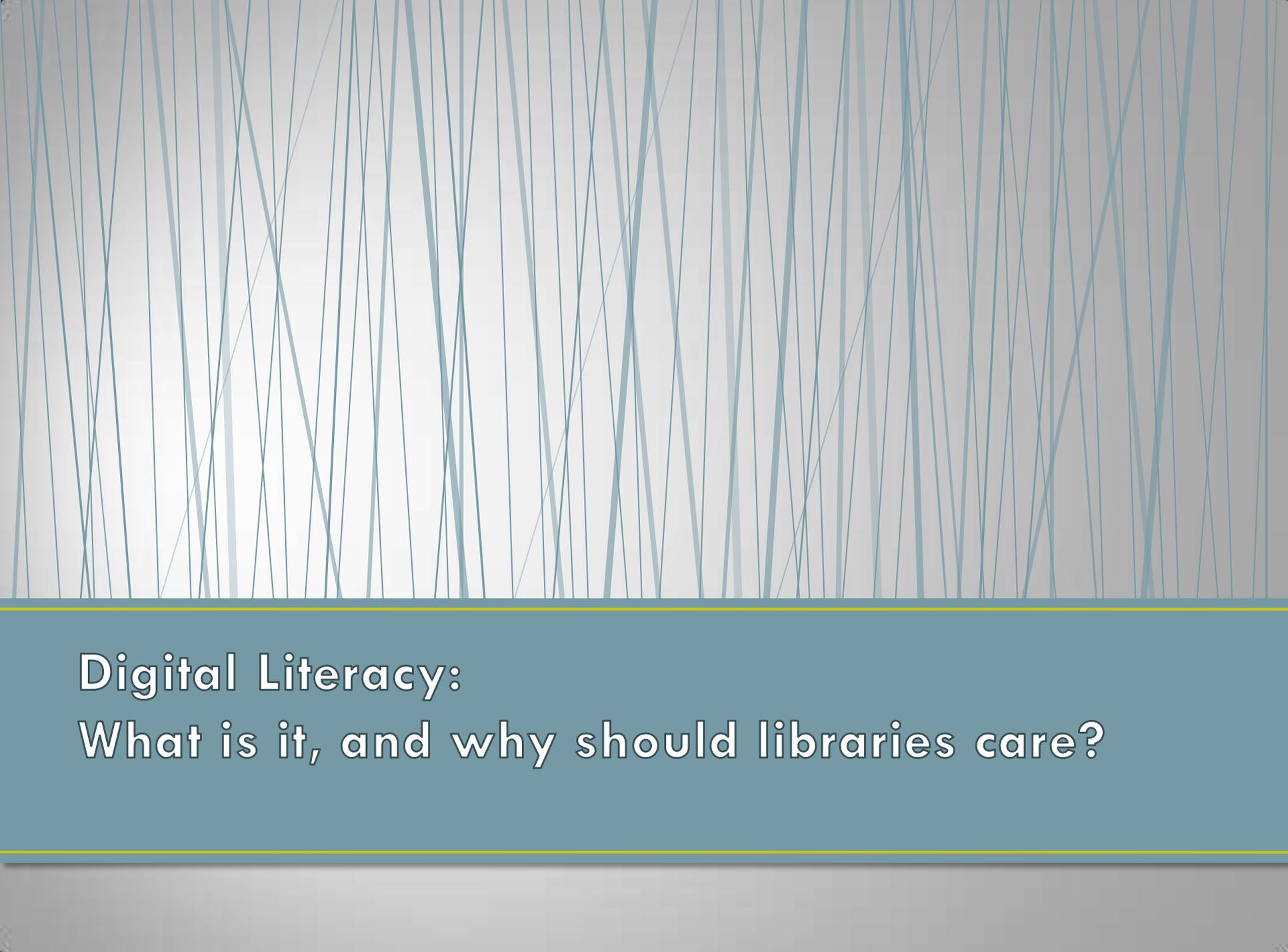


# Digital Literacy Training: Helping Your Patrons Navigate the Digital World

Barb Sanford

Chippewa River District Library

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**Digital Literacy:**  
**What is it, and why should libraries care?**

# Digital Literacy

“Digital literacy is more than knowing how to send a text or watch a music video.....A digitally literate person can use technology strategically to find and evaluate information, connect and collaborate with others, produce and share original content, and use the Internet and technology tools to achieve many academic, professional, and personal goals.”

-New York City Department of Education

# Digital Literacy

“Digital literacy is the ability to use information and communication technologies to find, understand, evaluate, create, and communicate digital information, an ability that requires both cognitive and technical skills”

-Report of the Office for Information  
Technology Policy’s Digital Literacy Task Force

# Digital Literacy-Why should libraries care?

- Libraries have always supported traditional literacy efforts
  - Digital literacy is an extension of traditional literacy
  - MUST possess traditional literacy skills
- We live in an increasingly digital society
  - More and more basic functions are being digitized
    - Up to 1/3 of Americans do not have access to technology
    - Job hunting, research, academics(at all levels including Common Core Standards), basic customer service inquiries, government services, etc.

# Digital Literacy-Why should libraries care?

- Libraries are a source of access to the technology
  - Libraries provide access, should provide training as well
- Because everyone else thinks we should!
  - Connect2Compete & EveryoneOn
    - C2C launched in 2011 as an FCC initiative
    - Goal is “to bring digital opportunity to 100M unconnected Americans through free and low-cost Internet and computer offers and free digital training”
    - EveryoneOn is the ad campaign to publicize it

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# Developing Technology Classes

# Patron Needs vs. Patron Wants

- Can be tricky to balance wants vs. needs
- Patron wants and needs are not always the same
  - May need a basic mouse class, but want to start with Excel
- How do you find out?
  - ASK!
  - Observe
  - Simple survey

# Class Topics

- Modify based on your resources and community wants and needs
- Examples-
  - Basic Computers
  - Basic Internet
  - Mastering the Mouse
  - Windows
  - Any of the Microsoft Office Products
  - Social Media
  - Resume Building
  - Email
  - Genealogy

# Developing a class

- Can be very intimidating, but there are many, many resources to help you get started with very little time investment
- Resources
  - [Colorado Virtual Library](#)
    - Service of the Colorado State library
      - Class outlines
      - Instructor Handouts
      - Student Handouts
    - Allow you to modify and use at your library as long as you give credit to the Colorado Virtual Library

# Developing a Class

- [DigitalLearn.Org](https://digitallearn.org)
  - A new PLA site(still in BETA) meant to serve as an online hub for digital literacy support and training
    - Support for both learners and instructors
    - Videos
    - Handouts
    - More launching soon
- [Digitalliteracy.gov](https://digitalliteracy.gov)
  - Government website designed to encourage resource sharing and collaboration in helping teach digital literacy
    - Many create links to tutorials, handouts, lesson plans, etc.
    - Examples-[gcflearnfree.org](https://gcflearnfree.org)

# Developing a Class

- Libraries
  - Many libraries post their computer handouts online
  - Wait, is it legal to use those?
    - [Creative Commons Attribution-ShareAlike 3.0 Unported License](#)
      - You are allowed to share and use any materials for your own needs as long as you attribute the work to the original creator and you never use it for commercial purposes
    - If they do not have the licensing information posted, ask first!

# Developing a Class

- Examples
  - [Ann Arbor District Library](#)
  - [Topeka and Shawnee Public Library](#)
  - [Heights Libraries](#)-no licensing information posted-ask first!
  - [Digital Literacy New York](#)
  - CRDL Handouts
    - Mastering the Mouse
    - Microsoft Word
    - Basic Windows
    - Basic Email

# Developing a Class

- Creating your own plans and handouts
  - May be to your benefit to create your own
  - Process:
    - Class Topic
    - Come up with objectives
    - Develop Handout
      - Lots of screen shots using Snipping Tool or Paint(FN + Prt Sc at the same time to copy)
      - Bullet Points and numbered lists work best for clear instructions
      - Instructor Notes
    - PRACTICE
      - Clarity and familiarity
      - Time-not too short or too long, though better to have more material than not enough

# Getting over teaching anxiety

- You are already teaching!
  - Each time you help someone with a technology question, you are already teaching on a small scale
- Remember that your students want to be there
- Fake it until you make it
  - Even if you are terrified, be positive and confident
- Make sure you are comfortable with the room, technology, etc

# Getting over teaching anxiety

- Practice, and then practice some more
  - The more comfortable you are with the material, the more confident you will feel
- Know your subject matter
  - While you do not have to know every little thing about the topic, make sure you are knowledgeable about it
    - Ex- Don't try to teach an html course if you have zero experience with programming
- Know your audience
  - Mingle before class
- Have fun!

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# Best Practices: Tips and Tricks

# Best Practices

- Work with what you have
  - No lab? No problem!
  - Computers/Laptops
  - Projector/SmartBoard
- Start Small
  - One-on-Ones
  - Small Classes
- Listen to the community

# Best Practices

- Advertise!
- Utilize volunteers and other non-traditional staff members
- Tell them what you are going to tell them
- Patience is a virtue
- Be Flexible
- Encourage questions and interruptions

# Best Practices

- Know the limits of your knowledge and be honest about it
  - There is nothing wrong with needing to get back to someone with an answer
- Use analogies
  - Example-Compare the recycle bin process to the garbage truck
- Dealing with “situations”
  - Example-Sleeping patrons, telephone calls, etc.
- Evaluation Forms
  - Simple, Short, Anonymous

# Conclusion

- Choose your topics
- Find handouts or create your own
- Make your equipment work for you
- Practice, Practice, Practice
- Get Feedback
- Be Adaptable
- Any Questions?