



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

### Strategies and Future Plans

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

***Responses from Library Directors***

Pre-covid, we offered scheduled one-on-one assistance. We have the intention to restart this service but no start date at present.
Not at this time. We had been short staffed for almost 2 years due to covid. Hopefully within the next year we can start looking at digital literacy services.
Me and my assistant help as much as we can, when they need help on computer.
We'd love to be able to provide more assistance; however, lack of staff prevents us from doing so. The lack of staff is due to budget restraints.
Yes, we hope to establish a large volunteer base to help staff more outreach
Yes, we recently hired a Digital Literacy Coordinator who is streamlining our offerings, developing supportive materials like handouts, forming relationships with computer partners.
We continually develop local partnerships to assist with high level content. We train our staff and create basic content in Spanish to assist community
Classes in the past have not been well attended despite advertising in newspaper and website.
WE PLAN ON HAVING CLASSES ON BEGINNING COMPUTER
Have just implemented grant with new digital navigators. Expanding reach through community centers and partner organizations.
We are currently reviewing our Strategic Plan and updating the Technology Plan and Goals within the Plan.
No, there isn't funding for training
I have attempted to provide classes in the past and we did not have success with attendance.

We are trying to find volunteers/trainers to begin basic computer skills classes again. This will be a joint venture with the local TWC office.
We are planning on offering more formal classes, beginning with home-schooling parents, mainly to zero on particular databases offered, both TexShare and those we subscribe to directly.
Eventually, I would like to have a beginner computer class.
We will continue to work with patrons on a one to one basis, as our most limited resources are staff and space
I would like to work with the local "Forever Young" senior center to do outreach instructional workshops.
Last year, we had a grant from PLA and partnered with Microsoft and EveryoneOn. We are working on a partnership with EveryoneOn to continue some of the PLA grant's work.
With the Digital Navigators grant we plan extensive outreach to local businesses and organizations and plan to heavily promote our outreach and inhouse computer classes.
We are hoping to partner with a local IT company to offer some classes for Seniors, but this project has stalled.
we hope to we are in the process of an expansion project if it becomes real we will have a lab to do training. And if Covid will stay away
Expanding Learn at SAPL Adult Education program, which has a heavy focus on digital literacy (leveraging building renovation/expansion projects to accelerate the expansion of Learn at SAPL) Adding a staff position to specifically coordinate adult education and digital literacy services and programs; Expanding focus of all services/programs to older adults, including digital literacy
Just applied for a grant to circulate Chromebooks
We will be offering Microsoft certification classes in August. FYI-we have a professional librarian on duty seven days a week for 70 hours, so people can walk in and ask anything and get help or signed up for more in-depth help.
We are about to renovate our building so will be working with our Senior Center to offer digital literacy skills
Our City is currently working on a plan to provide broadband for the whole community. We are looking at ways we can support citizens who will be taking advantage of their enhanced access - through classes, online tutorials, and the like.
We offer Czech language classes for children. We offer Czech Literature and history classes in a bi-lingual format for children through adults. This is done weekly.
As mentioned above - get a regularly scheduled route to outlying areas to provide wireless devices for all ages.

We have in the plans to start some basic computer one-on-one sessions. Another plan we are working on is for patrons that have some computer skills, but do not know how to use other devices, like I pads, even their new cell phones.
We are working to provide basic computer classes, resume building, job interview skills, budgeting workshops, etc. We want to offer more, but our staff is limited.
We hope to continue and expand Mr. Garg's classes.
Not currently, these are offered on demand or as requested. There is not a huge demand for in person services.
Due to the fact that the Library is constantly experiencing lack of number of librarians, even if we had a plan ( we have a big desire), we just cannot handle so many patrons. Unfortunately, we all are multitasking 8 hours a day.
Possibly two satellite libraries, focusing on computer access and tutoring.
iPad classes for telehealth.
Not at this time.
Our plan is to begin trying to offer programs like seniors to seniors, where some of our high school seniors can volunteer to help some of our elderly seniors with digital literacy.
I help them myself when they have a problem
Our free computer classes will continue throughout the year. The Library has introduced coding classes to elementary school children in hopes of starting a coding club. That will take more resources. At this time, I feel we are meeting the needs of our community until I hear different.
May institute classes that were disrupted with COVID
Offering digital literacy skills regionally because we cannot offer at every location.
On our five-year plan, we are going to work on hosting seminars on various aspects of computer use. Also, training staff to answer questions on computer use.
Currently assisting anyone needing help with digital literacy as needed.
Rebranding some of our computer classes to more closely appeal to our demographics
Strengthen and expand community-based partners; dedicate positions to support outreach to residents; implement digital literacy assessment and curriculum.
I only started working her this past week. I was hired as a contract Interim Library Director to ensure patrons are eventually offered Digital Literacy Assistance. My goal is to offer a few basic classes during the Summer.
We're hiring a new position program coordinator for adults in the next couple of months; this should help us increase our programming in general, and tech programming in particular.

Shifting from classes (group) instruction in technology skills (computers, e-readers, phones, etc. to scheduled one-to-one assistance. Just added LinkedIn Learning as a resource for workforce development and will begin major marketing push to inform community of its availability and benefits (this was approved in this year's budget but may not be available next year)
Yes we do, we plan on having more classes. Sometime next fall.
Yes, we have begun enlisting the help of our member groups.
We would like to start adding classes if we can get people involved.
Yes, obtaining more digital content instead of print materials.
We plan to recruit volunteers in the community for more computer help as staff is limited on the time they can devote to this area
In the past we have invited all teachers to participate in a database training – I would like to do it again.
I would like to offer Career Online High School (COHS) to help people get a high school diploma instead of a GED. I don't have the financial support of my city budget.
We would love to but space is currently at a premium. We are working with an architect to expand facilities which will include virtual office space, meeting rooms and more cubicles for public access computers.
Volunteers to assist with instruction
We used to provide one-on-one services for patrons needing computer skills, will hopefully return to that in the future
We offer basic computer skills to senior citizens and hope to expand classes to offer more specific areas such as social media, job searching.

***Responses from Branch Managers***

We are currently working with the Literacy Volunteers of Laredo to provide classes on tablets and personal devices.
To expand upon our current computer classes
Future plan is to hold classes on How to Use a Smartphone; How to Download Apps; Resume Help; and one-on-one assistance by appointment.
Please understand that because of the pandemic, we are just now starting to resume classes and programs of all kinds.
We will begin computer classes aimed at Sr. citizens in the future. We will also offer classes for all adult customers in the near future as well.
More classes and programs on digital literacy.

We plan to offer more digital programs for seniors.
We prefer one -on-one instruction because many at time people come in and ask for instruction right then and there. One of the methods we are looking to introduce is a set time that one staff will be available every week on a certain day for questions or digital assistance
The branch staffs are providing one on one and group computer classes and resume building.
First priority is getting basic services up and running, as well as open regular hours. Then hiring staff, then offering classes.
Our classes have been few in recent months, but we hope to increase our offerings in the fall. We plan to add classes on Canva and digital marketing. With Canva we also hope to offer resume building classes, possibly with the assistance of a local company. Offering a class on how to evaluate sources of information would probably be a smart thing as well.
One on one assistance
Group and one-on-one, classes and instruction
I think we could perhaps advertise better so we get more people using the service, but we have no immediate plans to change our one-on-one strategy.
We recently partnered with a nonprofit named the CardBoard project which offers computer literacy classes and provides computers to patrons in need. That is going to work in conjunction with our one-on one computer classes.
Yes. monitoring interest and building onto class offerings.
Our Adult Literacy department will be running classes out of our classroom, and we will continue to offer one-on-one assistance.
We hope to have a trainer from another branch offer classes more than once a month. We are working on creating a mobile lab in our meeting room because we do not have a designated computer lab.
The Danbury Community Library has let the community know that we are available to be quiet study space, we have public computers and offer wifi, and will assist if needed.
Expect to offer classes in the future and/or offer a tech time for one-on-one assistance.
McCreeless has launched its first Learn Center. As we get our feet under us, we plan on offering more classes according to demand, as well as continuing self-paced online instruction.
We currently offer weekly personalized sessions for basic technology skills, to our community, by appointment.
Hotspots; Provide chrome books or laptops for check-out
I do have some plans on presenting a class on internet safety. Time and space are issues.
Offer computer basics, resume basics to our patrons

Yes, we will be offering one-on-one tech assistance through appointments. We will also offer quarterly computer labs for job seekers, as well as quarterly training on digital resources at the local senior center.
Through our Learn at SAPL center at our branch we have a general plan to increase computer literacy classes.
We are considering schedule ereader classes
Coding and robotics for teens
Our library system has recently hired a Digital Navigator whose sole focus is helping the community with technology needs
Yes we plan to offer classes this summer in English and evolve to include Spanish speakers as well. Staff have been attending training for Adult Education.
Yes, once system-wide curriculum is finalized and is live, our branch is planning to implement computer classes at least once a month. In addition, we will also schedule drop-ins, where patrons can come to the designated times to ask for any type of digital help.
Once new digital literacy curriculum has been rolled out, the library has laptops that will be used to conduct classes in our community meeting rooms.
Yes, digital literacy instruction is being developed by the library's Systems Services staff with input from branch staff.
We are planning to offer group classes starting fall 2022.
This branch is an Express Library with no classroom for instruction other than our computer lab which has eight computers.
We don't have the resources (electronic equipment) to host classes, but we can use the public computers on the public floor for one-on-one sessions.
The Central library hired a person to help set up digital literacy services across the system
We have a spreadsheet of customers that are interested in specific programs. We make management aware of the need with customer's name and phone number.
We want to set up an ongoing Tech Time for individuals needing help with their personal devices. We do it on the fly now but perhaps we would reach more customers with a scheduled time.
Yes, we always want to provide digital literacy classes but we need some training for our new staff.
Yes, we continue to grow our computer classes