All For Tech & Tech For All

Webinars for Digital Literacy & Inclusion in Utah Public Libraries
April 26, May 3, May 10, 2017
2:00 - 3:00 p.m.

Utah State Library Division
Stacy Vincent is a former NTEN Digital Inclusion Fellow and has been working in libraries for over 12 years. She became passionate about digital inclusion while working in a public library with more demand for computer time and assistance than could be provided, and decided that she just had to take a deeper look at the causes of digital inequity and how to address it. Stacy’s other key interests include library services for refugees, immigrants, and people experiencing homelessness; consumer health information in public libraries; and women in tech. When she’s not at work, you can either find her up in the mountains or experimenting in the kitchen.
Shauna Edson is one of two Digital Inclusion Fellows at the Salt Lake City Public Library. Her interest in digital inclusion stems from over four years of teaching, facilitating writing workshops and groups, coordinating volunteers, connecting with community partners, and working in traditional and digital literacies with the diverse communities that make up the Wasatch Front. She addresses concerns such as education without appropriation, accessibility, managing difficult conversations, and communication. Shauna is currently working toward a MS in communication with an emphasis on rhetoric and composition at the University of Utah. When Shauna is not on the trail, snow, or water, she lives in downtown Salt Lake City with her two boys and dog.
Elaine Stehel began working in Circulation at the Salt Lake City Public Library in January, 2016. In October, she moved to the Nonfiction/AV Department, and in January, 2017 she became The City Library’s second Digital Inclusion Fellow, a position funded by the Nonprofit Technology Network (NTEN). Elaine studied French, Linguistics, and Teaching English to Speakers of Other Languages at the University of Utah, and has over 9 years teaching experience in various capacities. She’s excited to tie together her years of teaching and volunteer leadership experience with digital inclusion and library work, to positively impact the lives of Salt Lake City residents by providing access to and the skills and knowledge of how to use technology.
Digital Inclusion
Overview

What is Digital Inclusion?
Why does DI matter?
Current data on DI in US and Utah
Role of Libraries in DI efforts
Three Legs of Digital Inclusion

- Access to devices
- Access to internet
- Skills & Knowledge
What is Digital Inclusion?

Terms to Learn

Digital Inclusion
Digital Equity
Digital Divide
Digital Devices
Digital Literacy
Digital Inclusion Data - Why Digital Inclusion Matters
“Low-income homes with children are four times more likely to be without broadband than their middle or upper-income counterparts.”

“Roughly 20 percent of American adults ... do not use the internet at home, work and school, or by mobile device.”

“A significant portion of the population, around 60 million people, is shut off from jobs, government services, health care and education ... Persistent digital inequality - caused by the inability to afford Internet service, lack of interest or a lack of computer literacy - is also deepening racial and economic disparities in the United States.”

http://www.pewresearch.org/fact-tank/2015/04/20/the-numbers-behind-the-broadband-homework-gap/


https://www.nytimes.com/2016/02/23/technology/fcc-internet-access-school.html?_r=0

## Households With School-Age Children That Do Not Have Broadband Access

Among households with school-age children ...

### % Lacking a High-Speed Connection at Home

<table>
<thead>
<tr>
<th>Annual Income</th>
<th>All</th>
<th>White</th>
<th>Black</th>
<th>Hispanic</th>
<th>Asian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under $50,000</td>
<td>31.4%</td>
<td>24.6%</td>
<td>38.6%</td>
<td>37.4%</td>
<td>15.5%</td>
</tr>
<tr>
<td>$50,000 or greater</td>
<td>8.4%</td>
<td>6.7%</td>
<td>13.0%</td>
<td>12.8%</td>
<td>4.0%</td>
</tr>
</tbody>
</table>

### % With a High-Speed Connection at Home

<table>
<thead>
<tr>
<th>Annual Income</th>
<th>All</th>
<th>White</th>
<th>Black</th>
<th>Hispanic</th>
<th>Asian</th>
</tr>
</thead>
<tbody>
<tr>
<td>All households</td>
<td>82.5%</td>
<td>88.0%</td>
<td>71.5%</td>
<td>72.2%</td>
<td>92.3%</td>
</tr>
<tr>
<td>under $25,000</td>
<td>60.3%</td>
<td>67.9%</td>
<td>53.6%</td>
<td>54.8%</td>
<td>79.0%</td>
</tr>
<tr>
<td>$25,000-$49,999</td>
<td>75.7%</td>
<td>80.6%</td>
<td>71.2%</td>
<td>69.2%</td>
<td>88.6%</td>
</tr>
<tr>
<td>$50,000-$99,999</td>
<td>88.2%</td>
<td>90.5%</td>
<td>84.1%</td>
<td>82.1%</td>
<td>94.0%</td>
</tr>
<tr>
<td>$100,000-$149,999</td>
<td>94.3%</td>
<td>95.1%</td>
<td>91.7%</td>
<td>90.6%</td>
<td>96.5%</td>
</tr>
<tr>
<td>$150,000+</td>
<td>96.7%</td>
<td>97.0%</td>
<td>93.5%</td>
<td>93.9%</td>
<td>97.9%</td>
</tr>
</tbody>
</table>

Source: Pew Research Center analysis of 2013 American Community Survey (IPUMS).

PEW RESEARCH CENTER
### Smartphone Ownership

#### More Likely to be Younger, More Affluent and Highly Educated

- **U.S. adults:** 68%
- **Sex:**
  - Men: 70%
  - Women: 66%
- **Race/ethnicity:**
  - White: 79%
  - Black: 45%
  - Hispanic: 63%

Data from PEW Research Center, October 2015

Computer Ownership Varies Greatly by Race and Ethnicity, Household Income and Educational Attainment

- **U.S. adults:** 73%
- **Sex:**
  - Men: 74%
  - Women: 71%
- **Race/ethnicity:**
  - White: 79%
  - Black: 45%
  - Hispanic: 63%

This slide courtesy of Free Geek
Organizations Working to Bridge the Digital Divide in the U.S.

Benton Foundation -- https://www.benton.org/

Everyone On -- http://everyoneon.org/

Federal Communications Commission --
https://www.fcc.gov/

Institute of Museum and Library Services --
https://www.imls.gov/

Mobile Beacon -- https://www.mobilebeacon.org/

National Center for Education Statistics --
https://nces.ed.gov/

National Digital Inclusion Alliance --
https://digitalinclusion.org/

NDIA Affiliates --
https://digitalinclusion.org/members/

Nonprofit Technology Network --
https://www.nten.org/

PCs For People -- https://www.pcsforpeople.org/


U.S. Department of Housing & Urban Development --
https://portal.hud.gov/hudportal/HUD

Libraries, Churches, Community Centers, Local Governments, Nonprofits, Senior Centers, Public Housing Authorities, Schools, Universities
Digital Inclusion Efforts in the United States

- Providing Technology Training & Access (Austin, TX) -- Austin Free Net -- http://austinfree.net/about-2/
- Free Tech Classes; Free Computers for Nonprofits, Low-Income Individuals, & Volunteers; Recycling & Refurbishing Electronics (Portland, OR) -- Free Geek -- http://www.freegeek.org/
- Hosting Digital Inclusion Summit with over 150 organizations (San Antonio, TX) -- San Antonio Housing Authority -- http://www.saha.org/
- Collect, Refurbish, & Award Computers to Families and Students Without Home Computers (Durham, NC) -- Kramden Institute -- https://kramden.org/
- Partnering with over 250 businesses & government agencies to recycle & refurbish retired electronics; Partnering with nonprofits to offer low-cost, unlimited data internet; Distributing over 2,000 free and over 6,000 low-cost computers; (St. Paul, MN) -- PCs For People -- https://www.pcsforpeople.org/
“With so many everyday tasks taking place online - signing up for healthcare, applying for jobs, completing homework, paying bills, connecting with friends and family - having access to Internet service, devices to access it, and skills to use them is essential to participating in modern life.” -- Peter Bromberg, Executive Director, SLCPL

“To fully participate in education, access community resources, and be a part of the democratic process, people must have access to the internet, working devices, and technical skills.” -- Jamie Littlefield, Digital Inclusion Fellow, United Way of Utah County

http://www.utahculturalalliance.org/city_library_laptop_kits_now_available_for_checkout_march_27
https://www.nten.org/article/why-digital-inclusion-is-a-part-of-your-fight/
<table>
<thead>
<tr>
<th>Organizations Working to Bridge the Digital Divide in Utah</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cotopaxi -- <a href="https://www.cotopaxi.com/">https://www.cotopaxi.com/</a></td>
</tr>
<tr>
<td>Department of Workforce Services -- <a href="https://jobs.utah.gov/">https://jobs.utah.gov/</a></td>
</tr>
<tr>
<td>Glendale-Mountain View Community Learning Center -- <a href="https://www.facebook.com/GlendaleCLC/">https://www.facebook.com/GlendaleCLC/</a></td>
</tr>
<tr>
<td>Google Fiber Salt Lake City &amp; Provo -- <a href="https://fiber.google.com/newcities/">https://fiber.google.com/newcities/</a></td>
</tr>
<tr>
<td>Salt Lake City’s Civic Engagement Team -- <a href="http://www.slcgov.com/engagement">http://www.slcgov.com/engagement</a></td>
</tr>
<tr>
<td>State of Utah Broadband Outreach Center -- <a href="https://broadband.utah.gov/">https://broadband.utah.gov/</a></td>
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<tr>
<td>Tech Hire Utah -- <a href="https://techhire.org/community/salt-lake-city/">https://techhire.org/community/salt-lake-city/</a></td>
</tr>
<tr>
<td>Utah Public Libraries &amp; Utah State Library Division (Department of Heritage &amp; Arts)</td>
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</tbody>
</table>
Digital Inclusion Efforts in Libraries

Public Access Computers
Building infrastructure
Broadband, WIFI
Digital Literacy, Training, and Readiness
Device Lending
Community Outreach

Multnomah County Library, Oregon: Hosted 2 million public wi-fi sessions; 2,000 technology classes, open labs, & individual tutoring sessions, including “Book-A-Librarian” one-one-one appointments. https://multcolib.org/

Salt Lake City Public Library, Utah: Lending 40 Chromebooks & Hotspots (“Laptop Discovery Kit”); 25 “Tech League” volunteers assisting community members one-on-one & teaching classes at 8 library branches - 600+ hrs since Nov 2016, 650+ individuals helped. http://slcpl.org/techleague
33% of libraries today support formal online education content and use

70% of these libraries offer assistance in online degree courses and exam proctoring or testing services.

City libraries are generally likely to provide more of these services.

Town libraries lead the pack with formal online learning at 40%.

Rural libraries are the most likely to provide assistance on accessing online degree courses, such as virtual high school or online higher education.
Digital Inclusion Best Practices Evaluation For Utah Libraries