



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

### Key Digital Literacy Needs–Other

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

Question: What are the key digital literacy needs in your community? .... Please describe your community's other digital literacy needs.

#### ***Responses from Library Directors***

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| We need more one on one solutions for customers with immediate needs and no computer skills.  |
| We know that many people in our community lack the computer skills to access and complete online forms. The problem is that we usually only see them when they are in crisis. I.E., they need that form filled out "now". Even if we have upcoming classes, they rarely come back for the class. Needs: how to search online, distinguishing between valid and sound-alike or look-alike websites, understanding the connection between being able to access something online and then actually getting the item in-hand, e.g., You can go online to order a birth certificate, but you're not going to get it immediately. |
| We are a certified Retirement Community and many in this age group did not have the skills to schedule COVID vaccine appointments. They cannot access IRS documents or, worst of all, the Texas DL site.  |
| Because we are a smaller community we lack trained volunteers to help this population. Unfortunately, there are also younger residents who struggle with applications, etc.   |
| Our educators and patrons do not access the classes or the database instructions when we have tried to introduce them   |
| The community knows how to use their cell phones, but it does not translate in knowing how to use the computer.   |
| Having the resources to teach a digital literacy class without a lot of prep time.<br>Ready to go class materials   |
| Much of the community has low to no computer literacy skills. When we offer basic classes, participation is low and the skill level of the few participants varies so much it is difficult to teach in a class so we are shifting to scheduling one-on-one assistance while still doing this on a walk-in basis if staff are available. We do have a large group of Spanish speakers and only 1 Spanish-speaking staff member.  |

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| We have a large Spanish speaking community and are in dire need of more Spanish materials to accommodate them.  |
| It would be awesome to have separate "program" only laptops to teach people basic computer skill since our current library patron computers have Cybrarian on them making the computer look nothing like a personal computer would look like.   |
| More 1:1 outreach in the community to meet residents near their home and at convenient times to remove barriers to accessing assistance and resources such as reliable free wifi and devices.   |
| Spanish, Arabic, French, Hindi  |
| We serve a rural area that simply can't afford internet or computers  |
| Staff training, tech support, and advanced instructors are needed!  |
| Wifi and wireless printing are needed. Many outlying areas in our county have zero access to the internet. The root issue is transportation so us going to them with our department vehicle and checking out laptops and ipads to use on-site is what helps. but it's not a regular schedule. |
| Some parts of the community are under served and access/transportation is poor. These areas have fewer or no computers at home.   |
| We need on-demand training. Patrons often want assistance immediately and do not come back for later classes.   |
| Amarillo is a major refugee resettlement community. In 2016, AISD said that 75 languages were spoken in its schools. There are more now. The primary non- English languages would be Spanish, Somali, and Burmese.  |
| We need instructors in other languages  |
| We need people who have the time to get educated. Many in our community work multiple jobs in order to provide for their families. We are centrally located, but more could be offered offsite.   |
| Need more materials, classes, etc in Spanish (including instructors who are bilingual). Digital literacy/inclusion efforts are not well coordinated across organizations/entities in San Antonio  |
| Spanish   |
| Spanish language is needed in the community in a higher amount.   |
| We need a better understanding of digital literacy needs in our community.  |
| Spanish   |
| Spanish language materials  |

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| Spanish language materials. Our community wants both basic and advanced digital literacy resources.  |
| We have the need just not the personnel and space to provide the services necessary to bridge the gap!   |
| We have a very small library and limited staff but there is a great need for technical training especially for senior citizens.  |
| Trainers with skill sets for more advanced classes and classes in other languages.   |
| Chinese, Hindi, Spanish, Russian   |
| We don't have a great mechanism to meet the actual needs of customers. Computer classes are often not successful because people won't come when something is not offered at their point-of-need. For this reason, one-on-one assistance is far more effective. |
| We have a good number of people in our community that have low computer skills, multilingual, and don't have home access to equipment or internet.   |
| Spanish  |
| Materials in both English and Spanish.   |

***Responses from Branch Managers***

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| We are limited in what we can offer by the budget for staffing. So even though we have a staff member who can speak Urdu who is amazingly competent in video and photo editing with the basic Apple programs, we can't add more programming to her already full plate and we can't justify hiring someone just for that kind of programming. |
| Spanish  |
| The area could use more computers to be used for training in the area.   |
| Spanish!!  |
| Low income, English not first language, poor digital literacy skills, working class. Most are not available to attend classes in the daytime. Need for evening/weekend classes.  |
| A separate computer lab would be perfect for classes.  |
| Need classes specifically for seniors  |
| Spanish materials are needed. Our community is low on internet/computer access.  |
| Challenges of providing instructions/classes that meet our library user's schedules  |
| Many library users' primary language is Spanish and could benefit from materials in their native language.   |

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| We are in a rural area with limited internet access   |
| Spanish   |
| We are located in a more affluent neighborhood (overall); however we do have a good number of computer users who need help at a consistent level. Many of these individuals do not have schedules (whether in life or work) that would accommodate scheduled classes. Many of them need help navigating sites (especially those involving government sites/forms, job applications, and shopping sites). They come when it is most convenient for them. |
| The majority of our computer users are elderly patrons who do not have a great deal of computer literacy skills. Our next target group of computer users are lower income/unhoused people who also have low computer literacy skills due to lack of access.   |
| We don't have any dedicated equipment for computer class instruction.   |
| The library needs more material on digital literacy in other languages.   |
| Chinese, Spanish  |
| We need bilingual trainers, equipment (laptops, computer lab, maker lab) to offer classes.  |