Checklist

## for digital divide readiness in 10 steps

librarian.net/talks/nelavt

1. Statistics

* 34 % Americans w/o broadband at home

* 21% have no internet at home at all

* Rate of adoption is slowing

* Cost, digital literacy, "irrelevance" are keeping people offline

Arm yourself and know what's really going on. "one-in-10 non-users say they would like to start using the internet in the future." I am sort of assuming you know this part, if not, there are links that will give you good reading material.
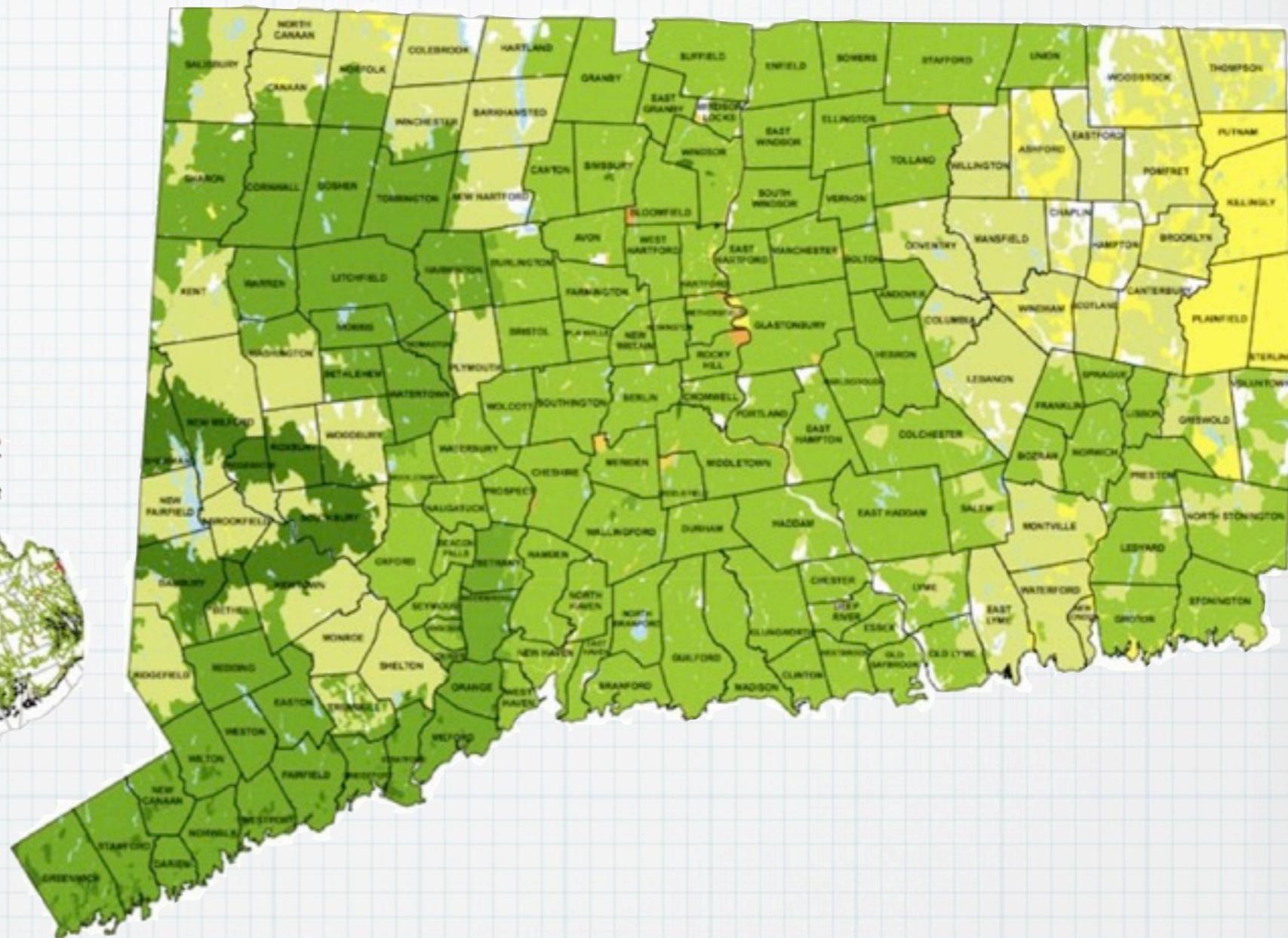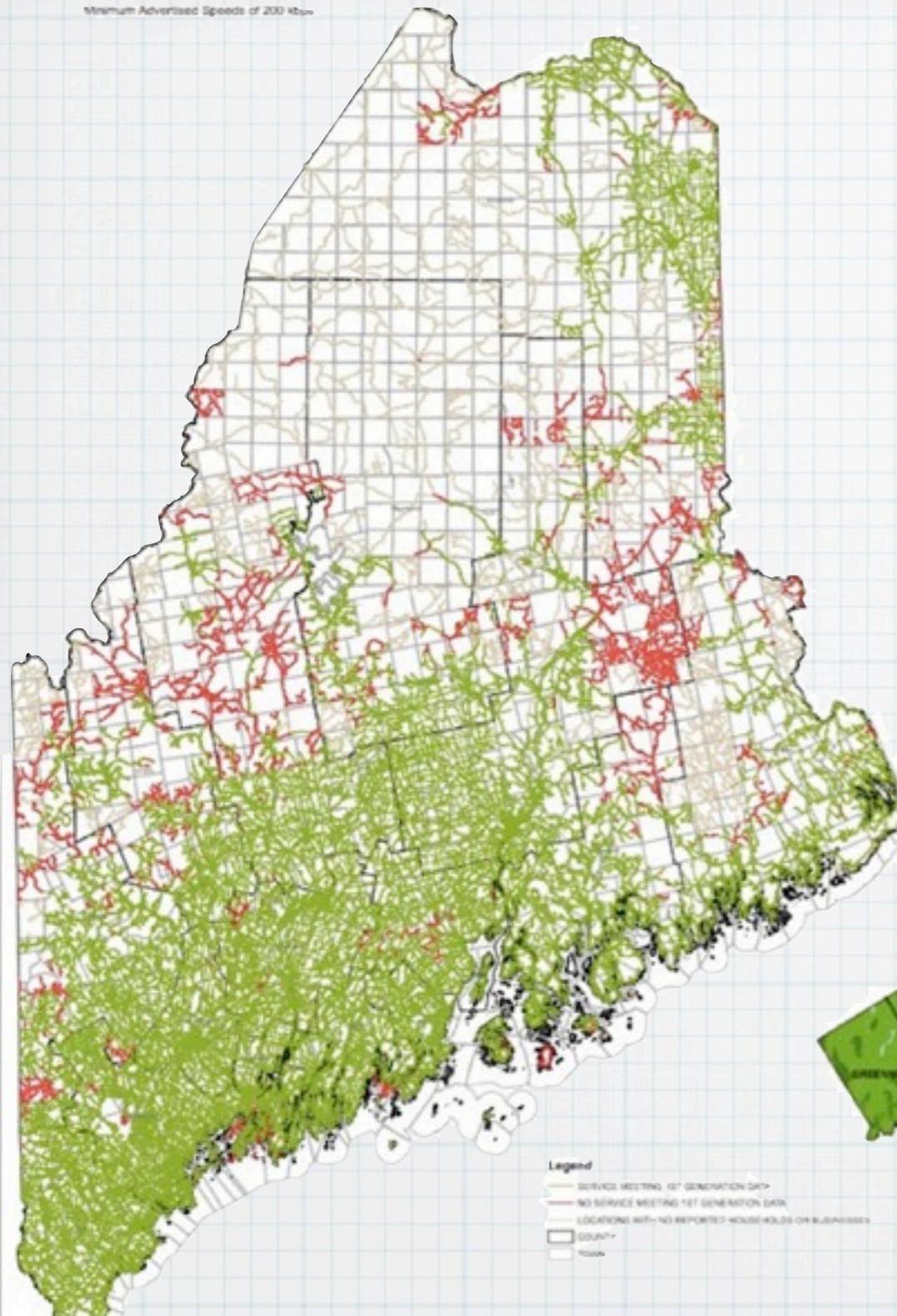
2. Know your area

Different populations have different needs. Even if there is a lot of broadband in your area, there are still people who can't use a computer. And they may have a harder time finding services in places with a tech-savvy population.

3. Know the divides

* **Economic divide**
* **Usability divide**
* **Empowerment divide**

we know the people who are the most impacted are already disadvantaged folks: poor, poorly educated, non-English speakers, disabled, older folks. Usually combinations of these.

4. Outline your problems

* Access to computers?
* Access to broadband?
* Access to classes?
* Access to "empowerment"?

5. Check yourself

Who's Responsible for the Digital Divide?

Public Perceptions & Policy Implications
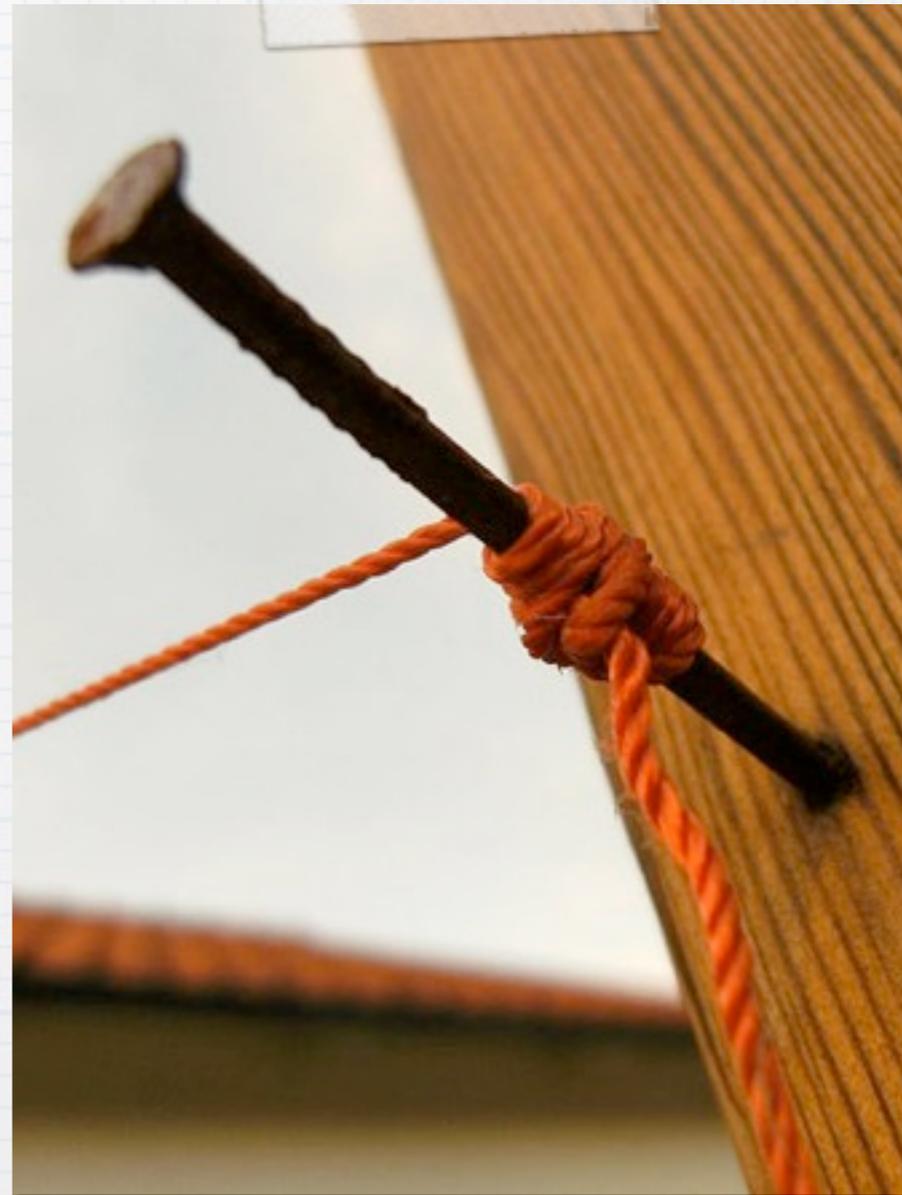
It's a hammer/nail issue. How you define it determines what you think will "solve" it. Your own tech perspective informs your idea of how "everyone" uses tech.

LEARN CREATE SHARE

@ your library

6. Evaluate your offerings

You have a standards-compliant web site? You have books about technology? Can you help someone get tech support online? Are the help files for your ILS sensible? Other vendor offerings? What do people ask about a lot?

Basic description	Public access computers, available throughout the library, connect users to the Library catalog, reservation system, desktop applications and other electronic resources.
Eligibility	All registered Library users.
Library responsibility	**The Library will:** • Direct library users in reserving public access computers via the Reservation System • Provide basic Library user training and printed guidesheets to assist in the use of the public access computers • Troubleshoot problems with public access computers,

7. Take good care of patron computers

8. Offer clear information, clearly presented
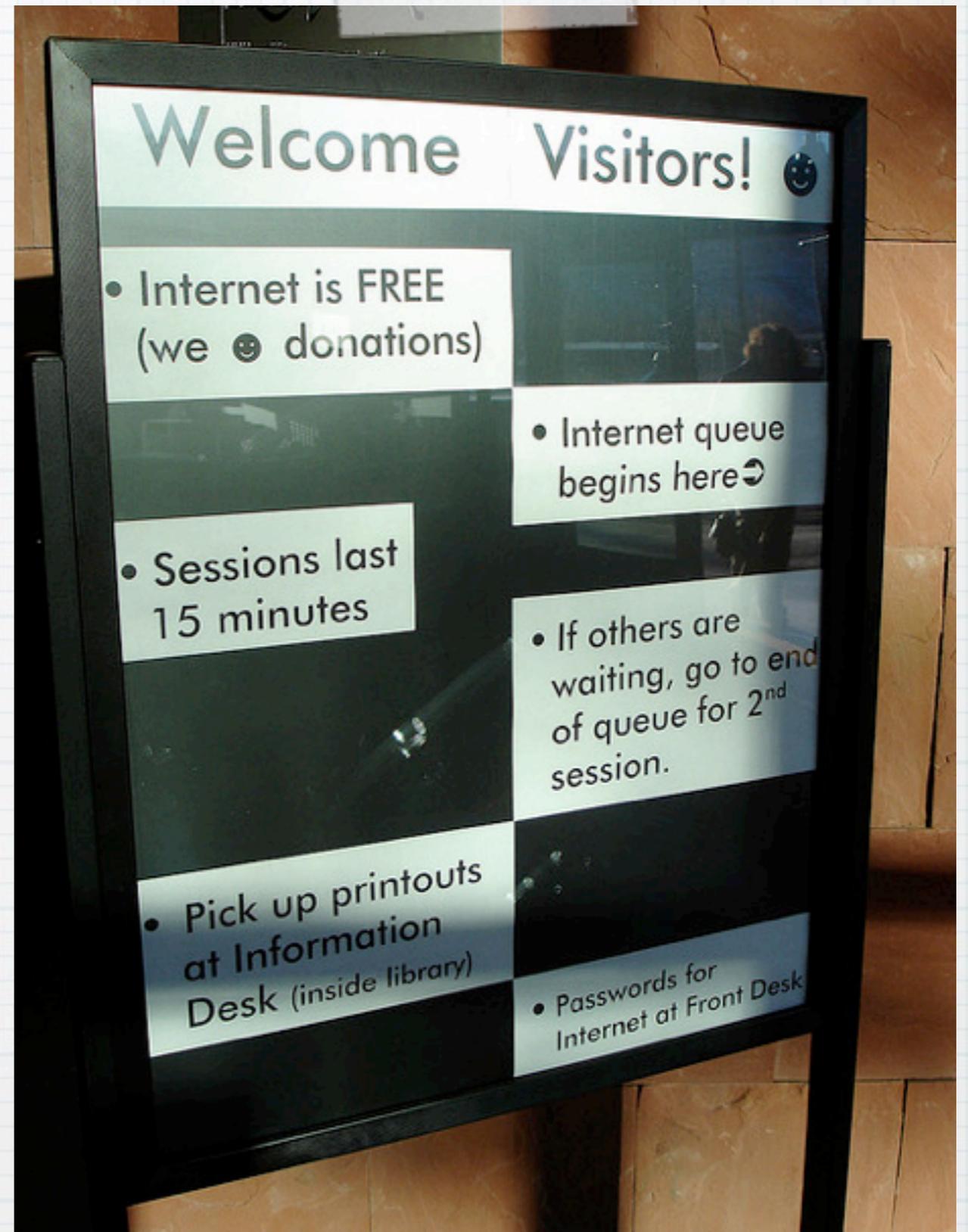
The last thing we want to do is reinforce ANY "computers are hard" assumptions. [Moab UT]

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Roxbury Free Library

Your library director seeks transportation to/from the library on Tuesday! Stranded up on Cram Hill! Access available from Tracy Hill to Beaver Meadow down Cram Hill to washout – I can walk across the washout no problem! Cram Hill washed out between 12A and wooden bridge :(If you're feeling adventurous and can pick me up in the morning, please give me a ring at 279-9395! Thanks!

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9. Play "What if?"

In an emergency, can you update your content? Preparedness is not waiting until you're in a crisis.
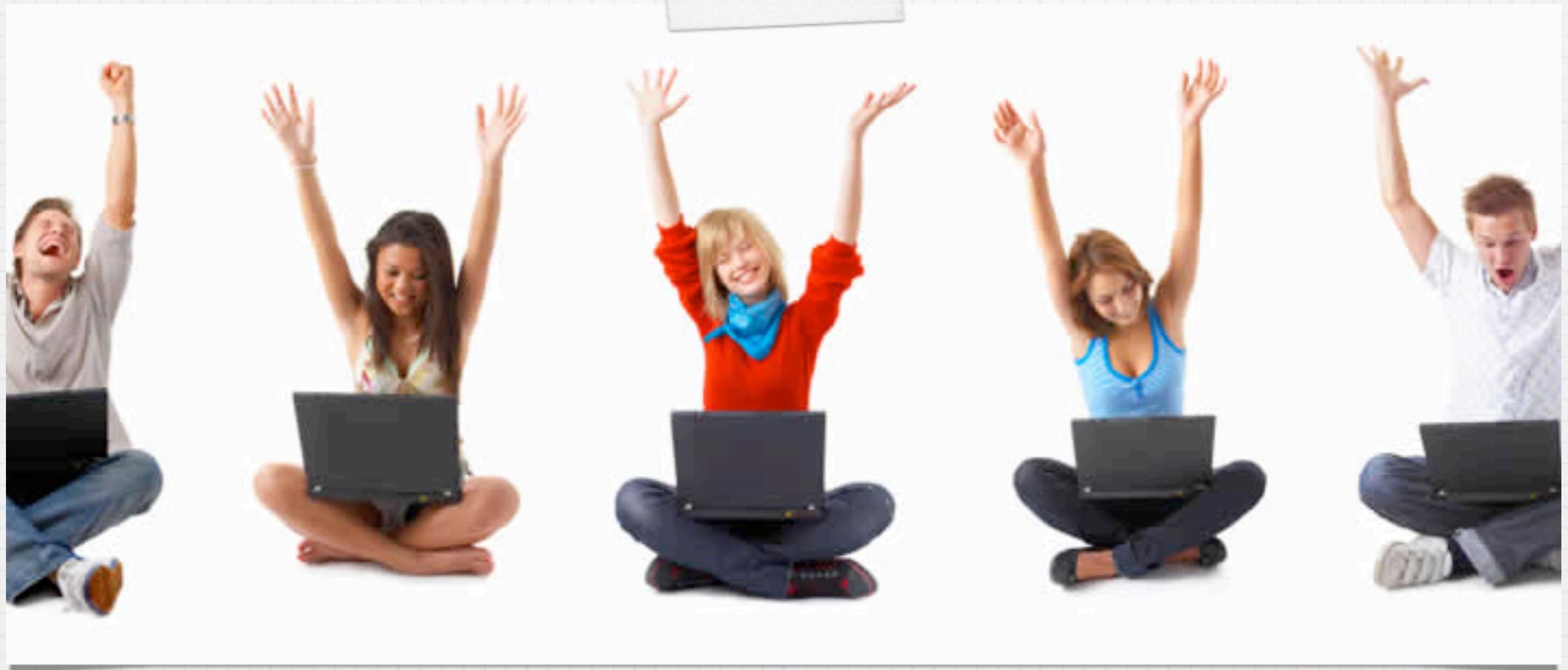
10. Celebrate successes

Yay!

Questions?

librarian.net/talks/nelavt

Now this is skipping the obvious stuff you should already be doing like sharing ideas that work, making sure you attend to staff as well as patrons and evaluate what you've been doing fairly regularly to make sure it's actually, you know WORKING, but that's all Library 101 stuff.