
I would say, mostly seniors, and the Library staff helps them on a face to face basis when they visit the Library and need help.
Young retired (50-65)
Senior Citizens
No English speaking patrons
Middle age and older Hispanics.
Seniors, veterans,
Low income/low digital literacy Senior Adults
Most of the patrons are seniors, the rest are middle-age patrons that do not have access to a computer so their computer skills are very basic.
Elderly
Senior citizens, students from schools with lower performance ratings, patrons from areas where transportation to the library is an ongoing issue.
Low socioeconomic
Job seekers, middle aged to older patrons, patrons with less educational attainment.
Seniors
Senior citizens - many feel they are being left behind in the digital age and are overwhelmed by all of the tasks they must complete using technology. Non or new English speakers - many of our refugees had limited to technology before they moved to America. Low income patrons - they don't have their own devices to practice on/learn from, so they are not as proficient in using technology. They seek help from us when applying for jobs and benefits online, filing taxes, etc.

lower income patrons tend to ask for the most assistance and then seniors
Usually patrons ages 40-60+
People returning to work after caretaking. Seniors who have basic knowledge but are unable to keep a computer free of virus and operating
older patrons, usually basic needs
Lower socioeconomic
African Americans and Seniors
- Individuals identifying as low socioeconomic status/ low income - Older Adults (ages 60+) - Individuals whose first language is not English
Older people
Senior Citizens
All
For the most part it is elderly that I help, some just low income that don't have their own computers.
older and those seeking govt assistance or applying for jobs
elderly
Most often, our Senior patrons seek the most assistance. They are generally aged 60+
this is one of our biggest obstacles to overcome. We struggle to get people to come to the library for assistance.
Senior Citizens
ages 50 and over
Many of our older adults who have to file things online do not know how to do.
Older adults
Spanishspeakers, learningcomputersbasicskillsintheirlanguage; Elderlypatrons lacking digital literacy to access the Internet to apply for services; Job seekers with limited digital literacy skill; also applicants to social services agencies.
The demographic that seeks digital literacy the most is the elderly.
Mostly residents who are 60+ who want to learn how to use the digital resources we offer on their own devices.
seniors, low-income job-seekers

mostly older patrons
It's probably mostly the senior population or those who's economic situations don't allow them to own their own computers or devices outside of a phone.
Older patrons come into the library with the most need. Often they do not even know how to use their smartphones to get the most out of it.
Seniors, job seekers,
We have a handful of elderly in the community that come in to use computers. We are easily able to give them one on one assistance.
Older patrons
Seniors and new immigrants
Seniors most often seek assistance. All classes advertised in Spanish get good response.
low-income Spanish speaking adults
Adults 55+
Economically challenged
older/elderly
ESL, immigrant populations, Seniors--basic Advanced- Adults and Teens
Job seekers and low-income individuals are the largest groups that come into the library for assistance. Most have little access to internet or devices at home and are uncomfortable navigating an online environment.
THE ELDERLY
Older adults
Ages 40 and up; high school drop-outs
The senior population and the stay at home parents
Elderly individuals and people who primarily speak languages other than English
Mostly our older patrons.
Older, over 50 of age
Older adults.
We have a mixture of ages. Elderly, middle-aged adults, and some young adults.
Seniors

Seniors and elderly, low income
Older patrons, low-income patrons, formerly incarcerated patrons
Basic computer skills are most often needed
All shapes and sizes. Somewhere down the line, everyone needs some help. Programs are changing and updating quickly and it is hard for all of us to keep up. There is no one particular race, genre, or age. I would say from my personal experience that I see the elderly having a more challenging time.
Middle aged to senior citizens. Non English speakers wanting to access English only websites. people wanting to access website links and documents through their phone and needing to view/print on desktop computer.

Responses from Branch Managers

Job seekers were our biggest demographic at the height of the pandemic. There is little pattern otherwise.
Non-English speakers and ESL students that attend the library for ESL classes, job seekers, persons with limited or no education.
Primarily, the groups of patrons seeking digital literacy assistance are older adults (ages 40-59) and seniors (60+).
Older adults
Most of our customers seeking computer classes are seniors 50+. We do have a large young adult population with little to no computer knowledge looking for jobs.
Older adults
Elderly
older population, homeless population
The greater percentage of our customers seeking digital assistance is our seniors.
Individuals seeking digital literacy services are typically older, 50 and up. We have received requests from younger patrons, particularly for assistance with setting up personal devices such as smartphones.
Seniors and older folk. Hispanic, African American persons, as well as non speaking English persons.
all equally
People over 65
Senior Citizens, Immigrants from Africa

Older, retired patrons
Caucasian older adults, Low-income adults
Seniors
Parents from several homeless shelters in the downtown area.
Usually patrons 50+, but occasionally adult between 25 and 50. Many different ethnicities.
Patrons tend to be on the lower socioeconomic ladder. They are likely not to own a personal computer so must need to use the library's resources.
Elderly, low income, those who are only versed in mobile computing using phones, tablets, etc.
homeless and indigent. Some elderly but not often.
Seniors, 25-40 men/women who are in the workforce. Wanting to move up in position, get promotion. Not fall behind with technology.
elderly and job seekers
We most often assist patrons who have a specific need and want to be trained to accomplish a task as opposed to general digital literacy. The demographic that tends to seek assistance are older patrons.
Houseless Patrons.
Older patrons (60+)
Older/senior patrons
Elderly/retirees.
Hispanic/Latin patrons, Job Seekers
senior patrons
Seniors - typically requesting device assistance (tablet, laptop, cell phone, e-reader, etc.)
job seeker and seniors
Seniors
Seniors/Adults
We just reopened after two years. I cannot judge this yet.
Senior Citizens, Low Educational Attainment
new immigrants, persons that for a variety of reasons, had not felt the need to learn basic computer skills but now find themselves in need of basic computer skills to complete a task

Primarily older and senior adult patrons who are not familiar with computers, the internet and electronic devices.
Senior citizens
Seniors, job seekers
Older adults
Older adults and seniors often need assistance using library computers or personal devices to access digital information.
Senior citizens
Spanish speaking seniors
Elderly, low income
Ages 45+, Patrons experiencing homelessness, Patrons with language barriers
elderly/non-English speakers
Older adults and black adults
most who seek help are elderly. Everything is done on the computer- their social security, banking, renewing DL they do not have access at home or the skills
Seniors, low income, homeless, non-English
50 years or older
Patrons experiencing homelessness, patrons without access to technology or internet at home, older patrons who do not often use computer-related technology in their daily lives, and patrons attempting to reenter the workforce.
Older customers with an emphasis on Latino adults.
Low literacy, Low digital literacy skills
Mostly elderly patrons who do not much digital literacy skills if any. They usually are asking for help downloading and printing documents or with personal devices like e- readers. We also see many low income patrons who have limited access outside the library asking for help with applications or printing.
Those with limited computer knowledge due to no access to the internet or computer technology at home. When we provided HOTSPOTS for our community, we recognized the need. Too many patrons on the waiting list to checkout Hotspots.
Job seekers of all ages. Elderly seeking assistance with tablets, e-readers, etc.
Seniors; ages 50+

Seniors, job-seekers
The older Hispanic population.
older folks wanting to use their personal devices; patrons with limited English wanting to use library services
job seekers with low digital literacy
People in there 30's and 40's and the seniors in late 60's.
50+
Older adults; first time library visitors