Digital Literacy for Staff & Customers

Angel Truesdale and Eric Hartman

cmlibrary.org  |  #cmlibrary
Digital Strategy

○ Document that governs the digital future of Charlotte Mecklenburg Library

○ Guiding principles
  ■ Equipping Staff for the 21st Century
    ● 100% of staff, 90% digital questions

Digital Strategy Guiding Principles

1) Unifying Digital
2) Removing Barriers
3) Fostering and Interactive Digital Community
4) Empowering the Individual
5) Reaching Farther with Programming
6) Preserving our Past
7) Equipping and Training Staff for the 21st Century
8) Supporting Sustainable, Nimble and Innovating Progress.
Digital Facilitation Team

- Started as a one class training 2014
  - Teaching staff about digital content and emerging technology trends
- Large amount of content broadened to 3 different class and creation of team
  - Team started with 3 staff, Now includes 10
    - Librarians, Paraprofessionals, and Managers
  - 5 different trainings for staff.
Digital Services Trainings

- **Digital Services 101**
  - Tablets and Smartphones, Operating Systems
  - Emerging Technology Trends
- **Digital Services: eLearning**
  - MOOCs (Massive Open Online Courses)
  - Language Software, Tutoring resources, Free Classes
- **Digital Services: Workplace Tools**
  - Resources/Time Management Tools
  - Collaboration/Presentation Software
- **Digital Services: Library Content**
  - eBooks, eMagazines, eAudiobooks
  - Hands on learning

- Public Programs based around Trainings
  - Mobile Tech Tutoring: 1-on-1 Support Session
  - Mobile Technology: Devices and Features (mirrors Digital Services 101)
  - Mobile Technology: Library Apps (mirrors Digital Services: Library Content)
  - Mobile Technology: Cloud Storage (mirrors Digital Services: Workplace Tools)
  - E-Learning w/ Charlotte Mecklenburg Library (mirrors Digital Services: eLearning)
Digital Devices Project

- Creation of a new “role” with the Digital Point Person
  - “Appy Hours” or office hours
  - Structured staff trainings
  - Troubleshooting techniques
  *DPP community hub where they can share ideas and what works in their branch.

- Digital Competencies were created (fall 2015) and made mandatory to complete by June 2016. DPPs to assist in trainings.

- List of devices and funding-County dedication to digital development
  - iPad Air and Mini
  - Samsung Tab S and Nook Tab 4
  - Microsoft Surface Pro 3
  - Amazon Kindle Fire 7HD
  - Chromebook (separate grant funding)
Mobile Technology Training

- Required for all staff; public service, administration, and back office staff.
- 460+ staff members.
- Content: introduce staff to more Digital Strategy info, the Digital Competencies, the DPP role, DFT management, the digital devices, and library digital content as well as popular content on the digital marketplace.
  - Simple Navigation
  - Mobile Tech Terminology
  - Device Specific details (ABCs)
  - Mobile Circ app
  - Chromebook disability accessibility
  - Tracking Device Usage through programs, outreach, and in general digital literacy tasks
- Learning and Development mechanism used to set up the trainings

Library Mobile Technology
Kindle Fire

**About:** Amazon product- Fire OS 3.0 (based on Android)- Amazon for apps

**Basics:**
- Power button located top right of device when held in portrait orientation.
- Swipe down from top for menu for quick settings- brightness, wifi, account settings.
- Home screen can be accessed from the house icon at the bottom of screen- along with a back arrow and search option.
- Silk Browser is internet browser.
- Menu along the top of screen for searching device i.e. shopping for apps, locating games, apps, books etc. Clock, battery life and wifi connection meter located here as well.
- Apps can be added by visiting the store (shopping cart icon). No password needed to add free or purchase apps. Apps can be deleted by holding your finger on the app icon which reveals a menu. Choose remove.

**Library Content:** Overdrive, Freegal, Ebsco, ebrary, One Click Digital, Tutor.com,
Questions/Comments

Contact:
Angel Truesdale (atruesdale@cmlibrary.org) 704-416-0144
Eric Hartman (ehartman@cmlibrary.org) 704-416-6621