

Older Adults and Technology

Presented by
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Texas State Library and Archives Commission

June 16, 2011

Older Adults and Technology

- Thanks You Denise & Kyla
- Welcome
- June 2, Gaming for Senior
- **June 16, Senior Patrons and Technology**
- July 7, Social Networking with Seniors
- July 21, Outreach to Senior Patrons

Older Adults and Technology



Older Adults and Technology

- Previous Session – Discussed Gaming as a Way to Introduce Technology (Comfort Level) to Seniors
- Ways to Get Seniors Online @ Your Library
- Developing Computer Classes (Formal or Informal)
- Why? Why have Classes in the Library?
- Changing Needs of Technology & Seniors

Older Adults & Technology

- **Library's Landscape is Technology**
- Library World has Changed
- Card Catalog to Online Catalog
- Book Card Check Out to Automated Circulation Systems
- Magazine & Newspapers to Online Resources
- (But the entire landscape has changed, too?)
- “Find it on our Website”

Older Adults & Technology

- Everything is Automated, Computerized, Online, isn't it? (Less than 1 Generation)
- **Everyday Living for Seniors**
- Banking
- Social Security Information
- Prescriptions
- Unemployment, Job Applications
- E-Government
- Library

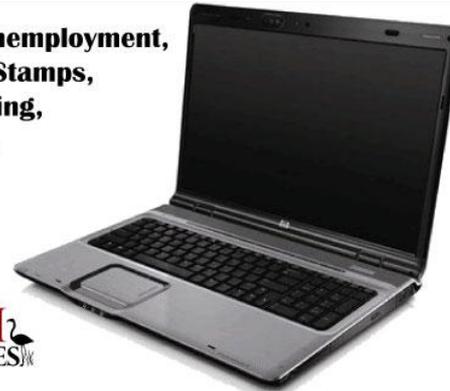
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Applying Online?

Use our new e-government laptop lab
Guidance available

Funded by LSTA through the State Library of Florida

**Job Applications, Unemployment,
Immigration, Food Stamps,
Foreclosures, Housing,
Medicare/Medicaid,
Financial Aid,
and more...**



HIALEAH
PUBLIC LIBRARIES

**John F. Kennedy Library
190 West 49th Street
Hialeah, FL 33012
305-821-2700**

Older Adults and Technology

- World Has Changed, Library Has Changed
- Opportunity to Empower “Seniors”
- Provide Skills to use and Understand the Library
- Same time, use those skills for other tasks, banking, social security, e-government, unemployment, employment, volunteering, etc.

Older Adults and Technology

- **Here we are-----**
- Place for Lifelong Learning
- People's University
- Destination for the Community
- Opportunity to feel a part of the Changing Community, to not feel left out, isolated because of changing technology
- Ability to Contribute to the Community

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- **Let's Get Started:**
- Who needs computer training?
- What kind of computer training?
- I'm already too busy....what do I do?
- How do I get started?
- I'm not really a teacher? I hate that stuff!

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Older Adults and Technology

- Levels of Knowledge
- Experience with Computer, Mouse, Internet
- No Experience with Computer, Mouse , Internet
- In-between
- Lots of Hand Holding, Scared
- Confident
- Age, Experience, Expertise, or Confidence

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- Specific Skills, Why?
- Learn to Use the Internet, Facebook
- Need to Get a Job, Unemployment Online
- Brush-up on prior skills
- Digital Cameras, Uploading files, storing
- Don't want to be left out
- (Age difference, older (older) adults have less exposure vs. younger who may have been in the job force)

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- Questions to ask—(even if you already do classes, evaluate them once a year. Pretend that you never offered and classes. How would you start?
- Who on staff will teach classes?
- What classes should we offer?
- How often do we offer them?
- Where can we teach the classes?

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[http://www.pewinternet.org/~media//Files/Reports/2010/PIP Generations and Tech10.pdf](http://www.pewinternet.org/~media//Files/Reports/2010/PIP_Generations_and_Tech10.pdf)

Younger Boomers (46-55) 81% online (93% email)

Older Boomers (56-64) 76% online (91% email)

Silent Generation (65-73) 58% online (90% email)

G.I. Generation (74+) 30% online (88% email)

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Library Students---- (Mix)

Need to Develop Classes that Meet the Needs of
ALL 3 Generations of Older Adults

- GI Generation (Basic Computer Skills, Internet, E-Mail)
- Silent Generation (Microsoft Office Products)
- Baby Boomers (Job/Career)

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Common Denominators

- E-Book Readers
- Facebook (Social Networking)
- Digital Cameras
- Online Resources (E-Government)
- Online Resources – Health Information
- Online Resources – Hobbies (Genealogy)

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- Who will teach the class? (Staff, Volunteers)
- <http://www.oasisnet.org/Cities/East/FortLauderdaleFL.aspx>
- Variety of Teachers from Library Staff
- Partner with High School or Community College (for students or faculty)
- Retirees
- Friendly, Patient, Sense of Humor, Organized

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- What will you teach?
- Computer Basics
- Internet, E-mail
- Facebook, Twitter
- E-Government

- (Don't recreate the wheel!)

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- <http://www.gcflearnfree.org/computerbasics>
- <http://www.palatinelibrary.org/events/computer-classes> (useful handouts in PDF form)
- <http://nihseniorhealth.gov/toolkit/toolkitfiles/pdf/QuickTips.pdf>

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- Develop a Curriculum
- Use Existing Resources
- Textbook (www.webwiseseniors.org)
- Buy Circulating Books for People to Borrow
- Use Screen Captures
- Develop a Simple to Read Schedule, Rotate the Most Popular Courses,
- Provide (Time and Space) for Practice

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Space---

- Where do you train?
- Classroom Setting
- On the Floor around Computer Terminals
- One-on-One and by Appointment
- Setting Up the Space
- Handouts for People to Take Home

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Accessibility Factors (To Think About) when Training

- Noise
- Lighting
- Computer Screen Size
- Font Size
- Mouse



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Jersey City Public Library, New Jersey
Comcast provides \$5,000 for Computer Training

Allan M. Kleiman, June 15, 2011



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Orange County Public Library, Florida

Allan M. Kleiman, June 15, 2011

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E-Readers

- Training
- Enlarge Type Size
- Good Introduction to Technology
- Borrow to Take Home



Older Adults and Technology

Assistive Technology

- Large Print Keyboards
- Mice
- CCTV
- MAGic Software
- JAWS Software
- (Larger) Computer Monitor



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Assistive Technology

- Listening Devices for Programming



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Assistive Technology

- Digital Readers from NLS
- Important Resources for Visually Impaired and Blind



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Some Ideas:

- Can You Partner with Other Organizations that Serve Seniors (OATS in NYC for example)?
- Can you locate funding to provide additional computers and or dollars for training (Wal-Mart or cable company)
- Do you have a technology plan for your library? Are there specifics for seniors?

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Some Thoughts:

- Beginning Computer classes (Continue to provide follow-up)
- Scheduling is Important (Demand)
- Computer Classes and Technology for Seniors is an Important Component not only of senior services but overall library services.

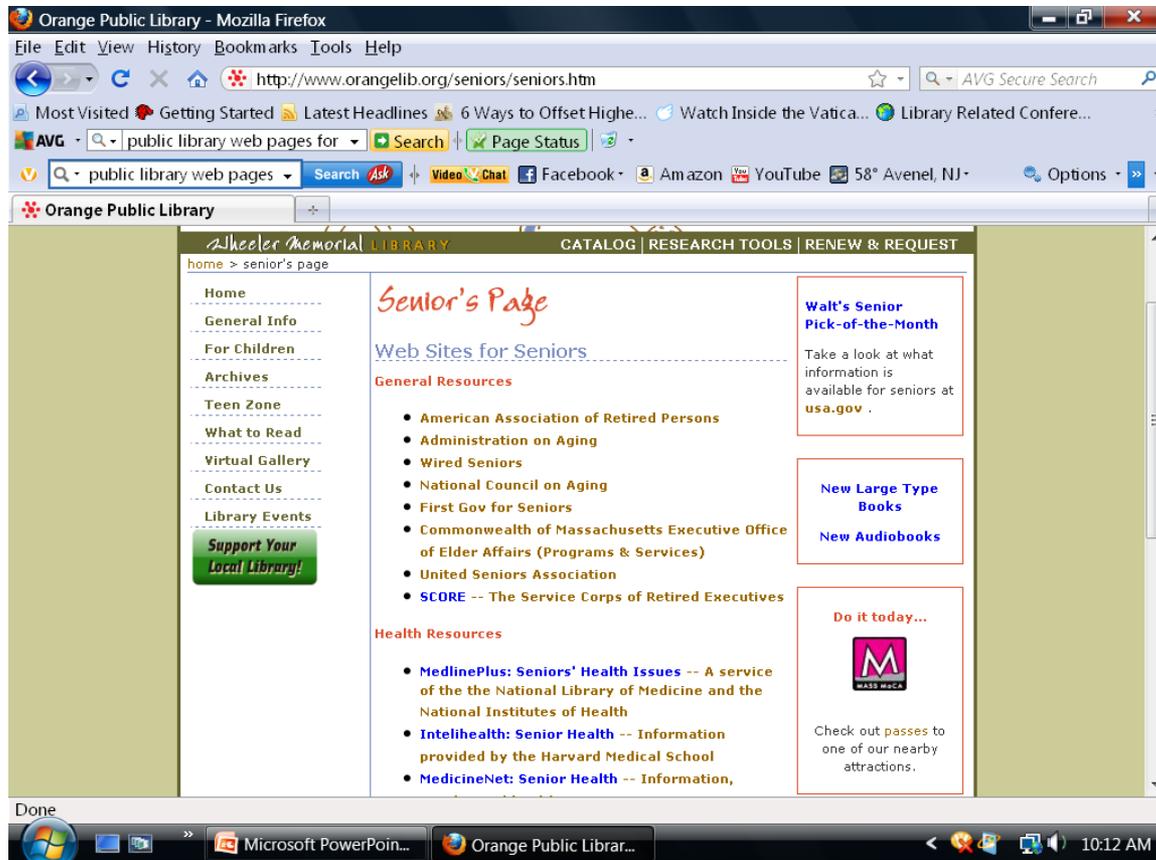
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Some Thoughts:

- If space is an issue, training can be done with Laptops

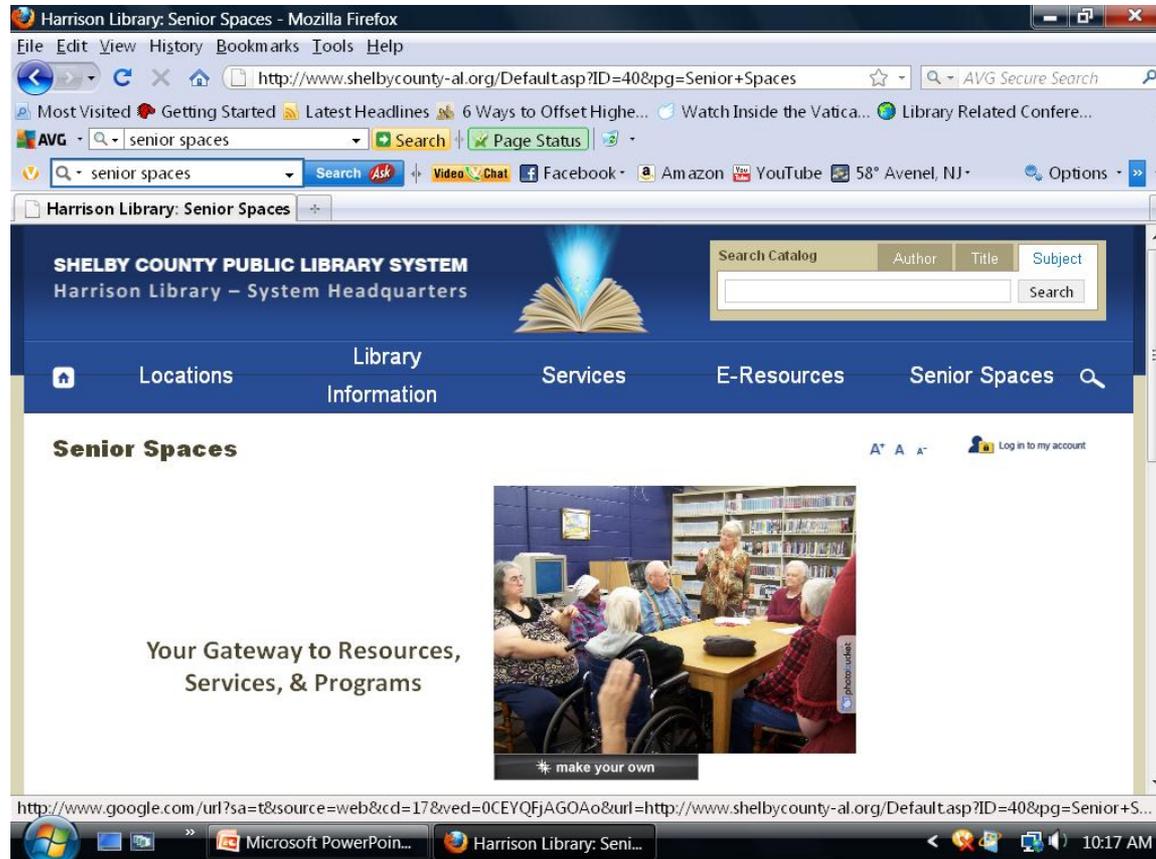
And, let's not forget:

- Your Library's Web Page is a Technology Portal for Seniors



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Wheeler Memorial Library, Orange, MA



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Shelby County Public Library System, Alabama
(Type Size on Web site)

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- **In Summary:**
- Older Adults and Technology, includes—
- Teaching Computer Classes (Variety of Subjects/topics)
- One-on-One, Groups, lecture formats, online or even YouTube
- Tailoring classes to needs of the students
- Understanding that for many being in a classroom can be scary

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- Introduction of New Technology (E-readers, Cell Phones, GPS)
- Adapting the Library to the Customer (CCTV, JAWS, MAGic)
- Working with NLS Talking Books Libraries
- Developing Senior Web Page for Your Library
- And, much, much more!

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- **July 7, Next Session, Social Networking when we go Online with Older Adults**
- Potential of the Net and Seniors and how older adults are “graying the Internet!”
- This PPT will be available in the next few days and include additional resources and a bibliography for further reading.

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- **Further Resources:**
- <http://beanworks.wordpress.com/computers-older-adults-and-libraries/>
- <http://web1.squidoo.com/trainable>
- <http://www.nypl.org/help/community-outreach/services-for-fifty-plus-adults/fifty-plus-links>

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- **Further Resources:**

- <http://www.facebook.com/event.php?eid=154164554650459>
- [http://www.eldercare.gov/eldercare.net/Public/Resources/Brochures/docs/N4A Tech Brochure P06 high.pdf](http://www.eldercare.gov/eldercare.net/Public/Resources/Brochures/docs/N4A_Tech_Brochure_P06_high.pdf)
- <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2818317/>

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- **Further Resources:**

- <http://www.slideshare.net/allanmkleiman/grandmas-got-a-wii>
- <http://234next.com/csp/cms/sites/Next/Home/5708544-146/story.csp>
- <http://www.aarp.org/technology/>

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