

Helping Non-digital Natives Navigate Technology



Meggan Moore
Springfield-Greene County Library

Who are Non-digital Natives?

Digital Native:

“a person who has been familiar with computers, the Internet, and other digital technology from a young age.” (Dictionary.com)

Reasons Why People Use Library Computers

- Can't afford computer
- Can't afford software
- Don't need to use a computer regularly
- Limited home Internet access
- Need to use a printer, copier, or scanner
- Lack of computer skills

What YOU Need

Tech Skills

Teaching Skills

Empathy

Patience

Tech Skills

These AREN'T universal skills...

- Using a mouse
- Typing
 - Does patron know how to make capital letters?
 - Does patron know how to make @ symbol or type a period?
- Saving documents
 - Creating email attachment
 - Using flash drive
- Read & follow directions
- Using a copier/scanner

What are patrons trying to do?

PEW Research Center “Libraries 2016” Survey

- 23% of all library users over 16 come to use the computer or Internet*
 - 61% reported doing research for work or school
 - 53% reported checking email or sending texts
 - 38% reported searching for health info
 - 26% reported taking online classes or completing online certificates
- 14% of all library users came in to search online or apply for jobs
- 13% of all library users came to use 3-D printers or other high-tech devices

Library Computer Functions

- What happens when a patron logs on?
 - Expired card?
 - Fines?
 - Wrong number
- What happens when a patron prints?
- How do patrons use mobile printing?
- How do you use a copier and do most common functions?
- How do you scan?

Pretend you are the user and test, test, test!

Email

- New accounts often require phone or email verification.
- No cell phone? Try these:
 - Gmail---may require phone verification. Try clearing browsing data
 - Mail.com or Gmx.com
 - Protonmail.com---password recovery only available with alternate email
- Include recovery options, even if not required
- Make sure patrons can actually log in to the account after initial set-up

Email

- Have patron write down username & password
- Keep it in safe place----wallet, billfold, etc.

Website: _____

Username/Email address: _____

Password: _____

Email

Password Problems

- Check capslock & number lock keys
- Give it 1-2 tries (if they haven't)
- Go through password recovery steps
 - Try to do this on a “familiar” device first
 - Might be easier to change password in mobile app
- Go to Support Page to see if there are other options
- May not be fixable

Fraud/Phishing/Scam

- If patron asks for help filling out something you know to be a scam, tell them!
- Some sites charge for info that is available for free
 - <https://passportusa.org/> vs. <https://passports.state.gov>
- Some Google search results for common websites return ads at the top that lead to scams

How to Use a Web Browser

Patrons may not know:

- The difference between typing “Google” in the address bar and typing in “[Google.com](https://www.google.com)”
- Where to put a URL
- The difference between an email address and the site that provides their email
- How tabs work & how to navigate between them

Direct Express

<https://www.usdirectexpress.com/>

Debit card for people receiving Social Security/Disability who don't have a bank account

If locked out, customer should call customer service.

Saving Files

Flash Drive

- Where do I put this?
- It's not coming up...
- How do I get to my file?

No flash drive?

- Email attachment
- Saving to the cloud

Job Applications

- May take longer than 1 session for user to complete
- Many employers now require online job applications
 - Walmart
 - Casey's
- Most errors are caused by the following:
 - Patron missed a field with a *
 - Patron input data in an incorrect format
- Patrons won't be able to proceed until they fix the errors

Library Apps

Staff should be able to:

- Use any apps your library offers.
- Troubleshoot most common problems that occur.
- Refer user to the best place to fix username/password/checkout issues

Touch Screens

- Sensitivity can sometimes be adjusted.
- Make sure screen is clean.
- Use stylus.
- Dexterity and finger sensitivity reduce with age.

Ask permission before touching a patron's device.

Printing from Web Browser

1. Look for a print icon on the site (not in the browser)
2. Highlight selection & use “Print” menu to print selection.
3. Use “Snipping Tool” to copy & paste things into Word.

Basic Troubleshooting

Website problems

- Make sure web address is right
- Make sure you are clicking on the right icon
- Clear browsing data
- Try a different web browser
- Restart computer/switch to a new one

Sometimes the problem is on the other end!!!

Basic Troubleshooting

Computer Problems/Software frozen

- Use Control/Alt/Delete to end program (if possible)
- Turn it off and on again

Monitor Goes Black

- Is the computer on?
- Is the monitor on?
- Check cables

Basic Troubleshooting--Printer

Bad Prints

- Check the image on the user's end
- Check toner levels
- Print a [test page](#)

Won't Print

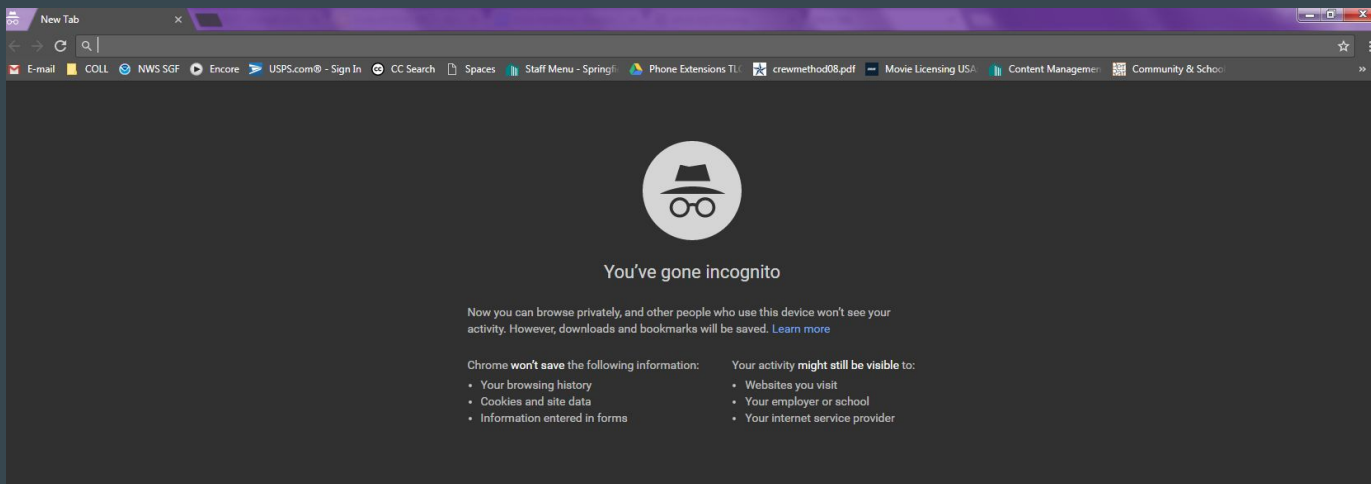
- Check paper levels
- Check for jams
- Check toner levels
- Cancel the job
- Turn it off/on or unplug

The Library Did It?

- If they can't get into their email, and they last accessed it at the library...
- If they saved it to a library computer and it's gone...
- If they sent it to the printer and it's not there...

It looks different...

- Using different browser
- Incognito mode with no home page
- Have a different home page at home
- Usually just need help until you get them to Google



How safe is user data on public computers?

- Do the computers save previous users info?
- How frequently are the computers wiped?
- Do the web browsers save username/password info?
- How would you secure your data if you were using the computer?

Teaching Skills

Don't make assumptions

- You can't always tell by appearances what kind of help they will need.
 - Not all young people are tech savvy
 - Not all seniors are clueless
- Sometimes patrons exaggerate their lack of tech skills.
- Don't assume patrons can read/see stuff on the screen or on signs.

Assessment

Reference Interview

- What do you need to do today?
- Have you done this before?
- Is this something that you want to do on your own device?
- Do you know your password?

Assessment

Let the patron “drive” to assess the following:

- Ability to use a mouse
- Ability to type
- Ability to type web address in the correct place
- How they interact with the Internet
- What they can do without assistance
- Assess how much of your explanation was understood

Learning Styles

- Auditory
- Visual
- Kinesthetic/Tactile

Verbal Instructions

- Often most efficient way to communicate
- Can be disruptive to other patrons
- Don't give too many directions at once
 - Might intimidate patrons
 - Can't remember all of them
 - Limit to 2-3
- Only helpful if the patron understands them
 - Limit jargon
 - Combine with visual/physical cues

Signs/Instructions

Why have signs/instructions?

- Self-service
- Gives patrons a starting point when you are busy
- Gives more experienced patrons a reference guide if they forget a step

Why didn't they use the sign?

- It's not visible
- Too much text
- Intimidated by instructions or machine
- Prefer person-to-person interaction
- Faster to ask for help
- Unable to read/understand sign

Kinesthetic/Tactile Skills

- Mouse
- Typing
- How to use a touch screen

Teaching People How to Use a Mouse

- Go over the anatomy of the mouse.
- Explain how to move the mouse.
- Explain how to tell where the cursor is on the screen.
- Emphasize the left mouse button.
- Make sure they aren't trying to click with the scroll wheel.
- Have them practice their skills.
- Move mouse for left-handed patrons.

Tips

- Have realistic expectations
- Break large tasks down into manageable parts
- Repetition=Retention
- Different priorities for “regular” computer users vs. “newbies”
 - “Hand-holding” should decrease over time
 - Make sure you are teaching skills in a way that allows users to replicate the process
 - Practice should increase confidence & foster independence
- Not everyone learns at the same speed
- It’s ok to refer people to classes.

How many ways can I do that?

- Try to stick to one way to do things when the user is first learning.
 - Copy & Paste
 - Print
- If something isn't working, try a different method.
- Different staff have different ways of doing things...

Goals

Short Term: Patron completed the task they set out to accomplish (with assistance).

Long Term: Patron learns to complete computing tasks independently.

Empathy

Technophobia







Two-Sided Copies:

1. Deposit money.
2. Place originals face up on document feeder.
3. Press Copy.
4. Press Duplex.
5. If originals are loaded, press **Faded 1/1**.
If originals are loaded, press **Faded 2/1**.
6. Press Start.
7. Press cancel to return to charge.

TASKalfa 5030i
KYOCERA

NO ENTRY
USER ONLY

NO ENTRY
STAFF ONLY

What to do?

- Reassure patrons that they aren't going to "break" it
- Everybody had to learn at some point---that doesn't make you stupid.
- Offer assistance as necessary

Anxiety/Stress

- Some patrons only interact with technology when it's required for high stress stuff:
 - Taxes
 - Job applications
 - Government forms
 - Legal documents
- Fight or flight response may kick in (WebMD)
 - Easily agitated
 - Forgetfulness & Disorganization
 - Inability to focus
 - Pessimism

What to do?

- Keep calm
- Be patient
- Repeat things as necessary
- Extend time
- Reassure them as needed

Changing Platforms

Tablet/Phone

- All data is input either by voice or by touch
- Use a different app for each task
- Fewer passwords to remember

Traditional Computer

- Must input data by keyboard or mouse
 - Bigger learning curve
 - Involves more coordination
- Use web browser for most Internet based tasks
- More websites & passwords to remember

What to do?

- Point out what is in common
- Allow them to use their mobile device when appropriate
- Teach mouse/keyboard skills as needed

Illiteracy

- 17% of American adults scored at level 1 or below on [PIAAC](#) Literacy Scale
- 36 million Americans are deemed to read at or below 3rd grade level

Signs of illiteracy:

- Patron “forgot” glasses
- Needs help spelling simple words
- Immediately know what to do after you read exactly what’s on the screen
- Ask basic questions about simple directions on the screen
- Poor spelling/grammar on applications, etc.

What to do?

- Start narrating exactly what you are doing.
- Focus on the location or physical description of what you are clicking on.
- Act as if you are simply pointing out where stuff is on the screen.

Other Issues

- Language Barriers
- Physical Disabilities
- Intellectual Disabilities
- Dementia

Patience

Patience Testers

- Communication problems
 - Patron doesn't understand your explanations
 - Using too much jargon
 - Language barrier
 - Patron isn't following directions
- Lack of skills to get the task done
- Technical Problems
 - Computer/website/app malfunctions
 - Poor website design
- Patron's emotional state
- Library is busy/short-staffed

Strategy---Teamwork

- You don't "click" with a patron
- You need a break
- One of your coworkers is more skilled in a particular area
- One of your coworkers has more patience
- Patrons don't come to rely on just 1 person

Strategy--Strategic Breaks

- Fosters independence
- Gives patrons as much privacy as possible
- Allows you to help other people
- Buys you some time to re-group

**Don't just abandon the patron!!

Questions?

Further Reading

- Beckstrom, M. (2015). *Protecting patron privacy: Safe practices for public computers*. Santa Barbara, CA: Libraries Unlimited.
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