

SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2022.** Please include this submission form with the electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact <u>Gage Harter</u>.

PROGRAM INFORMATION

County: Y	ork
Program Ti	In This Together: Digital & Health Literacy with York County Public Library
Program C	ategory. Customer Service

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Title: County Administrator	
Signature:	

2022 VACo Achievement Award Program Nomination Summary York County, Virginia

Program Title - In This Together: Digital & Health Literacy with York County Public Library Program Category – Customer Service

Executive Summary

The COVID-19 pandemic highlighted several deficits within the York County, VA community, specifically the lack of digital literacy among seniors ages 65+. As our communities shut down during the pandemic and began relying on virtual connections, many of our seniors were shut out from everyday resources due to the digital divide. Simple tasks, such as purchasing groceries and scheduling appointments to receive healthcare, suddenly became overwhelming obstacles in the form of online grocery ordering and virtual doctor's appointments. It became obvious that digital literacy was no longer a luxury, but rather a necessity.

The York County Public Library (YCPL) tackled these issues in two ways. First, through inhouse technology workshops for seniors with greater mobility. The second, through digital literacy outreach targeting homebound seniors by providing mobile workshops at senior living facilities and community centers. Basic and intermediate classes are provided, covering a range of topics to include device basics, Zoom 101, texting, and accessing reliable health resources online, such as scheduling Telehealth and vaccination appointments. Following completion of our workshops, seniors will have improved digital literacy, increased comfort using their personal devices, and the knowledge to identify and utilize reliable online resources, ultimately leading to a healthier life.

The Problem

Over the past 30+ years, digital literacy has evolved from being a hobby to an essential skill, particularly for senior populations. In fact, "34% of older internet users say they have little to no confidence in their ability to use electronic devices to perform online tasks." Almost half of seniors report that when they obtain a new electronic device, they usually need someone else to set it up for them (Pew Research Center, May 2017, "Tech Adoption Climbs Among Older Adults"). The U.S. Census Bureau estimates that seniors 65 years and older make up 16.5% of the population. York County, VA mirrors this statistic with 16.6% of its population in this age bracket. Based on the 2020 Census and the Pew research statistics, over 18 million adults living in the United States ages 65 and older lack the ability to use electronic devices.

These statistics were made all too real to library staff as programming and outreach services recommenced following COVID-19 closures. York County Meals on Wheels and local senior facilities shared that seniors and homebound members of the community often enlisted their help in accessing basic healthcare services, such as making appointments to receive COVID-19 vaccinations, due to digital illiteracy. According to the U.S. Department of Health and Human Services, "Approximately 1.6 million adults 65 years of age and over living in the United States may have trouble accessing the COVID-19 vaccine because they are homebound; 51% of these older adults face at least one additional barrier, such as living alone or lacking technology." In an effort to create a more resilient and healthy community in the midst of a global crisis, the York County Public Library staff developed *In This Together: Digital and Health Literacy with York County Public Library*.

The Program Described

York County Public Library staff aims to close the digital divide among older adults through a multifaceted approach. This includes enhancing current pop-up library services to include one-on-one technology tutoring, offering in-person workshops at the library that address the use of devices, apps, e-mail, social media, and websites, such as MedlinePlus.gov, and launching Tech Tuesdays, monthly one-on-one digital tutoring in partnership with the York County Senior Center.

Library staff first began working towards this goal of providing technology assistance to seniors and adults of all abilities in October 2021. Due to limited staffing and budget constraints, the Library applied for and received a grant from NNLM *All of Us* Community Awards. Funds went toward hiring additional personnel and purchasing devices to use in workshops and one-on-one sessions to ensure all members of the community could attend regardless of socio-economic background.

In January 2022, library staff were able to begin working towards creating workshops. While it was apparent that a lack of digital literacy was having a negative impact on the older adults in the York County community, library staff wanted to ensure that any program created met the individual's needs. As such, staff created a survey and partnered with the Senior Center to assist in distribution of the survey (See *Supplemental Materials*). Once completed and returned, staff were able to evaluate surveys and determine in which areas of digital literacy older adults in the community truly felt they needed assistance.

"Is This Thing On?" Library Workshop Series - The first goal of the *In This Together: Digital and Health Literacy* program was to create a series of workshops on high interest topics.

Through survey feedback, library staff realized seniors wanted to build confidence and become more comfortable with their device, understand how to download apps, use apps such as Google Maps, text and keep in contact with loved ones, use Zoom for learning opportunities and doctors' appointments, and navigate websites, such as MedlinePlus.gov.

Library staff took this opportunity to develop a curriculum based on these needs, with the result being a 6-week workshop focusing on the following topics: Getting to Know Your Device, Apps & Passwords, Let's Talk About Text, Maybe?, Web Browsing, Zoom, and Stream-A-Palooza. The goal was to launch a program in late February or early March and create a reoccurring sustainable workshop series.

On March 4th, the library officially kicked off "Is This Thing On?" with the Getting to Know Your Device class (See *Supplemental Materials*). Throughout this series, attendees have provided feedback on what they would like to see in the future. The average age of attendees is 72, and each has expressed gratitude in having a judgement-free environment in which to learn new skills.

One-On-One Tech Tutoring Pop-Up Library Service - Current outreach services include pop-up library locations at senior living facilities. During these visits, many patrons expressed a desire for digital help. Library staff utilized this feedback to create one-on-one technology tutoring opportunities during visits as part of the *In This Together: Digital and Health Literacy* initiative. Coordinating with senior living facility Activity Directors, library staff provides oneon-one technology tutoring twice a month. Residents are able to reserve time slots for tutoring in advance, but walk-ins are welcome.

Tech Tuesdays - During the workshop, attendees expressed interest in one-on-one tutoring sessions for future assistance once the workshop came to an end. Library staff noticed

that attendees found comfort during the workshop knowing fellow participants were also struggling to learn about their digital devices, and they were not alone in learning digital literacy skills. Likewise, having multiple staff members available at the workshop provides more resources to troubleshoot and help participants with difficult digital issues as they arise. Considering these factors, staff developed Tech Tuesdays, which is a marriage of one-on-one tutoring in a workshop environment. Adults of all abilities are able to reserve a time slot on these days to receive one-on-one technology assistance.

The purpose of launching *In This Together: Digital and Health Literacy with York County Public Library* workshops is to ensure the 16.6% of York County's population ages 65+ receive continued equitable access. Emerging from the COVID-19 pandemic, library staff realized that the digital divide had grown wider, and members of the community were suffering due to their lack of digital literacy. The physical and mental health of seniors within our community declined. According to a study published in the International Journal of Geriatric Psychiatry, one in four adults ages 65+ reported anxiety or depression amid the COVID-19 pandemic (November 2021, "The COVID-19 pandemic's impact on older adults' mental health: Contributing factors, coping strategies, and opportunities for improvement").

The York County Public Library aims to close the divide, ensure equitable access, and improve resiliency through digital literacy courses. YCPL provides one-on-one assistance, as well as workshops, in order to teach older adults how to use their devices and feel confident while doing so. By providing free devices for use, the Library ensures that anyone in the community may improve their digital literacy, despite socio-economic background. Finally, while the courses are geared toward older adults, it is open to adults of all abilities, regardless of their ethnicity, socio-economic status, physical ability, or any other quality.

The total cost for *In This Together: Digital and Health Literacy with York County Public Library* was \$25,039. The cost for a county attempting to replicate this program will vary from one group to the next depending on existing personnel and technology resources available.

In order to launch this program, the Library required additional personnel to be hired in the form of two Work-As-Required (WAR) staff accruing a total cost of \$5,472. The two staff members assisted in designing the workshop content, taught weekly digital literacy classes, responded to patron e-mails and phone calls, and assisted in creating marketing materials.

Altogether, five library staff members were involved in creating, marketing, and implementing accessible digital literacy workshops. Ongoing workshops and one-on-one technology assistance have taken place both in-house and within the community, with staff putting in over 100 man hours to bring this program to fruition.

The purchase of materials and supplies was done to ensure that socio-economic disparities did not prevent equitable access in the community. The York County Public Library purchased twenty-five devices, including Samsung tablets, Kindle tablets, Microsoft laptops, and iPads. Four charging stations were purchased to securely store the devices, as well as device accessories, including computer mice and keyboards, laptop and tablet cases, and large print password books for participants. The total cost of these materials totaled \$19,567.16.

These materials are used in both our outreach services, as well as within the library. If a patron does not have access to a device, they are able to utilize one from the Library at no extra charge. Alternatively, if a patron is interested in identifying a device that best suits their needs, they can "test drive" various types of tablets or laptops. While purchase of these materials is an added value to those who do not have devices, the replication of this program is not dependent upon purchasing or using additional equipment.

The Results

In This Together: Digital and Health Literacy with York County Public Library launched in February 2022 with the purpose of improving digital inclusion, empowering older adults to use digital resources with confidence, and enhancing quality of life. Through the Library's digital literacy workshops and one-on-one assistance, we have experienced success in each of these areas.

Following the digital literacy workshops, attendees expressed joy and an increased confidence in their ability to use their mobile devices. Attendees left with the knowledge and ability to send and receive texts to family and friends for the first time, access health resources online, and utilize simple device features, such as the flashlight. The Library is receiving an increased number of requests from individuals, as well as County organizations and businesses, who are interested in signing up for these services.

While the workshop is a success, library staff found that older adults prefer one-on-one technology assistance, but desire the social aspect a class environment offers. Subsequently, the initial 6-week workshop has resulted in the additional launch of Tech Tuesdays, which allows library staff to provide meaningful one-on-one assistance to older adults and people of all abilities. Outreach services have been expanded to include additional workshops and one-on-one assistance at five senior living facilities and the York County Senior Center. Since the program launched in February, library staff has assisted 112 attendees in improving their digital and health literacy.

DIGITAL LITERACY CLASSES



WHERE? TABB LIBRARY 100 LONG GREEN BLVD, YORKTOWN, VA

WHEN? FRIDAYS, MARCH 4 - APRIL 8 | 10-11 AM

HOW? SIGN UP AT BIT.LY/YCPLEVENTS OR CALL 757-890-5120

Upcoming Topics

3/4 GETTING TO KNOW YOUR DEVICE
3/11 APPS & PASSWORDS
3/18 LET'S TALK ABOUT TEXT, MAYBE?
3/25 WEB BROWSING
4/1 ZOOM
4/8 STREAM-A-PALOOZA



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Technology Class Survey





PUBLIC LIBRARY



- Help us become a better library! Please take a moment to answer the questions below.
- Are you interested in attending classes for any of the following technology topics? (Check all that apply)

Mobile Device Basics	Laptop Basics
E-mail	Online Health Resources
Zoom	Digital Games
Downloading Apps	Online Shopping
Social Media	Google Maps
Airbnb Reservations	Streaming Services
Mobile Device Photos & Videos	Downloading Digital Books & Audiobooks
Other (Please list)	

- 2. Do you own a smart phone or tablet (such as an iPad or Kindle)? If so, which device do you own?
- 3. Would you like a class on how to purchase and navigate your computer, iPad or smartphone?
- 4. Would you like to see a class on navigating healthcare and ways to see other's reviews of your doctor and health care services?
- 5. What other classes or activities would you like the library to host?

Thank you!

Connecting to Wi-Fi and Bluetooth





Material By: Ashlynne Watson Library Outreach Services Email: ashlynne.watson@yorkcounty.gov

On Your Android Device

Common Icons on your Android Device



Wireless Internet (Commonly Called Wi-Fi)



YouTube. This app enables you to watch videos about pretty much anything. You can find how-to guides, videos that discuss your favorite hobbies, and even news.

Libby. This app allows you to browse your local library's selection of eBooks, audiobooks, and magazines, right from your device! You can borrow books from out Libby catalogue just like you could inperson, and you have the flexibility of reading from



Messenger. Developed by Facebook, Messenger allows you to chat with your friends from Facebook without having to log onto the main website. It also comes with video chat as well, so you can talk to people face-to-face from your device.



Other Social Media. Social media apps enable you to connect with others all over the world. There are a wide variety of apps depending on the connections or the information you would like to share. It can be very exciting to get back in touch with someone you haven't spoken to in

years, or to find a community of people who share a hobby in common with you. Facebook is a wonderful app to start your social media journey with, but from there you might find that you want to branch out and use others as well!



Bluetooth

Flashlight

Apps You May Want to Download

your device or uploading books to your Kindle.





Apps on Your Device



Phone App. This feature is used to make telephone calls. Most people use this as their primary mode of communication, and that's totally fine! It's not too different from a landline phone you may already be familiar with.



Messaging. This app is used to send and receive text messages on your device. Text messages are like emails, but typically they are shorter in form and are written with the same language you would use when talking to someone face-to-face.



Google Play App Store. This is a digital marketplace for you to purchase apps from! Some cost money, but most are free, and you can find apps for productivity, news, and even some games as well.



Google Maps. This is a GPS, built right into your device! Google Maps allows for you to quickly find the directions for you to get from point A to B, and also includes some features like helping you find a nearby restaurant or gas station.



Settings App. This feature is built into all devices, and allows for you to control aspects of your device like the size of your font and also give you access to features like Wi-Fi and Bluetooth.

Open the Settings app on your device. You'll want to find the setting labelled "Connections". This will lead you to the connection screen for both Wi-Fi and Bluetooth. To open the connections setting, simply tab on the bar and it will open for you.



 Settings
 Q

 Image: Settings
 Connections

 Wi-Fi + Bluetooth + Airplane mode
 Wi-Fi + Bluetooth + Airplane mode

 Image: Sounds and vibration
 Sound mode + Ringtone

 Image: Sound mode + Ringtone
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The Connections setting includes a list of different connections for your phone. We'll be focusing on Wi-Fi and Bluetooth. The little switch on the right side of each setting lets you know whether or not the setting is on. If the white dot is to the left and gray, the setting is off, but if the dot is to the right and the switch is blue, the setting is on. In this example, both the Wi-Fi and Bluetooth are off.



Wi-Fi is the wireless connection that links your device to the internet. If not already turned on, you will start by tapping the switch to the right to turn it to the "on" setting.

Once you do this, a list of different networks will appear. Tap the network you would like to connect to, and the device will connect to the Wi-Fi.

You might see some networks have a small lock icon next to them. Those networks are password protected, so when you tap them it will ask for the password. If you ask an establishment for the password they will be happy to give it to you so you can access their Wi-Fi! Bluetooth is the wireless connection that links your device to other devices. Like Wi-Fi, you'll start by making sure that the Bluetooth setting is turned on. If you've paired a device like a speaker or keyboard to your device before, you'll see it on your list of paired devices.

If you're pairing something new to your device with Bluetooth, it will appear under the "Available Devices" list. You'll tap the device you want to pair and follow any other instructions to link it to your own device!



Connecting to Wi-Fi and Bluetooth

Open the Settings app on your device. There are lots of different settings to explore, but we'll be focusing on Wi-Fi and Bluetooth. To the right of the button, you'll see an indication as to whether or not your Bluetooth and Wi-Fi are on.



In this example, the Wi-Fi is on and connected to a network, and the Bluetooth is on but not connected to a device.

Settings Wi-Fi	
Wi-Fi	
✓ patron Unsecured Network	? (j)
NETWORKS	
YORK_ISE	î ? (j)
York_Tablets	a i
Other	
Ask to Join Networks	Notify >
Known networks will be joined a no known networks are availabl	automatically. If e, you will be

notified of available networks.

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Settings

Bluetooth is the wireless connection that links your device to other devices. Like Wi-Fi, you'll start by making sure that the Bluetooth setting is turned on. If you've paired a device like a speaker or keyboard to your device before, you'll see it on your list of paired devices.

If you're pairing something new to your device with Bluetooth, it will appear under the "Other Devices" list. You'll tap the device you want to pair and follow any other instructions to link it to your own device!



Bluetooth

Apps on Your Apple Device



Phone App. This feature is used to make telephone calls. Most people use this as their primary mode of communication, and that't totally fine! It's not too different from a landline phone you may already be familiar with,



Messaging. This app is used to send and receive text messages on your device. Text messages are like emails, but typically they are shorter in form and are written with the same language you would use when talking to someone face-to-face as opposed to writing a letter.



Facetime. This app is used for video calls. It's also unique for Apple devices, because other devices like Androids don't have this pre-installed on their devices. Use Facetime to connect with family and friends around the world with FaceTime audio and video calls.



App Store. This is a digital marketplace for you to purchase apps from! Some cost money, but most are free, and you can find apps for productivity, news, and even some games as well.



Google Maps. This is a GPS, built right into your device! Google Maps allows for you to quickly find the directions for you to get from point A to B, and also includes some features like helping you find a nearby restaurant or gas station.



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Apps on Your Apple Device You May Want to Download



Libby. This app allows you to browse your local library's selection of eBooks, audiobooks, and magazines, right from your device! You can borrow books from out Libby catalogue just like you could in-person, and you have the flexibility of reading from your device or uploading books to your Kindle.



YouTube. This app enables you to watch videos about pretty much anything. You can find how-to guides, videos that discuss your favorite hobbies, and even news.



Messenger. Developed by Facebook, Messenger allows you to chat with your friends from Facebook without having to log onto the main website. It also comes with video chat as well, so you can talk to people face-to-face from your device.

Other Social Media. Social media apps enable you to connect with others all over the world. There are a wide variety of apps depending on the connections or the information you would like to share. It can be very exciting to get back in touch with someone you haven't spoken to in years, or to find a community of people who

share a hobby in common with you. Facebook is a wonderful app to start your social media journey with, but from there you might find that you want to branch out and use others as well!

Common Icons on your Apple Device



Wireless Internet (Commonly Called Wi-Fi)

Bluetooth

Flashlight