Digital Literacy Beyond the Basics: Take It to the Next Level

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About KPL

- ★ Single building – 25,000 sq. feet (full of treasures)
- ★ Member of the Municipal Library Consortium
- ★ 18 people provide tech support
- ★ 26 FTE staff
- ★ 160,000 items
- ★ 41,300 Monthly circulation

About UCPL

- ★ Diverse inner-ring suburb of STL
- ★ 35,000 card holders
- ★ 36,000 Monthly circulation
- ★ 25 FTE staff
- ★ 16 people provide tech support
- ★ Member of the Municipal Library Consortium
- ★ Single building – 40,000 sq. feet (full of treasures)

Introduction to Digital Literacy

★ Digital Literacy competency and training at libraries is not optional

★ Importance of Digital Literacy

★ Relationship to Digital Divide

Definition

Digital Literacy vs. Information Literacy (Abunadi, 2018, p.119)

Digital Literacy and Digital Divide

Pew Research Center tracks Internet usage

★ In 2000, 48% of American adults did not use the Internet
★ In 2019, 10% of American adults reported that they did not use the Internet

10%

Why?

What is stopping them?

1. Age - older adults are less likely to use the Internet - feeling "Too old to learn"
2. No Interest - not relevant to them
3. Money- Can't afford a device or lack of availability (mostly rural areas)

Implications for libraries

newbies

★ Beginners will be in our midst for the foreseeable future
★ We are the solution for those with financial barriers
★ We are the source for teaching older adults

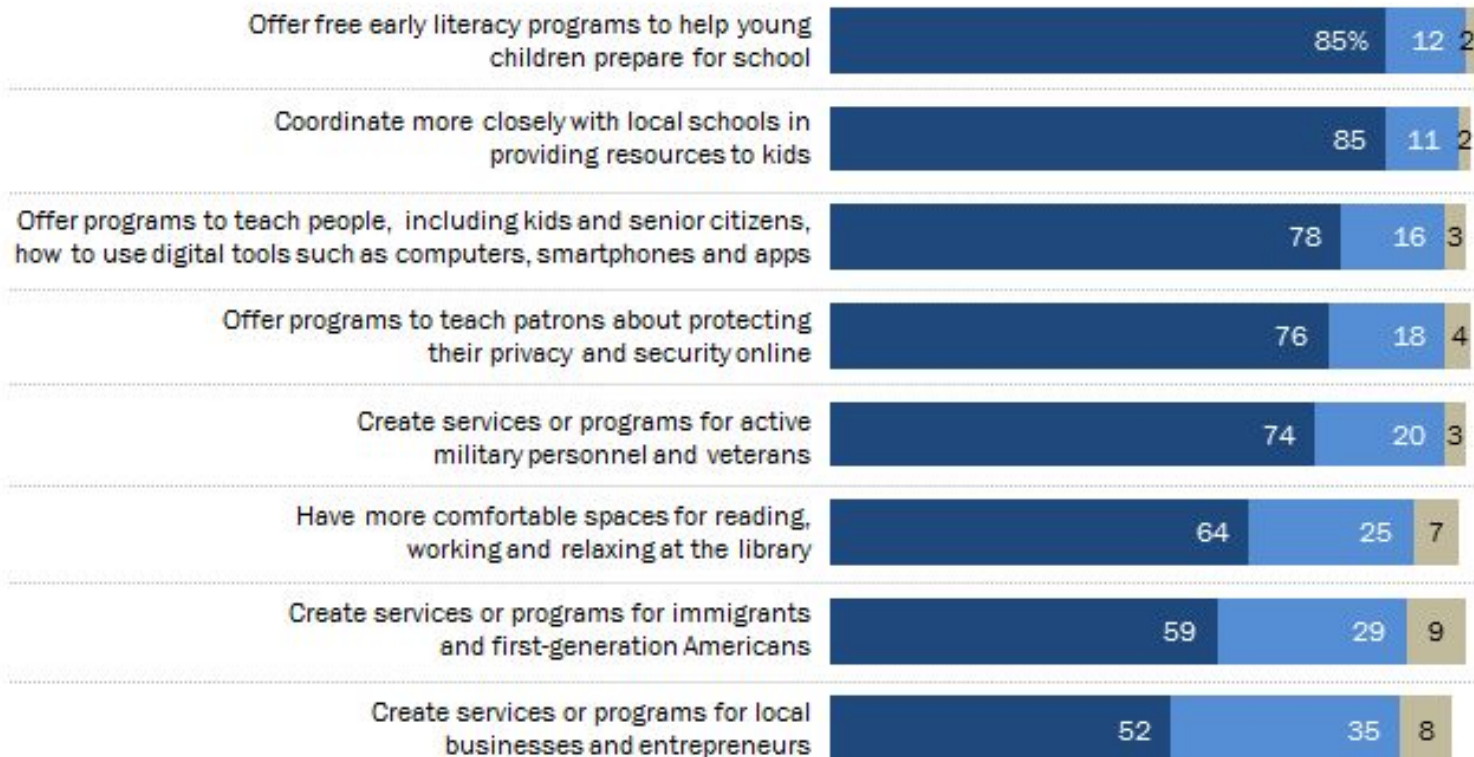# Pew Research Center Report

Libraries at the Crossroads

Pew Research Center

Public Wants Libraries to Advance Education, Improve Digital Literacy and Serve Key Groups

% of those ages 16+ who say that libraries should definitely, maybe or definitely not do these things

■ Should definitely do   ■ Should maybe do   ■ Should definitely not do

Activity	Should definitely do	Should maybe do	Should definitely not do
Offer free early literacy programs to help young children prepare for school	85%	12	2
Coordinate more closely with local schools in providing resources to kids	85	11	2
Offer programs to teach people, including kids and senior citizens, how to use digital tools such as computers, smartphones and apps	78	16	3
Offer programs to teach patrons about protecting their privacy and security online	76	18	4
Create services or programs for active military personnel and veterans	74	20	3
Have more comfortable spaces for reading, working and relaxing at the library	64	25	7
Create services or programs for immigrants and first-generation Americans	59	29	9
Create services or programs for local businesses and entrepreneurs	52	35	8

Source: Pew Research Center survey March 17-April 12, 2015. N=2,004 Americans ages 16 and older

Results of the Pew Research Center Survey

Between 75% and 97% of all respondent totals to each survey question resulted in a desire for library involvement in digital literacy of some form.

Our Survey & Results

Christa & Ruthie

Surveyed Kirkwood Public Library and University City Public Library staff

Our Survey & Results

Survey questions:

★ What are top 1-5 common digital literacy questions from patrons?
★ What are top 3 digital literacy skills you feel your staff should have?
★ What is one area for improvement your staff should have regarding digital literacy?
★ What is your library doing to ensure staff's digital literacy skills are current?

Survey Results

What are top 1-5 common digital literacy questions from patrons?

★ How do I print? E.g. - paycheck stubs, emails, websites, forms
★ How do I access my email? E.g. - getting to website, password questions
★ How do I use library products? E.g. - Overdrive, Hoopla, Kanopy, e-resources, library catalog

Survey Results

What are top 3 digital literacy skills you feel your staff should have?

★ Printing
★ Being able to assist with library resources and their prospective devices
★ Navigating the computer, ability to show how to access various websites/software programs with at least a beginners skill level

Survey Results

What is the one area your staff should have regarding digital literacy?

★ Using the library catalog
★ Accessing digital/e-resources
★ Assisting patrons with their devices

Survey Results

What is your library doing to ensure staff's digital literacy skills are current?

★ Encouraging staff to keep skills up to date
★ Not sure
★ Nothing that I am aware of
★ Providing access to Lynda.com, webinars and training at staff in-service days

How do we take this to the next level?

★ Purposeful staff training
★ Sharing experiences
★ Go beyond the popular tasks requested by patrons
★ Build digital literacy into library events - e.g. Here is how you use our newspaper database and here are some tips to recognize fake news

Purposeful staff training

Our survey results show that the staff doesn't think they are being trained. How can we make this better?

★ Give staff dedicated time to do webinars/online training
★ Turn staff meeting topics into actual training - don't just mention something, SHOW how to do it and let staff practice.
★ Develop a training framework/checklist
★ What do you suggest?

Share experiences

★ Build an environment of trust for people to bring up things they don't know
★ When you see something new, encourage people to share
★ Discuss options for daunting questions - E.g. - printing multiple check stubs at one time
★ Add a topic in meeting "share one tip" about a tech topic
★ What do you suggest?
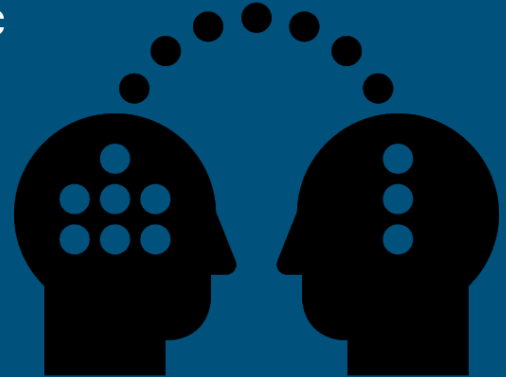
Go beyond the popular topics

★ Once the top items have been learned, go to the next step to give your staff confidence.

★ Once you have mastered the top 5, start on items 6-10!

Build digital literacy into library events

- ★ Staff meetings - add something about digital literacy
- ★ Patron events - E.g. teaching how to use a newspaper database is a good opportunity to add information on spotting fake news
- ★ Add digital literacy as a topic for scheduled social media posts
- ★ What do you suggest?

Questions?

Free Digital Literacy tools & Resources

★ Mozilla's Core Web Literacy Curriculum - https://mozilla.github.io/web-lit-core/
★ Digital Learn: Tools and resources for trainers - digitallearn.org
★ Microsoft Digital Literacy Course - https://www.microsoft.com/en-us/digitalliteracy/home
★ GCF Learn Free - https://edu.gcfglobal.org/en/internetsafety/
★ Public Library Association Digital Literacy page - http://www.ala.org/pla/resources/tools/programming-instruction/digital-literacy
★ Public Library Association Digital Literacy Initiative - http://www.ala.org/pla/initiatives/digitalliteracy
★ U.S. Government Digital Literacy Portal - https://digitalliteracy.gov/
★ Google courses - https://applieddigitalskills.withgoogle.com/s/en/home

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Contact Us!

We would love to hear more about what you are doing. We will share what we are doing.

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Audience Comments from our session

★ directus.io database: https://apps.olpl.org/patronresponse.html
★ Technical Tips Tuesdays- weekly email with tech tips, allows for topic searchability
★ Larger library systems have trainers that incorporate digital literacy skills into their training
★ Library intranet site with section for technical training/tips
★ When learn a new skill, send a "Did you know?" email
★ "Ask a librarian"- patrons book digital literacy (technical training) session
★ "Microwave Minute" - One page hint/tip located near or on the Microwave to give staff something to read while they wait.