Toronto Public Library

Seniors Digital Literacy at Toronto Seniors Housing Corporation

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Agenda

1) TPL's commitment to Toronto Seniors Strategy (TSS) 2.0
2) Seniors Digital Literacy Service Model
3) 2022 Annual Evaluation Results

Toronto Seniors Strategy 2.0

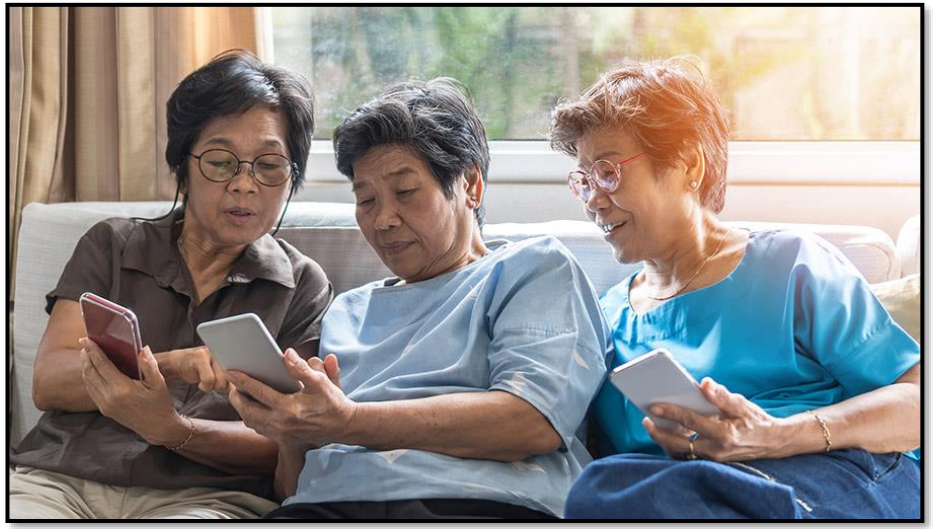
TPL will support social connectedness by expanding digital literacy programs for seniors in libraries… In addition, TPL will work with Toronto Community Housing to bring library programs for seniors into Toronto Community Housing seniors-designated buildings.

– Recommendation 4, Seniors Strategy 2.0

Seniors Digital Literacy
Service Model

Seniors' Digital Literacy

Today, we all need digital access and digital literacy to be healthy, happy, successful and connected.



Services

Community Librarians on-site at Toronto Seniors Housing (TSHC) offer the following services:

- Digital literacy education and support, including the Digital Literacy & Equipment Distribution Program, one-on-one appointments (Book a Librarian) and more
- Library card registrations and account support
- Overview and connection to TPL branch programs and services
- Information services, including support or referral in filling out government forms
- Social or informational programming: discussion groups, health and financial programs, etc.

Service Planning

Community Librarian Wasem leads a focus group at TSHC 35 Shoreham

Service planning is revised through collaboration and consultation with TSHC staff and tenants to provide localized service that meets the unique needs of residents in each building.

This is what makes Community Librarianship work!

TPL Programs, Events & Activities

2022 Programs (April to December)

- 160 programs
- 1,447 participants
- Includes SDL 6-week programs, focus groups, drop-in tech help, mindful colouring

2022 Events & Activities

- 34 events
- 834 participants
- 168 new library card registrations

Book-a-Librarian Sessions

2022 Book-a-Librarian sessions (May to December)

- 140 sessions with 149 participants
- Topics included:
  - Smartphone assistance
  - Computer basics
  - Internet skills
  - Accessing government and community resources

Book-a-Librarian Feedback

- “So patient teaching the oldies. Excellent! Learning a lot from him.”
- “Looking forward to learning more about the computer.”
- “So happy learning the computer keyboard.”
- “I really appreciate his patience, whatever questions [were] asked. He’s very helpful! Thanks.”

Community Librarian Wasem helps a learner at 35 Shoreham TSHC

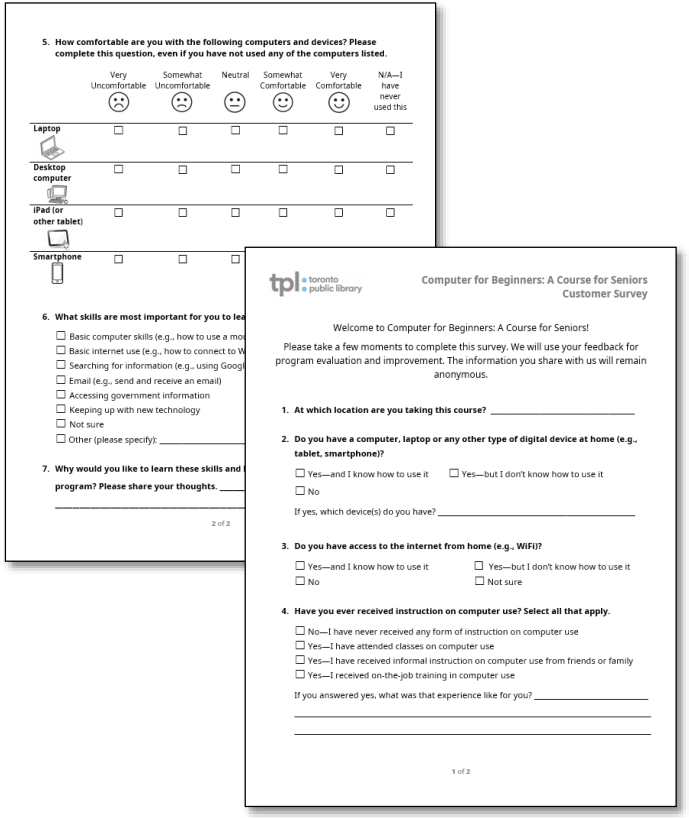
Evaluation Methodology & Tools

TPL Tools

- Community Librarian Daily Log
- Quantitative data (e.g. program attendance)

Survey Data

- Pre-program survey
- Post-program survey
- Comment forms
- 3-month follow-up



5. How comfortable are you with the following computers and devices? Please complete this question, even if you have not used any of the computers listed.

	Very Uncomfortable	Somewhat Uncomfortable	Neutral	Somewhat Comfortable	Very Comfortable	N/A—I have never used this
Laptop	☐	☐	☐	☐	☐	☐
Desktop computer	☐	☐	☐	☐	☐	☐
iPad (or other tablet)	☐	☐	☐	☐	☐	☐
Smartphone	☐	☐	☐			

6. What skills are most important for you to lea

- ☐ Basic computer skills (e.g., how to use a mo
- ☐ Basic internet use (e.g., how to connect to W
- ☐ Searching for information (e.g., using Googl
- ☐ Email (e.g., send and receive an email)
- ☐ Accessing government information
- ☐ Keeping up with new technology
- ☐ Not sure
- ☐ Other (please specify): _____

7. Why would you like to learn these skills and
program? Please share your thoughts. _____

2 of 2

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Computer for Beginners: A Course for Seniors
Customer Survey

Welcome to Computer for Beginners: A Course for Seniors!

Please take a few moments to complete this survey. We will use your feedback for program evaluation and improvement. The information you share with us will remain anonymous.

1. At which location are you taking this course? _____

2. Do you have a computer, laptop or any other type of digital device at home (e.g., tablet, smartphone)?

- ☐ Yes—and I know how to use it
- ☐ Yes—but I don't know how to use it
- ☐ No

If yes, which device(s) do you have? _____

3. Do you have access to the internet from home (e.g., WiFi)?

- ☐ Yes—and I know how to use it
- ☐ Yes—but I don't know how to use it
- ☐ No
- ☐ Not sure

4. Have you ever received instruction on computer use? Select all that apply.

- ☐ No—I have never received any form of instruction on computer use
- ☐ Yes—I have attended classes on computer use
- ☐ Yes—I have received informal instruction on computer use from friends or family
- ☐ Yes—I received on-the-job training in computer use

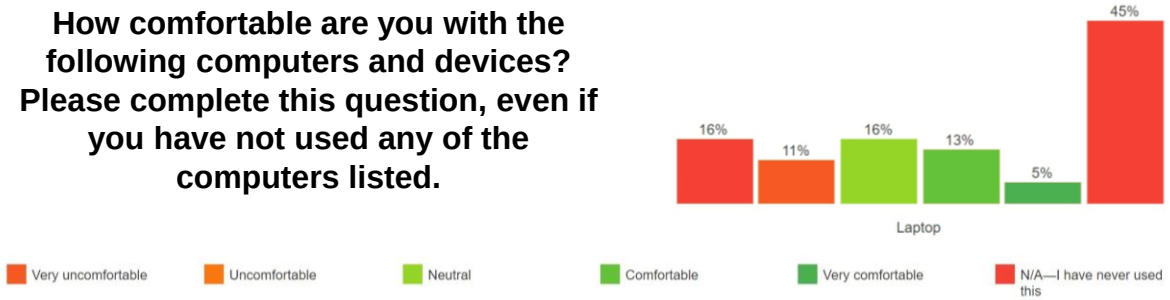
If you answered yes, what was that experience like for you? _____

1 of 2

Pre-Program Survey

Prior to beginning the Seniors Digital Literacy and Equipment Distribution Program 6-week program, **85 seniors** participated in a survey about their comfort level with various devices.

How comfortable are you with the following computers and devices? Please complete this question, even if you have not used any of the computers listed.

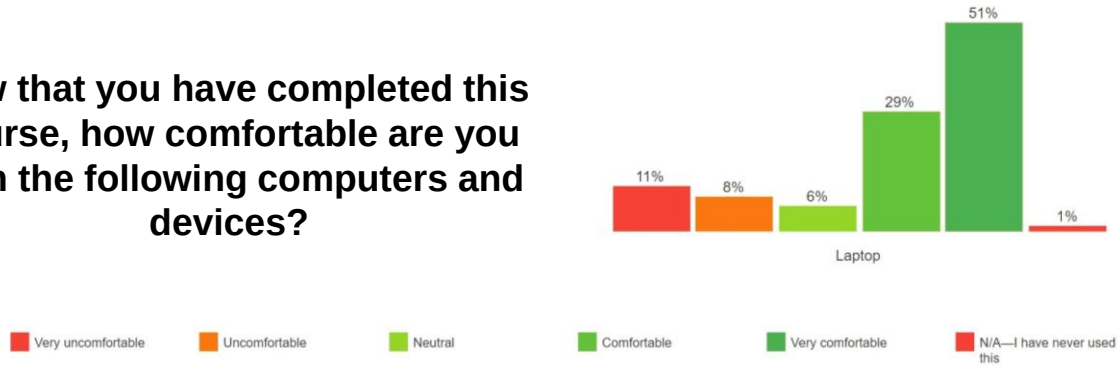


Roughly 47% of the students **had never used a computer** (laptop or desktop), and a further 26% said they were **uncomfortable using one**.

Post-Program Survey

By comparison to the start of the program, 80% of students who completed the survey said they were **comfortable using a laptop** after completing the course.

Now that you have completed this course, how comfortable are you with the following computers and devices?



Social Impacts

Increased social interaction is one of the aims of the Seniors Digital Literacy program.

94% said they **enjoyed being part of the group**, and 81% said they **intended to keep in touch with other students**.

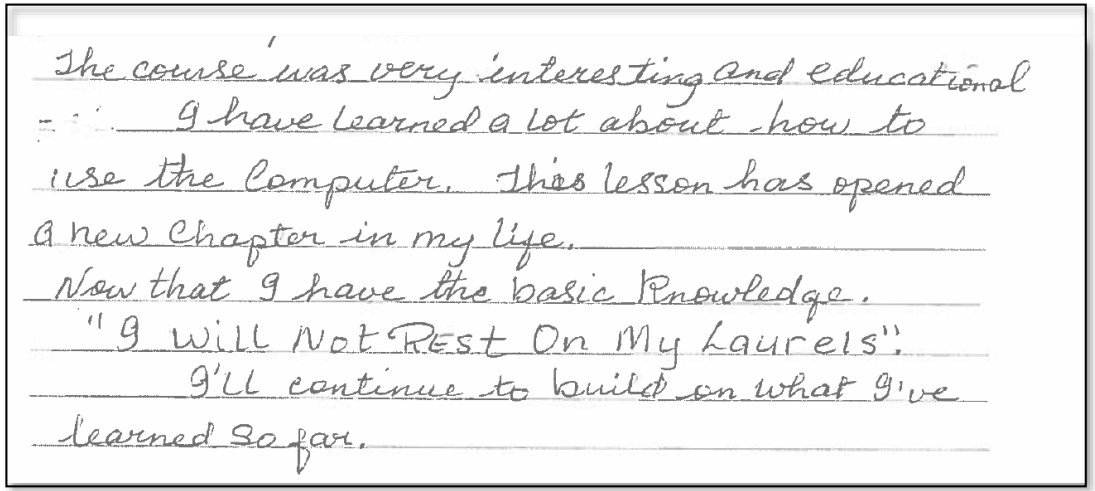
In a 3-month follow-up interview, 71% said they had followed through with remaining in touch with their peers.

Community Librarian Rabia and her graduating class at TSHC 175 Cummer

Program Feedback

- “I learned to find different locations in the city.”
- “I love socializing with people, it's nice to exchange the information and knowledge.”
- “I am happy to be able to learn how to use computer, and the atmosphere in class was amazing. Our teacher did wonderful job.”
- “I am thankful for this course. Now I know how to use a computer :)”

More Program Feedback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I have learned a lot about how to
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Now that I have the basic knowledge.
"I will Not Rest On My Laurels".
I'll continue to build on what I've
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Classes From Start to Finish

Above: Community Librarian Rabia teaching a class at 130 Eglinton
Right: Rabia's class at their graduation ceremony

Questions?

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