



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

Priorities If Additional Resources Were Available–Other

These are the responses which directors and managers could provide in the “other” box of the following question.

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.

..... Other priorities (please describe briefly)

Responses from Library Directors

Outside trainers to conduct classes
Partnering with name-recognizable organizations like Microsoft, Adobe or Apple help to bring in people to trainings.
The space to offer services
Additional staff/volunteers.
Our big issues is keeping current so that the few individual who run a business from their homes have at the library needed software and professional scanning ability as well as video conferencing.
Professional Tech Support. This is usually a monthly fee/contract and most grants won't cover it.
Our library's biggest hurdle is staffing. We have one full-time library director (myself), and one part-time staff member who acts as a substitute if I need a day off; she also substitutes for the local school.
Most of our programming occurs while the library is closed. The only time we can have programming during the day is if a volunteer is available. The best option for our library would be to hire someone capable of teaching a digital literacy course or series of courses. As a small rural library, our budget does not always allow for extras such as this.
Our staff is not "Techie" we figure things out as we go or ask someone for assistance.
Hotspots
We have a bank of public computers, but since COVID many people are still staying away from public resources
Space...

Funding for volunteer to just help people complete applications. Some issues might also be mitigated with a life coach that can help them with time management and life skills. We struggle with privacy issues. How much is too much in terms of helping?

Responses from Branch Managers

Not everything is digital literacy, we still get patrons needing to fax something every other day. We offer to scan the documents for them, but a fax machine for public use would be great.

We do not have enough staff to provide the training and even if we gave classes on general computers or Chromebooks, the people who need help will still need help on the VDIs we have in our branch. We do not have normal computers so there are many tricks to work out when using our computers. Other things that hold people up when using computers are knowing their passwords and having a way to authenticate who they are, some don't have phones, some don't have the phone that was used to set up the email - those are the biggest factors that frustrate customers and staff because we try to help them but there is not much we can do.

Facilities in which to conduct the training.

Publication and advertisement of programs

Laptops to use for training - we have WiFi in the building

Increasing staff levels

There needs to be a higher pay for instructors so staff are more willing to provide services