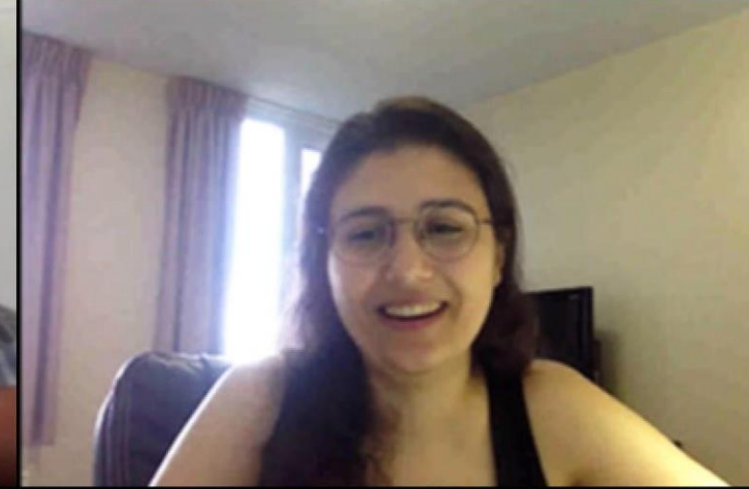
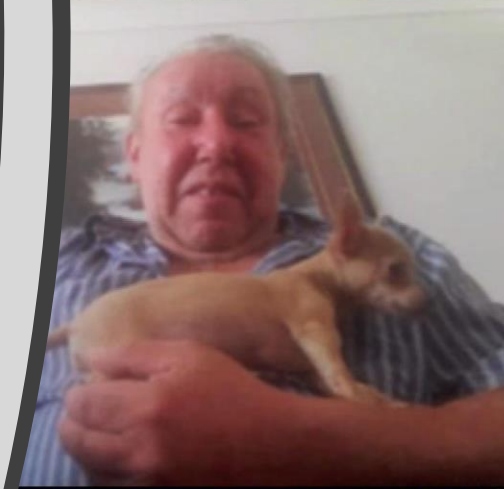


Community Based Digital Literacy: Meeting the Needs and Wants of Older Adults

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Social Sciences and Humanities
Research Council of Canada

Conseil de recherches en
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for artistic + social practice



Canada Council
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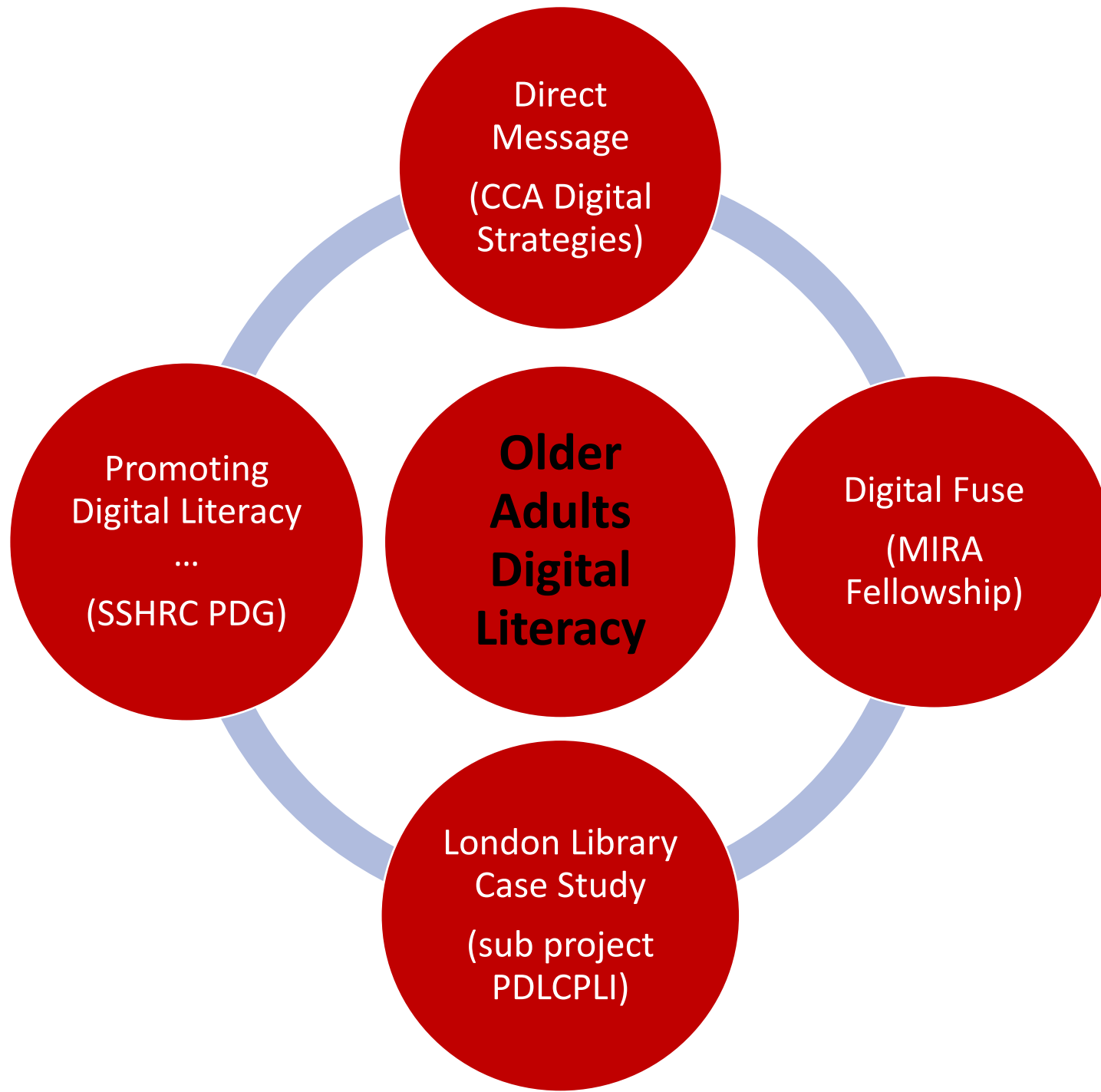
New Horizons
for Seniors Program

Engaging Seniors, Strengthening Communities

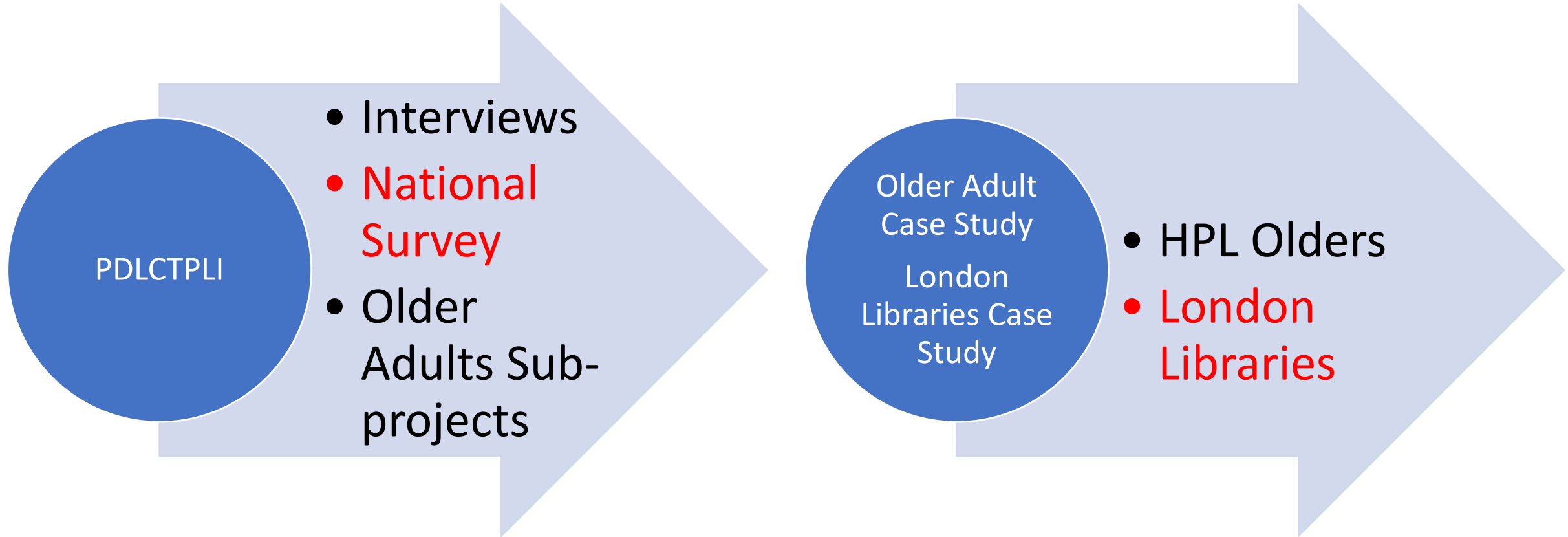
McMaster
University 

School of Social Work | McMaster
University 

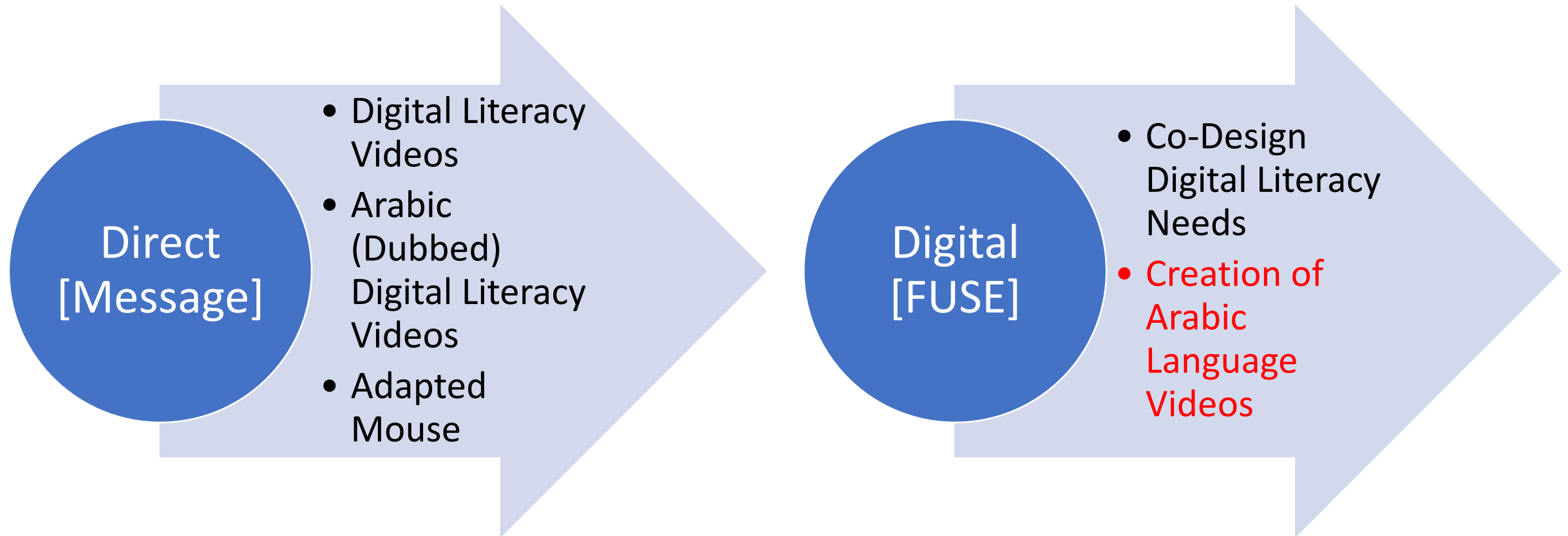
Institute for
Research on Aging



Project Evolution: Digital Literacy Public Library Initiatives



Project Evolution: Direct Message



COVID-19 Troubles

...we could not work through the number of significant challenges there were... We couldn't figure out how if somebody can't even explain to you what the issue is, how are you going to work with them to figure out how to solve the issue? (KL-LL)

COVID- 19 Trouble!

COVID–19 restrictions - online participation only

Older Adults need for basic digital literacy skills for participation in distanced social connections

EDI Principles – easier to reach more privileged older adults

Marginalized and isolated adults = greater/better/right resources for engagement

COVID Possibilities...

...during COVID, we did art together back and forth on Zoom... We learned how to do it. We had so much bloody fun and the laughs... We laughed. We cried. We did everything... (JC – DM)

**Preliminary
Findings:
Access/
Engagement**

Cost and availability of technologies

Cost, availability and quality of internet

Suitability/match in training goals

Suitability/match in training/resources

Comfort/safety in training context

Flexibility/adaptability of training approach

Digital[Fuse]: Access takes many forms

- *“WhatsApp” has voice [notes]... I send voice notes to my son in the UAE. Calls can only be made through Botim application in the UAE, you cannot [use voip] via WhatsApp or Messenger... [this is the law] but I use What’sApp to send a voice [note] and they receive it. (P3 – D[F])*



Prototype Development

Analogue "mouse" as a response to physical needs of participants.

**Preliminary
Findings:
Organizational
Possibilities**

Networks - traditional and non-traditional

Partnerships

Openness/Responsiveness and willingness to pivot

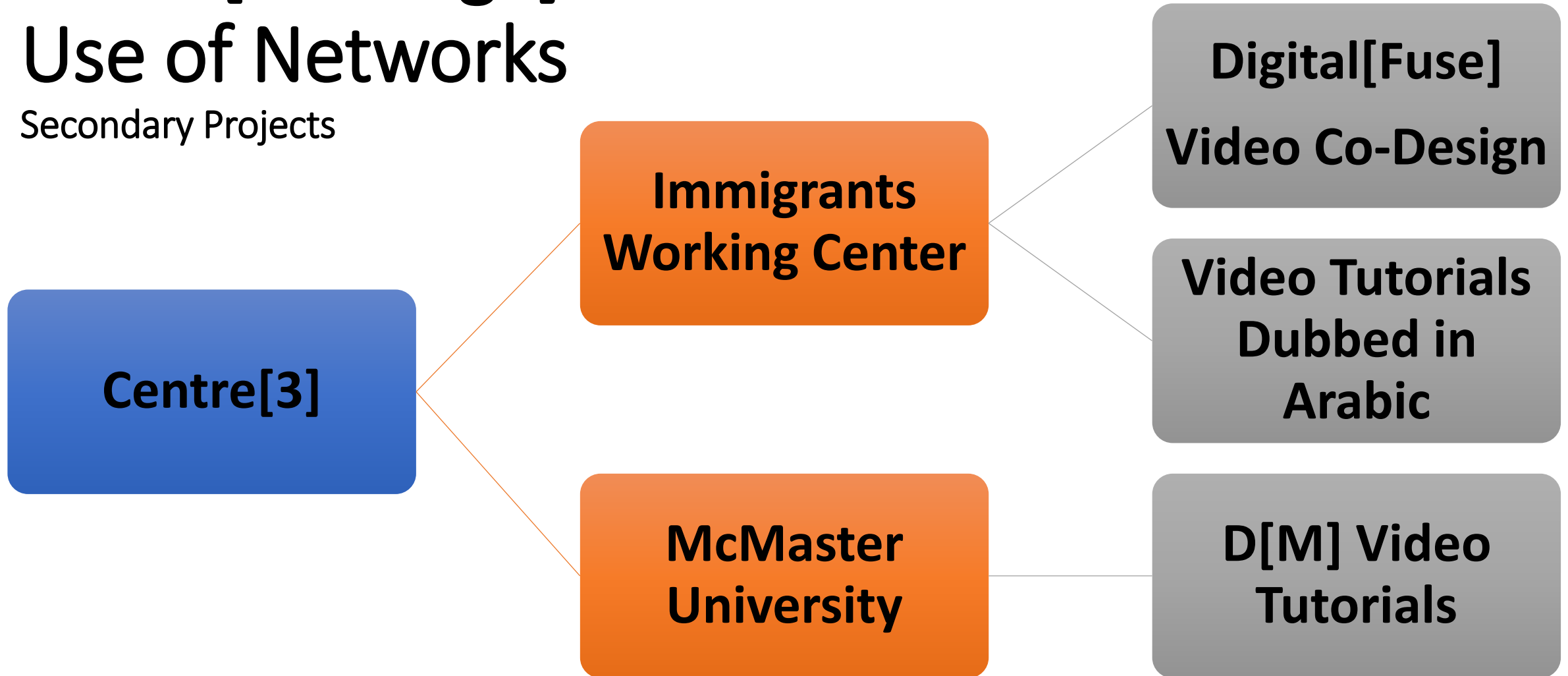
Creative use of resources

Multiple levels of engagement/program
design/delivery

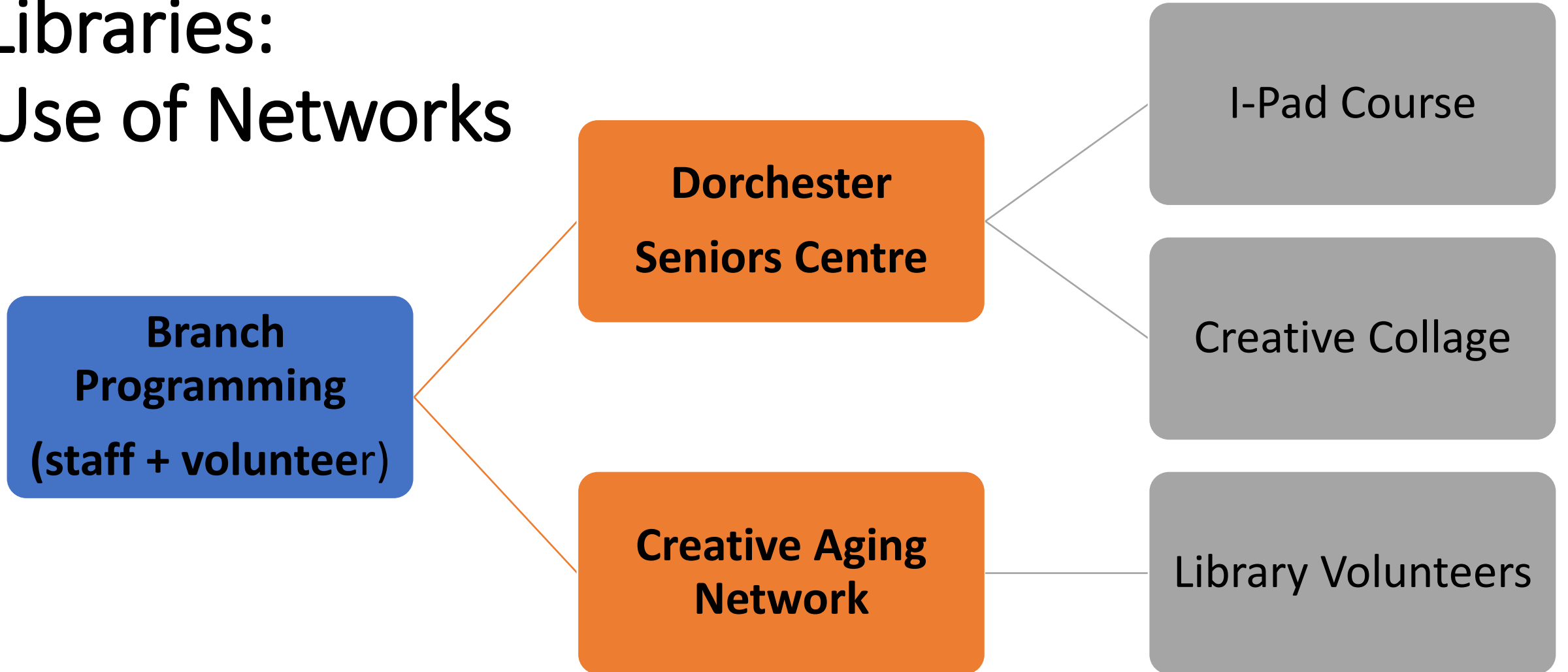
Evaluation

Direct[Message]: Use of Networks

Secondary Projects



London Libraries: Use of Networks



Policy “Take A-ways”

Collaboration:

- more comprehensive understanding of needs
- potentially supports more diversity of participation
- mobilizes existing resources

Networks:

- mobilizes existing resources and understandings
- supports outreach and engagement
- builds on existing needs and wants

Policy “Take A-Ways” continued...

Needs and Wants

- older adults learn to facilitate goals (creating a photo album)
- motivation is outcome driven (talking to kids... via WhatsApp)

Access/Engagement

- barriers are systemic/experienced individually
- facilitating access supports engagement
- context matters (urban vs rural; Canada vs UAE)

Contact me: larost1@mcmaster.ca

Thank you!



Promoting Digital Literacy in the Community Through Public Library Initiatives

SSHRC - PDG

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School of Business

Co-Investigators

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School of Social Work

Heidi Julien; University at Buffalo

Alexander Serenko; Ontario Tech
University

Sub-Projects

Because I am Old...

RA – Hannah Barrie

London Libraries Case Study

RA – Raghad Elgamal

(ongoing)

Direct[Message]:Older Adults' Engagement in the Arts Through Digital Media

Canada Council for the Arts: Digital Strategy Fund

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Carmela Laganse (MAC SOTA)

Carla Rice (Guelph U/Revision)

Jim Ruxton (OCADU, sLab)

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Digital Fuse

MIRA Labarge Catalyst Grant

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Suad Badri - Community Research Coordinator

Publications from the Projects

- Hannah Barrie, Tara La Rose, Brian Detlor, Heidi Julien & Alexander Serenko (2021) “Because I’m Old”: The Role of Ageism in Older Adults’ Experiences of Digital Literacy Training in Public Libraries, *Journal of Technology in Human Services*, 39:4, 379-404, DOI: [10.1080/15228835.2021.1962477](https://doi.org/10.1080/15228835.2021.1962477)
- Detlor, B., Julien, H., La Rose, T., & Serenko, A. (2022). Community-led digital literacy training: Toward a conceptual framework. *Journal of the Association for Information Science and Technology*.
- Julien, H., Gerstle, D., Detlor, B., Rose, T. L., & Serenko, A. (2021). Digital Literacy Training for Canadians, Part 1: “It’s... Just Core Public Works”. *The Library Quarterly*, 91(4), 437-456.
- Julien, H., Gerstle, D., Detlor, B., Rose, T. L., & Serenko, A. (2022). Digital Literacy Training in Canada, Part 2: Defining and Measuring Success. *The Library Quarterly*, 92(1), 87-100.