



Using DigitalLearn in Your Library



Scott Allen
Deputy Director
Public Library Assn.



Jen Martinez
Product Coordinator
Anneal/Commerce
Kitchen



Marian D. Christmon
Digital Inclusion Team Lead
Nashville (Tenn.) Public
Library



Kevin King
Head of Branch and IT Services
Kalamazoo (Mich.) Public Library



PLA INITIATIVES

DIGITAL LITERACY

Community members come into public libraries every day, hoping to complete life tasks many of us take for granted, but lacking the basic computer skills to accomplish them. PLA's DigitalLearn.org, an online hub for digital literacy training, builds upon the work of libraries to increase digital literacy across the nation.

PLA strives to enhance public libraries' abilities to provide literacy services in their communities and increase awareness of the types of literacy necessary for 21st century skills development and success.



Digital Literacy Training in Libraries

78%

of those 16 and older say

libraries should “**definitely**” offer programs to **teach people** how to use **digital tools** such as computers, smartphones and apps.

<http://www.pewinternet.org/2015/09/15/libraries-at-the-crossroads/>

Digital Literacy Training in Libraries

65%

of local government leaders say

libraries play an important role in **advancing digital literacy** as a community priority.

http://icma.org/en/icma/newsroom/highlights/Article/107891/ICMA_Study_Reveals_Five_Areas_Where_Public_Libraries_Can_Support_Community_Goals

Tools for Training



Microsoft Digital Literacy
Learn essential skills with the Digital Literacy Curriculum.



lynda.com





Marian D. Christmon

Digital Inclusion Team Lead, Nashville
(Tenn.) Public Library



Kevin King

Head of Branch and IT Services,
Kalamazoo (Mich.) Public Library

DigitalLearn.org



2012

IMLS grant to develop and launch website

2013

Website and first courses launched

2014

Promotion, development of tools for teachers

2015

New funding partners and new features

2016

Personalized library sites, Spanish courses

What is DigitalLearn.org?



Log In

Use a computer to do almost anything!

Choose a course below to start learning or search courses.

If you are new to computers, haven't used them for a while, are a little unsure and uncomfortable, or just need a bit of a refresher, we have the tools to help you tackle technology at your own pace and gain the confidence you need to succeed.

Starting Out

Why Use a Computer? Reasons why you should take the time to learn about computers. 15 mins	Getting Started on a Computer What a computer is and how to use a mouse and keyboard. 15 mins	Using a PC (Windows 10) Learn the basics of using a PC with the Windows 10 Operating System. 13 mins
Navigating a Website Learn your way around websites. 5 mins	Intro to Email Get started with email. 14 mins	Intro to Email 2: Beyond the Basics Learn more than the basics of navigating your email account. 20 mins
Basic Search Learn about search engines and get started searching the Internet. 7 mins	Using a PC (Windows 7) Use a PC with the Windows 7 Operating System. 14 mins	Using a Mac (OS X) Using a Mac (Apple) computer with the OS X Operating System. 14 mins
Accounts & Passwords Covering the basics of online accounts and safe passwords. 11 mins	Online Scams An overview of online scams to help you learn how to be safer online. 11 mins	Internet Privacy This course will help you understand privacy online. 13 mins

Job Skills

Creating Resumes	Online Job Searching
-------------------------	-----------------------------

- 19 modules
- 6-22 minutes long
- English and Spanish
- Video with narration
- PDF Transcripts

Digital Readiness Gaps

14%

The Unprepared

5%

Traditional Learners

33%

The Reluctant

31%

Cautious Clickers



17%

Digitally Ready

<http://www.pewinternet.org/2016/09/20/digital-readiness-gaps/>

Why Use a Computer?

Courses >> Why Use a Computer?

 3 Activities
 15 Minutes
+ Beginner


Start Course

Contributed by Mary Beth Facioli, Kixal
Topics: Core

Do you ever wonder why you should take the time and effort to learn to use a computer? If you are new to using computers you may think that it is too hard, too expensive, or not for people like you. You are not alone. Take this course to learn why using a computer can be worth the time and effort, and to take a closer look at what steps you can take to learn computers one skill at a time.





Activities in This Course

1
Computers Are
Not for Me
 06:00

2
I'm
Overwhelmed!
 05:00

3
How to Stay
Safe
 04:00

[Click here for a text copy of the course.](#)

-  [Why_Use_a_Computer_ALL.pdf](#)
-  [Why_Use_a_Computer_1.pdf](#)
-  [Why_Use_a_Computer_2.pdf](#)
-  [Why_Use_a_Computer_3.pdf](#)

[Additional Resources](#)

-  [Why_Use_a_Computer_Worksh...](#)

2. I'm Overwhelmed!

05:00

Course: Why Use a Computer?

67% Complete

[Skip to next Activity >>](#)

"I want to get online, but I'm overwhelmed!"

Click here to access the course handout

You can also write your thoughts on any piece of paper

NEXT >



Why Use a Computer?

3 Activities 15 mins

- ✓ 1. Computers Are Not for Me
- ▶ 2. I'm Overwhelmed!
- 3. How to Stay Safe

[Click here for a text copy of the course.](#)

There is no text copy for this course

DigitalLearn Accomplishments

- 1.5 million page views, 186,000 visitors, 50,000 course completions
- Expanding content, 2-4 new courses annually
- Spanish translation
- Community of practice
- Customized sites



How Can Libraries Use DL?

- Educate library staff to refer learners
- Promote to learners
 - Link on library computers, website
 - Post flyers
- Use as part of classroom teaching
- Promote to other community partners to help them provide training
- Build a custom site



Site Customization

- Libraries (and other orgs)
 - Branding
 - Custom course content (from DL or own content)
 - Custom page content
 - User analytics
- Learners
 - Logins to save progress, retrieve certs, etc.
 - Course recommendations tool/quiz
 - Custom course list
 - Additional resources after courses
- Options
 - Work with PLA, or DIY (open source)



Explore, discover, and engage with your computer!

Choose a course below to start learning or search courses.

Uncategorized

Why Use a Computer?

Here's some reasons why you should take the time to learn about computers.

🕒 15 mins

Getting Started on a Computer

What a computer is and how to use a mouse and keyboard.

🕒 15 mins

Using a PC (Windows 10)

Learn the basics of using a PC with the Windows 10 Operating System.

🕒 13 mins

Navigating a Website

Learn your way around websites.

🕒 5 mins

Basic Search

Learn about search engines and get started searching the internet.

🕒 7 mins

Accounts & Passwords

Covering the basics of online accounts and safe passwords.

🕒 11 mins

Log In

Already have an account? Log in using your email address and password below.

Keep me logged in Hide password

Access Courses

[Forgot your password?](#)

Sign Up

Want to take a course, but don't have an account yet? It's easy to set one up. Just fill out the fields below.

Don't have an email address? [Click here](#) to open a tutorial in a new tab that explains how to set up an email account.

Your Password (must be at least 8 characters)

Hide password

Sign Up

Jen, what would you like to learn?

Answer three questions and we'll recommend which courses to take.

1. How comfortable are you with desktop or laptop computers? Select one.

- This is my first time using a computer.
- I can use a keyboard and mouse, but I'm not comfortable beyond that.
- I can use a computer, but I'd like to learn more.
- I'm very comfortable with a computer, but I would like to learn more on a specific topic.

2. How comfortable are you using a phone, tablet, or iPad to access the Internet? Select one.

- This is my first time using a one.
- I can use one, but I'm not comfortable beyond that.
- I can use one, but I'd like to learn more.
- I'm very comfortable with a computer, but I would like to learn more on a specific topic.

3. What would you like to do with a computer? Choose your top goal.

- Search for a job.
- Help my child with school.
- Access online government information and benefits.
- Use online tools to further my education.
- Communicate with friends and family through email and video.
- Be more safe and secure when using the Internet.
- Learn specific software or apps such as Microsoft Word.
- Search for information.

Submit

Skip Quiz

Admin Dashboard

- Change Login Information
- Update Profile
- Courses
- Import Digital Learn Courses
- Completions Report (by Library)
- Completions Report (by Zipcode)
- Completions Report (by Survey Answers)
- User Accounts
- CMS Pages
- Invite Admin
- Manage Library Branches
- Categories

Courses

Re-order courses on the homepage by clicking on the arrow icon to drag and drop courses. Edit by clicking the appropriate course below.

[Add a New Course](#)

Uncategorized

Course	Topic	Language	Publication Status
Why Use a Computer?	Core	English	<input type="button" value="Publish"/> (01/03/2017)
Getting Started on a Computer	Core	English	<input type="button" value="Publish"/> (01/03/2017)
Using a PC (Windows 10)	Core	English	<input type="button" value="Publish"/> (01/03/2017)
Navigating a Website	Core	English	<input type="button" value="Publish"/> (01/03/2017)
Basic Search	Information Searching, Core	English	<input type="button" value="Publish"/> (01/03/2017)

Online Job Searching

Courses >> Online Job Searching

Use my skills now! (click each link below)

Now that you know how to search for jobs online, **check out local job listings** on the following websites:

1. [Illinois workNet Job Finder](#) - Search by keyword and location.
2. [1000 Jobs](#) - Search manufacturing jobs.
3. [Government Jobs](#) - Search opportunities by salary and more.

Local support centers

Find local centers to help you look and apply for jobs at the [Chicago Cook Workforce Partnerships](#).

Or visit the [Disability Works website](#) for more guidance on your job search.

Other online job-search sites

[Indeed.com](#) - One of the most popular job-search sites. You can search by city, state, or zip code and narrow the results down by salary, job type, title, and other filters. If you create an account, you can save your searches for later use.

Additional Resources

- ↓ [Center_Working_Families_map.pdf](#)
- ↓ [Job_Search_Organizer.pdf](#)
- ↓ [Nearby_Food_Service_Jobs.pdf](#)



NEARBY FOOD SERVICE JOBS - These companies are always hiring.

- Stop by and pick up an application (Get two just in case you make a mistake)
- Attach a resume and a brief cover letter highlighting your skills.
- Follow up with establishment by directly calling the manager.
- If they are not hiring at the present time, plan to reapply in 1-3 months.

Little Caesars	W North Ave Chicago, IL 60647	(773) 772-7547	www.littlecaesars.com
SUBWAY® Restaurants	3129 W Armitage Ave Chicago, IL 60647	(773) 252-7827	Subway.com
SUBWAY® Restaurants	2512 W North Ave Chicago, IL 60647	(773) 227-8276	Subway.com

Customization Options

Do It Yourself

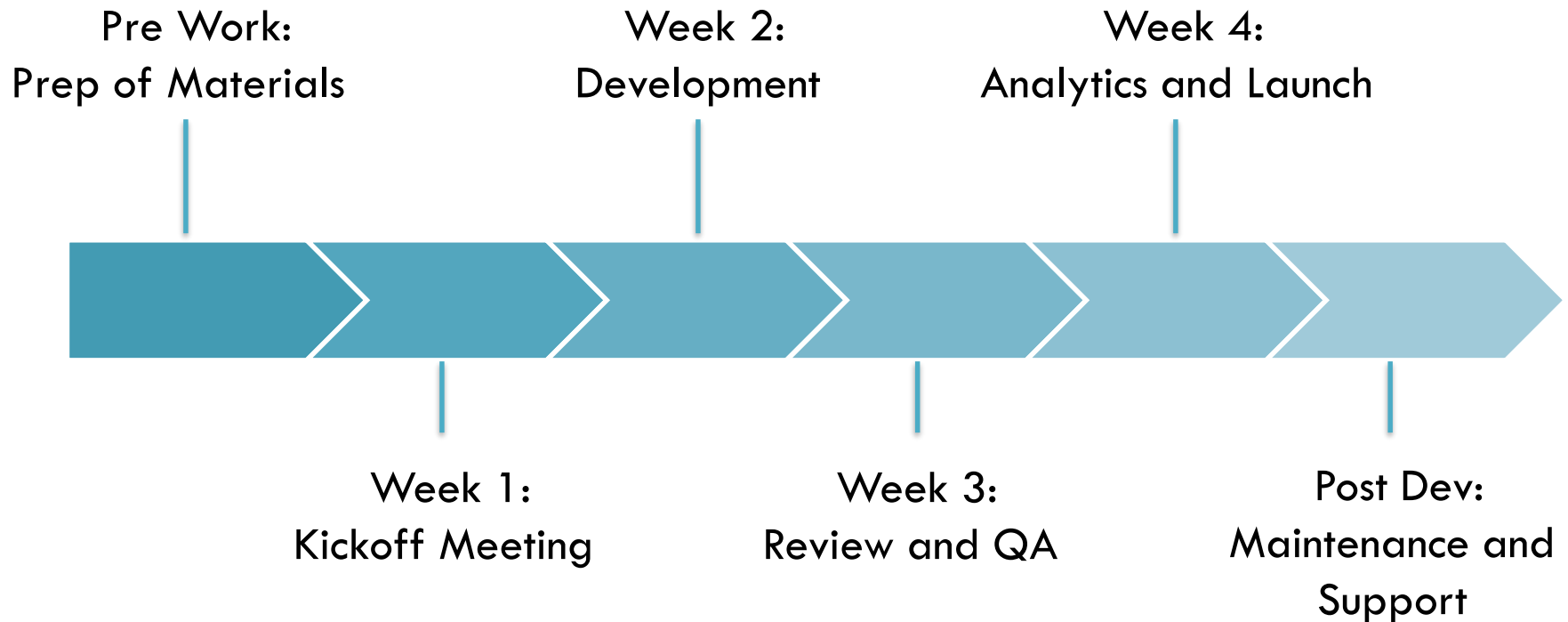
- Same functionality
- No fees
- Requires hosting, tech skills
- Manual updates

github.com/PublicLibraryAssoc

Basic or Enhanced

- Starts at \$15,000
- One time cost, plus hosting after 1 year
- 4-week build
- Little tech experience required
- Automatic new content, fixes, updates

Basic Customization Timeline



Customized DigitalLearn.org Sites

Kalamazoo Public Library

Sign Up / Log In

Search Courses by Keyword

Explore, discover, and engage with your computer!

Choose a course below to start learning or search courses.

- Why Use a Computer?**
Here's some reasons why you should take the time to learn about computers. 15 mins
- Getting Started on a Computer**
What a computer is and how to use a mouse and keyboard. 15 mins
- Using a PC (Windows 10)**
Learn the basics of using a PC with the Windows 10 Operating System. 13 mins

CHICAGO PUBLIC LIBRARY

Sign Up / Log In

Search Courses by Keyword

Chicago DigitalLearn
Use a computer to do almost anything!

Choose a course below to start learning or search courses.

- Why Use a Computer?**
Here's some reasons why you should take the time to learn about computers. 15 mins
- Getting Started on a Computer**
What a computer is and how to use a mouse and keyboard. 15 mins
- Basic Search**
Learn about search engines and searching the Internet. 7 mins

DigitalLiteracy
Nashville Public Library

Sign Up / Log In

Search Courses by Keyword

Being Online Can Make Your Life Easier and Better!

Choose a course below to start learning or search courses.

- Why Use a Computer?**
Here's some reasons why you should take the time to learn about computers. 15 mins
- Getting Started on a Computer**
What a computer is and how to use a mouse and keyboard. 15 mins
- Using a PC (Windows 10)**
Learn the basics of using a PC with the Windows 10 Operating System. 13 mins

TOPEKA & SHAWNEE COUNTY PUBLIC LIBRARY

Sign Up / Log In

Search Courses by Keyword

Learn new skills for a better life!

Choose a course below to start learning or search courses.

Uncategorized

- Why Use a Computer?**
Reasons why you should take the time to learn about computers. 15 mins
- Getting Started on a Computer**
What a computer is and how to use a mouse and keyboard. 15 mins
- Using a PC (Windows 10)**
Learn the basics of using a PC with the Windows 10 Operating System. 13 mins
- Navigating a Website**
Learn your way around websites. 5 mins
- Basic Search**
Learn about search engines and get started with email. 7 mins
- Accounts & Passwords**
Covering the basics of online accounts. 7 mins

EAST BATON ROUGE PARISH LIBRARY

Sign Up / Log In

Search Courses by Keyword

Knowing How to Use a Computer Helps You Get Ahead in Life

Choose a topic below to start learning or use the search box at the top of the screen.

Starting Out

- Why Use a Computer?**
Reasons why you should take the time to learn about computers. 15 mins
- Getting Started on a Computer**
What a computer is and how to use a mouse and keyboard. 15 mins
- Navigating a Website**
Learn your way around websites. 5 mins
- Using a PC (Windows 10)**
Learn the basics of using a PC with the Windows 10 Operating System. 13 mins
- Intro to Email**
Get started with email. 7 mins
- Intro to Email 2: Beyond the Basics**
Learn more than the basics of navigating your email account. 7 mins

PIMA COUNTY PUBLIC LIBRARY

Sign Up / Log In

Search Courses by Keyword

Get Connected. Anything is Possible.

Choose a course below to start learning or search courses.

Uncategorized

- Why Use a Computer?**
Reasons why you should take the time to learn about computers. 15 mins
- Getting Started on a Computer**
What a computer is and how to use a mouse and keyboard. 15 mins
- Using a PC (Windows 10)**
Learn the basics of using a PC with the Windows 10 Operating System. 13 mins
- Navigating a Website**
Learn your way around websites. 5 mins
- Basic Search**
Learn about search engines and get started with email. 7 mins
- Intro to Email 2: Beyond the Basics**
Learn more than the basics of navigating your email account. 7 mins

Partners Can Support Your Efforts

**Partner with
education, jobs,
senior services**

**Partner with other
libraries or library
systems**

**Approach large
employers and other
businesses**



**Library board,
foundation
or friends group**

**Solicit corporate and
private foundations**

Kalamazoo Public Library



Nashville Public Library




Nashville Public Library

Are you a participant in one of the Library's Technology Training Programs?

- No Program
- Programs for Seniors
- Programs for Adults
- Programs for Young Adults

English | Español

 **Digital Literacy**
powered by Nashville Public Library

[Sign Up / Log In](#)

Search Courses by Keyword

Being Online Can Make Your Life Easier and Better!

Log In

Already have an account? Log in using your email address and password below.

Keep me logged in Hide password

[Access Course](#)

[Forgot your password?](#)

Sign Up

Want to take a course, but don't have an account yet? It's easy to set one up. Just fill out the fields below.

Don't have an email address? [Click here](#) to open a tutorial in a new tab that explains how to set up an email account.

Your Password (must be at least 8 characters)

Hide password

Library Card Information

Don't have a library card? [Click here](#) to open a new tab to register for an online library card that you can use right away.

Are you a participant in one of the Library's Technology Training Programs?

- No Program
- Programs for Seniors
- Programs for Adults
- Programs for Young Adults
- Programs for Students and Parents

[Sign Up](#)

Select Program...

NCOA

FiftyForward

Family Resource Center

Metro Parks & Recreation

MDHA Senior Homes

Trevecca Towers

DigitalLearn.org Partners



**ALA Office for Diversity,
Literacy and Outreach
Services**



ALA Office for Information Technology Policy




Your Input and Questions



DigitalLearn Meeting at ALA

75 Views



 Attendees 8

[← Back](#)

 Favorite  Like  Facebook  Tweet This

Sessions

DigitalLearn.org Library Meeting (PLA)

 Monday, June 26  8:30 AM - 10:00 AM  Location: Radisson Blu, Adriatic & Aegean

Many libraries have worked with PLA to customize DigitalLearn.org for their learners. At this meeting, libraries with DigitalLearn.org sites will share with each other. Libraries interested in getting this digital literacy resource are encouraged to attend, hear about their experiences, and ask questions.

Meeting Type: Discussion/Interest Group

Sponsors: PLA

Cost: Included with full conference registration.

Open/Close: Open