



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

Additional Comments About Digital Literacy

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.

Responses from Library Directors

<p>I have read articles about how hard it is to fill jobs in the coding world. So, my idea was to expose children and their parents to coding through a club at the library.</p> <p>But, the more I research the coding world, the more the job opportunities are somewhat hyped up. So, I believe the effort (starting the club) should continue to get started, but I do not want to lose the library's true self.</p> <p>I feel very sorry for the elderly who do not have the skills and do not wish to learn to do some paperwork for a job, a doctor's office visit, or consultation through Zoom. My mother is a perfect example. In the beginning, she was doing pretty good with technology, but now it just confuses her and upsets her.</p>
<p>One of the big hurdles in our community is that, along with an overall low level of digital literacy, many patrons have a need to make use of digital services (social security, DPS, etc.) but are resistant to learning to use them.</p>
<p>Digital literacy skills that I feel are important and try to teach at least one time a year are independent research, familiarity with terms and common platforms, new technology, social media, and teaching or explaining technologies that we use.</p>
<p>We will likely as a profession need to tackle how we will marry offering technical assistance and instruction with privacy issues. It is a regular occurrence in our libraries that someone will come in with a letter from social security office, housing authority, or other social service entity stating that they need to go online to access services. Often these folks are the least digitally literate, and require extensive staff help. This often puts staff in an uncomfortable situation where they feel very conflicted about a patron's willingness to share private information with them (e.g. social security number, etc). Staff either break what they see as library privacy rules to help or they end up with an extremely frustrated patron who wants them to help more than they feel like they can.</p>
<p>Reaching more critical stage of need</p>
<p>often times it has to be retaught numerous times before it absorbed.</p>
<p>Inspiring people to WANT to learn is probably the hardest part. They want us to do tasks for them, not teach them.</p>

I wanted to change an answer but would not let me go back. I do provide one-on- one help for use of the computer & its services. But I am just not clear on what digital literacy is.
Google has saved us with devices with which we are not familiar.
That librarians need to be sure they educate their governing boards/advisory boards about how many people still don't have access to the internet, that not everyone has a cell phone, that not everyone has an email and not everyone can type. We take it for granted, but it's a reality that many still struggle and that's hard for people in charge of funding your requests for things like this to understand. I always show my cell phone at budget and make sure the commissioners know that we all don't have one of these. and those that do don't always know how to use them. We help with that and it blows their minds that we're teaching people how to operate something that they utilize with their eyes closed...
New computers are wonderful, but technology changes every day. Constant training and tech support is a big deal. We need it!
It is often assumed that relatively affluent communities do not have digital literacy needs, but that isn't always true. It's just hard to determine what those needs are.
The Wharton Co. Library would LOVE to have trainings for the staff on a first place in order to train others.
We are too close to Tom Green County Library. Most of our users are those who already are familiar but don't have home access. Rural internet is not the best here.
Our school district does a good job of providing access via laptops to underserved school-age citizens.
We have two volunteers who are pretty knowledgeable in regard to computers. One in particular is our IT go to guy.
Assistance varies according to the need of the patron. Being a small, rural library frequent assistance may be required.
It's hard to know what the community needs when they are not aware, especially with digital literacy. Surveys are so often online, but if that's where there is a disconnect, then we aren't getting the input and feedback from the demographics we're trying to reach.
It seems that we may want to broaden digital literacy to teleservices. In practice, navigators are not focused on digital literacy, per se or as the "skill set." Skill building is often an integral part of the real goal and not the goal, itself.
I find that often people are taking the classes for the English language skills rather than the computer skills.
Unfortunately, we are a very small rural library and we run on county funds. Our patrons use our computers for basic things - email, word processing, etc...
Though we realized there was a huge gap in computer usage knowledge, COVID made it more relevant. Residents from within the city limits as well as rural residents needed faster internet, space for working virtually and help in locating services. Libraries became even more relevant in the last two years.

Responses from Branch Managers

<p>Most of what we are able to offer in digital literacy instruction is tied to a particular service or database we offer.</p>
<p>Again, password issues and ways for people without cell phones to get free legitimate email accounts. Also, we had classes in the past and people sign up and do not show up. People only want help when they need help and they do not plan ahead so those coming to a class would be a small percentage of the need. We used to provide appointments for one-on-one help, but that was rarely used. There has to be an immediate need for them to come and ask for help and often times they just want you to do the application or whatever it is for them.</p>
<p>We are in Austin which is seeing significant gentrification. Our clientele is growing wealthier and more technologically savvy. The question we face is how much digital literacy will be needed going forward.</p>
<p>Have tech time at each branch.</p>
<p>It is important to keep the individual engaged and make sure they feel encouraged as they are learning new skills</p>
<p>Classes should be ongoing and consistently offered with regular teaching staff.</p>
<p>Create a Children's Library Literacy Center grant funded to teach young children how to find story websites, abc or 123 learning sites or to teach them simple computer literacy for classroom readiness. This would assist those who have no access to the internet or computers at home.</p>
<p>Current staffing levels do not feel like they would support us starting staff-led digital literacy classes. Trainers would have to be hired or volunteers recruited.</p>
<p>Many customers are at ease using their personal devices, but struggle with our desktop computers; there are various types of digital literacy to be learned</p>