BRIDGE technology services assessment toolkit

closing the gap on technology access & inclusion

Computers in Libraries
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the vision
every Ontarian has **convenient, local access** to the **technology** they want and need, and the comfort and confidence to use it, so that they can access **economic, educational, social, health and civic opportunities** to achieve **prosperity, advancement, and overall well-being**
libraries in the digital age
libraries across Ontario (pop 14.2 million)

71.6 million in-person visits

104.8 million visits to library websites

310 library systems

934 branches

883,950 new technology uses
15 million workstation uses

20.8 million wireless sessions
165,036 digital literacy program attendees
the foundations for lifelong success in the 21st century, are increasingly dependent on access to online services and networks
No other public institution has the mandate and reach, physical and technical infrastructure, talent and community presence to support digital inclusion and literacy for all.
opportunities for creativity and innovation
opportunities for experiential, collaborative & self-directed learning
opportunities for all
the what and why of the technology services assessment toolkit
PRIMARY OUTCOMES

digital inclusion  |  digital literacy

outcome assessment framework
outcome assessment framework

PRIMAR Y OUTCOMES

digital inclusion | digital literacy

SECONDARY OUTCOMES

community, social & civic engagement  creativity & innovation  workforce development  entrepreneurship & business development
technology assessment toolkit

- **Measure the outputs** and **outcomes** of your technology services
- **Identify priorities** for your technology services based on evidence
- **Benchmark your technology service levels** with other public libraries in Ontario; and,
- Understand how prepared your **frontline staff** are to support technology services
Assessment tools

1. Data input interface to capture availability and usage statistics for Technology Services

2. Patron survey to gather outcome-related feedback, capture individual stories related to technology services, to understand why specific Technology Services are not used

3. Staff survey to gauge how prepared frontline staff are to deliver Technology Services, to capture areas where additional support can better equip staff in service delivery
what we found
digital inclusion

respondents who would not have had access otherwise

56% used technology at the library

68% for respondents age 55+

63% for respondents identifying as low income

46% accessed the internet at the library
digital literacy

respondents who used technology at the library

44% were introduced to new technology
use led to longer term adoption of the technologies

52% for respondents age 55+

84% increased their digital comfort
after having used one or more technology services at the library
community, social and civic engagement outcomes

- 81% increased their level of community engagement
- 81% increased their level of social engagement
- 34% accessed online government resources

respondents who used technology at the library
creativity and innovation outcomes

respondents who used technology at the library

41% made creative products

multi-media and writing projects most common
workforce development outcomes

64% used technology at the library

- 64% used it for educational activities
- 45% developed employable skills

36% developed job search skills

43% had success in finding a job
entrepreneurship & business development outcomes

respondents who used technology at the library

26% used for business-related activities

93% small businesses with <20 employees
next steps
more understanding
more access
more advocacy
more understanding
more access
more advocacy
more understanding
more access
more advocacy
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every Ontarian has convenient, local access to the technology they want and need, and the comfort and confidence to use it, so that they can access economic, educational, social, health and civic opportunities to achieve prosperity, advancement, and overall well-being
Questions?

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#bridgethedivide