

TURNING TECHNOLOGY EDUCATION INSIDE OUT



ABOUT US



Carrie Turney Ross (she/her)

- Area Manager, Outreach & Programs
- 4+ years with JCLS
- 10 years in outreach & programs
- Using computers since dial-up
- Classic millennial goal of finding perfect gif/meme for every situation



Eric Molinsky (he/him)

- Digital Services Supervisor
- 20+ years with JCLS
- Began using computers learning BASIC
- Music geek with life goal of creating the perfect playlist

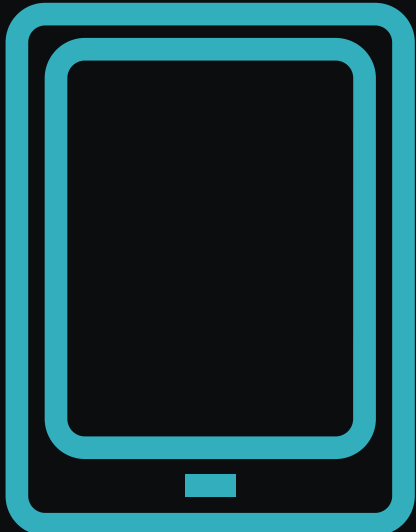
AGENDA

- A look at some data
- Where We Started
- Where We Are
- Where We're Going
- Tips & Tricks*
- Q&A

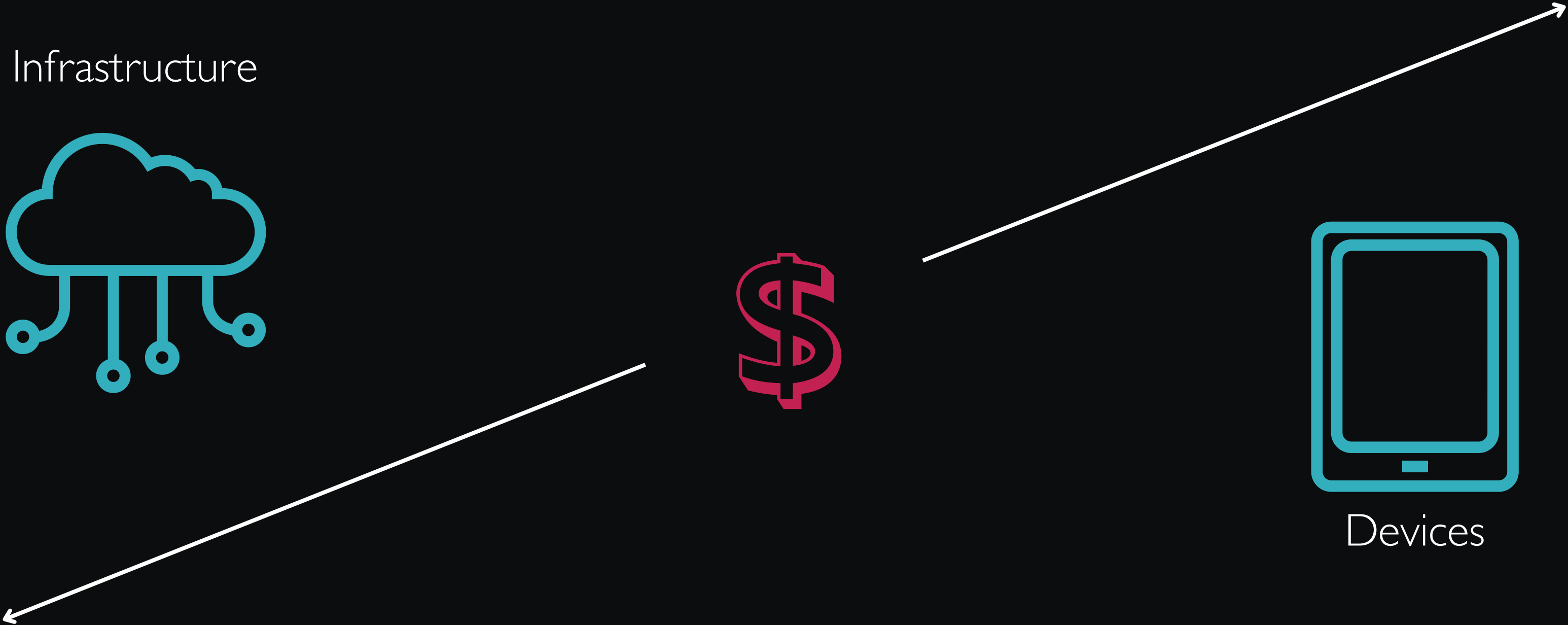
*all along the way

DIGITAL DIVIDE

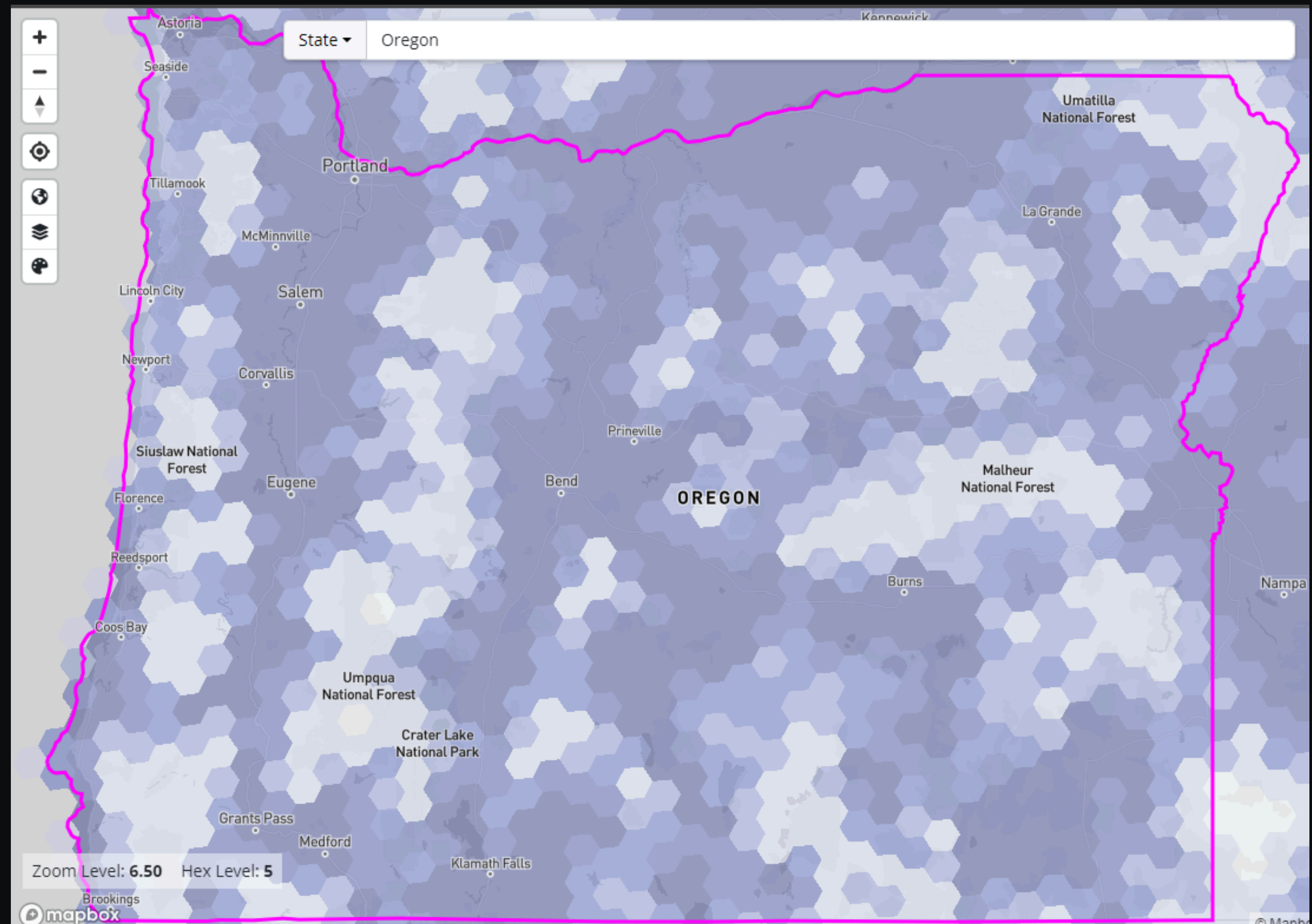
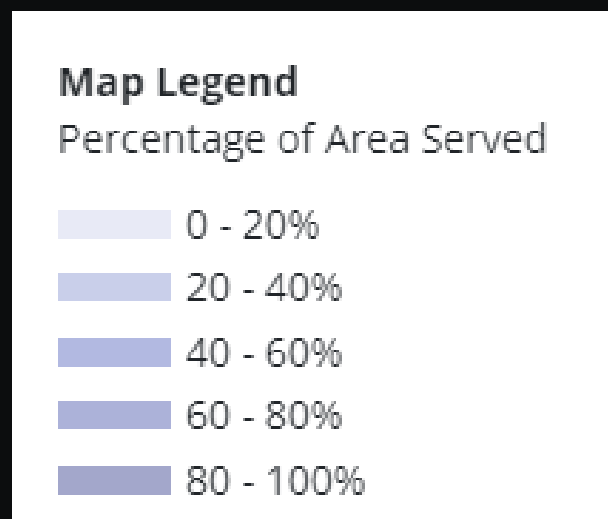
Infrastructure



Devices

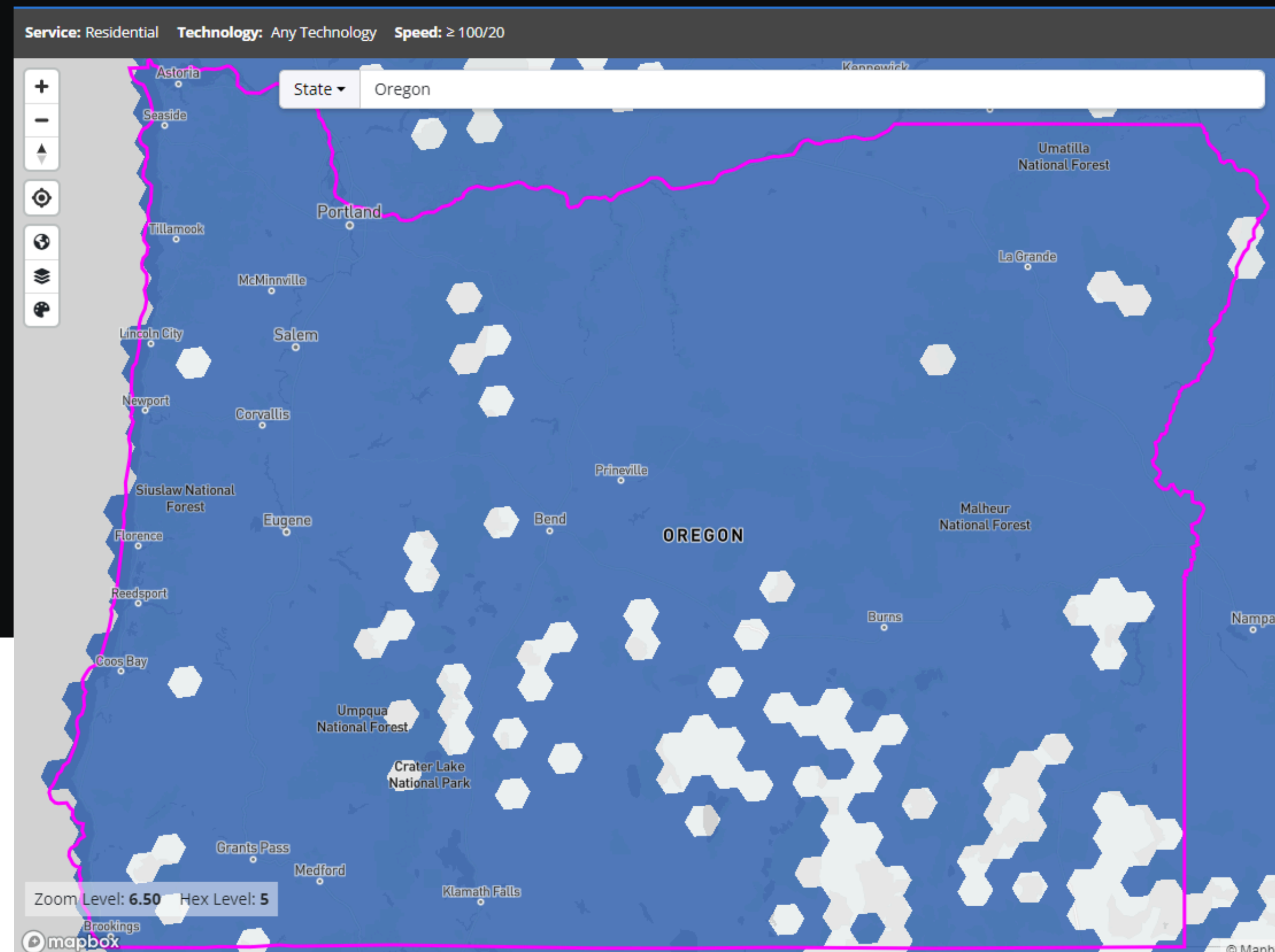
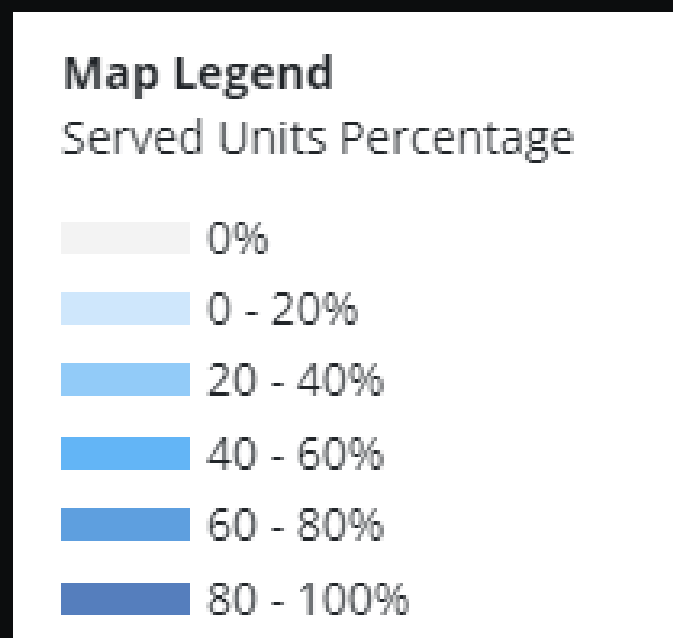


MOBILE BROADBAND



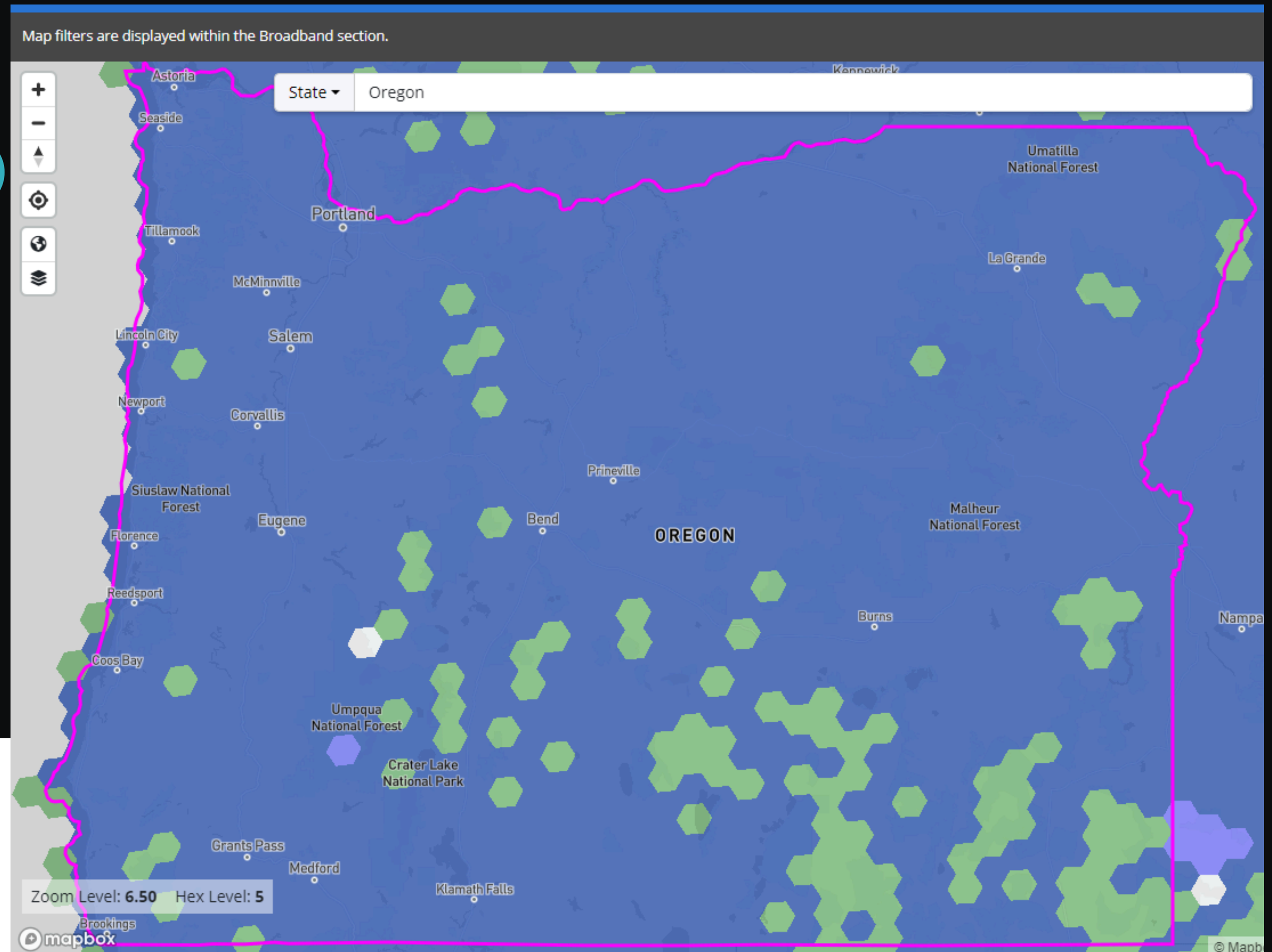
Source: FCC Broadband Map: <https://broadbandmap.fcc.gov/home?version=jun2023>

FIXED BROADBAND



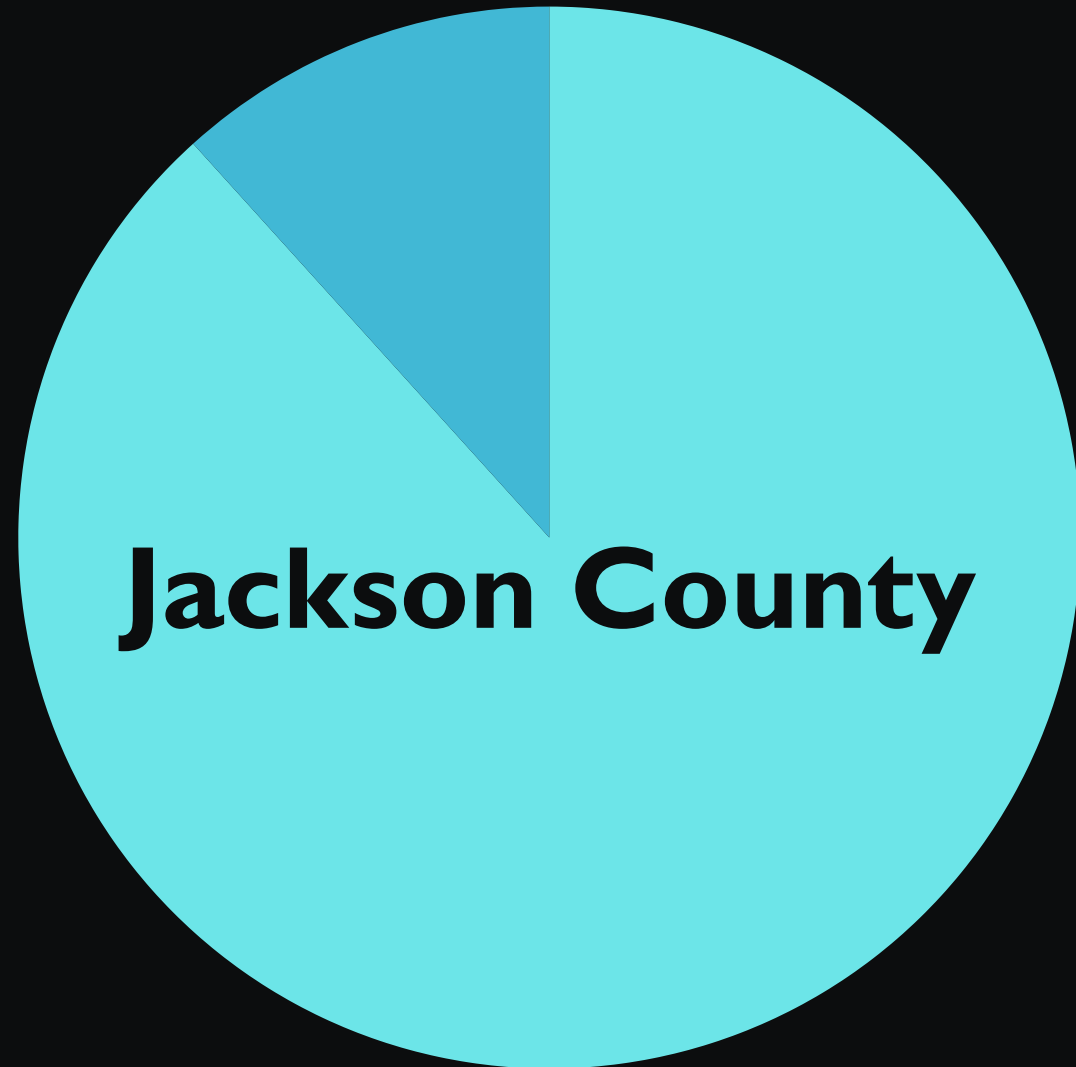
Source: FCC Broadband Map: <https://broadbandmap.fcc.gov/home?version=jun2023>

COMBINED BROADBAND



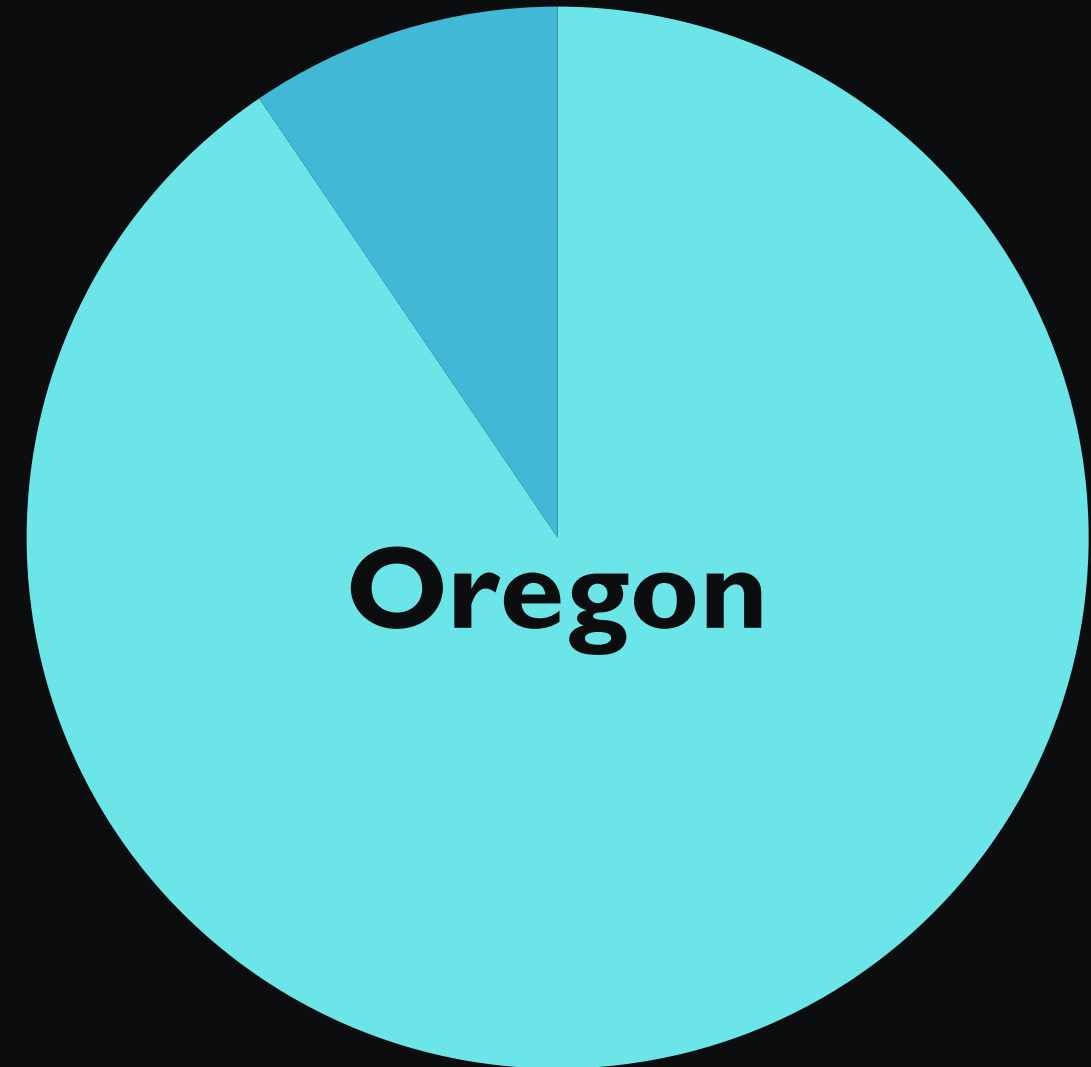
BROADBAND ACCESS

Households without Access
11.7%



Households with Access
88.3%

Households without Access
9.5%

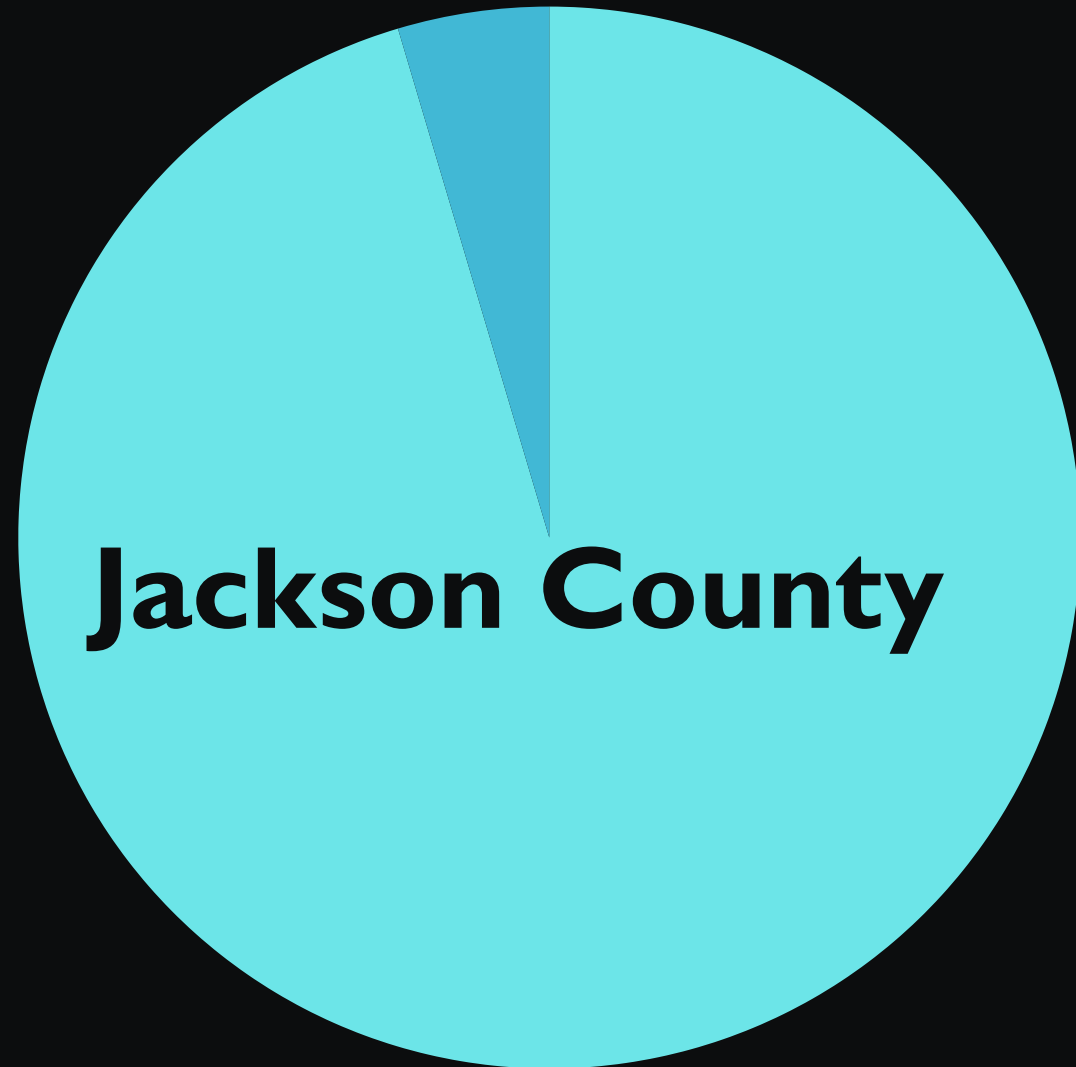


Households with Access
90.5%

HOME COMPUTERS

Households without Computers

4.6%



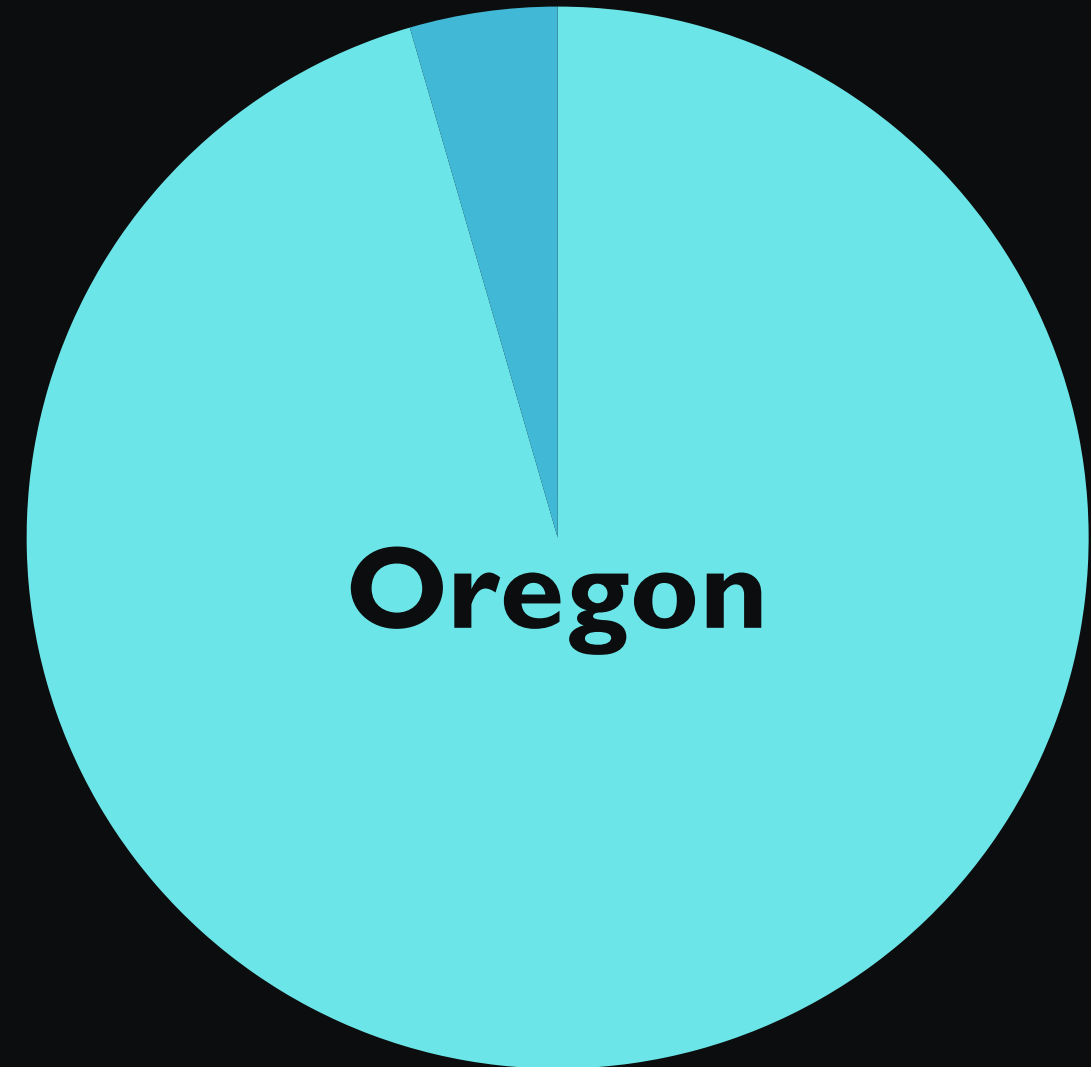
Jackson County

Households with Computers

95.4%

Households without Computers

4.5%



Oregon

Households with Computers

95.5%

PEOPLE WITHOUT ACCESS

Jackson County

People without broadband

• 25,551

People without computers

• 10,046

Oregon

People without broadband

• 392,803

People without computers

• 177,794

post driver fails

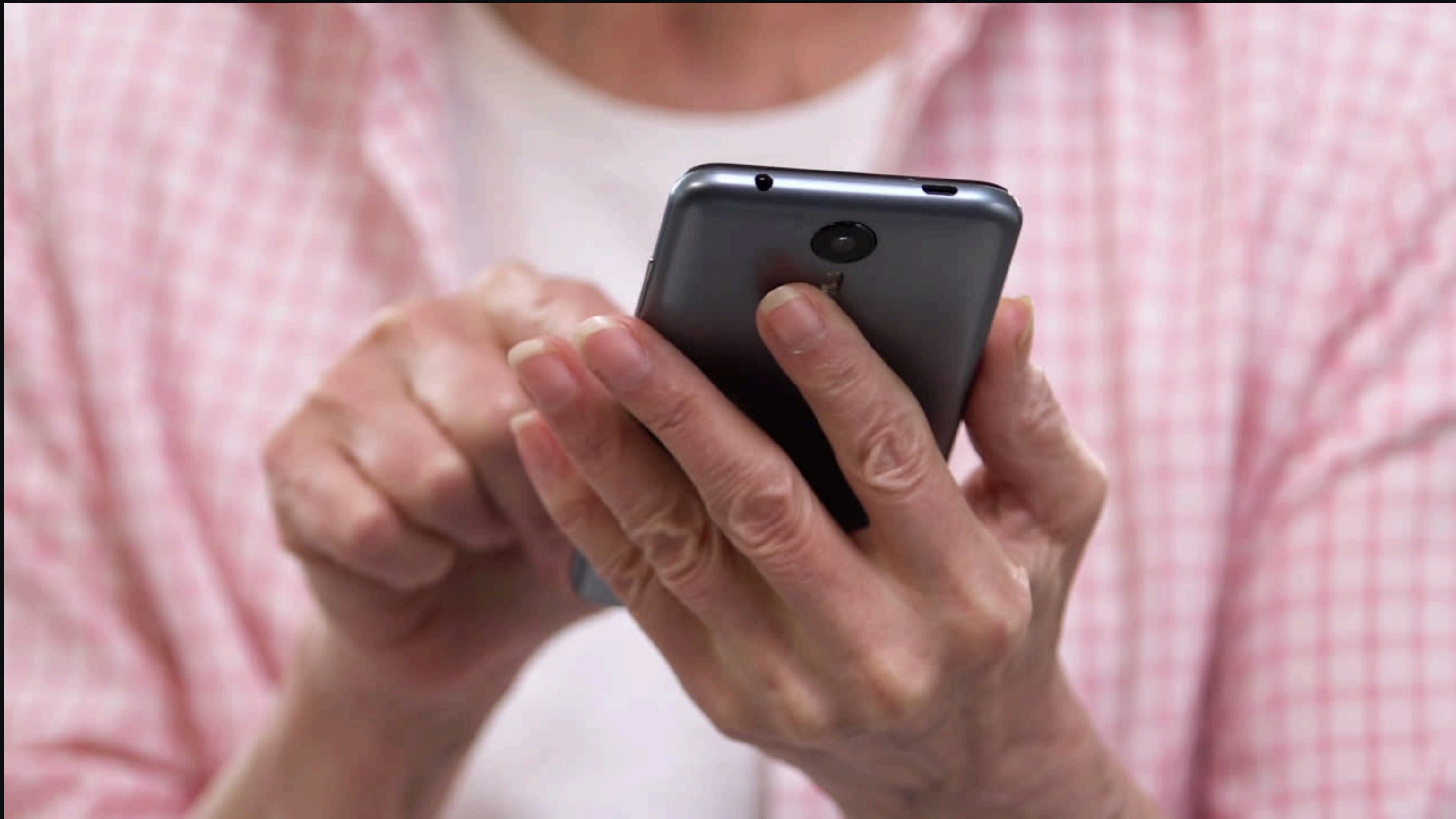


The Throttles & Life of Jessi



**Access can only
take you so far.**

**Training
is key**

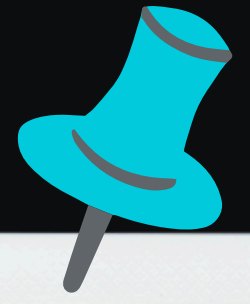


CREATION OF PATRON TECHNICAL SUPPORT

- Increased usage of eBooks and eAudiobooks by patrons
- Rapidly changing technology for electronic reading

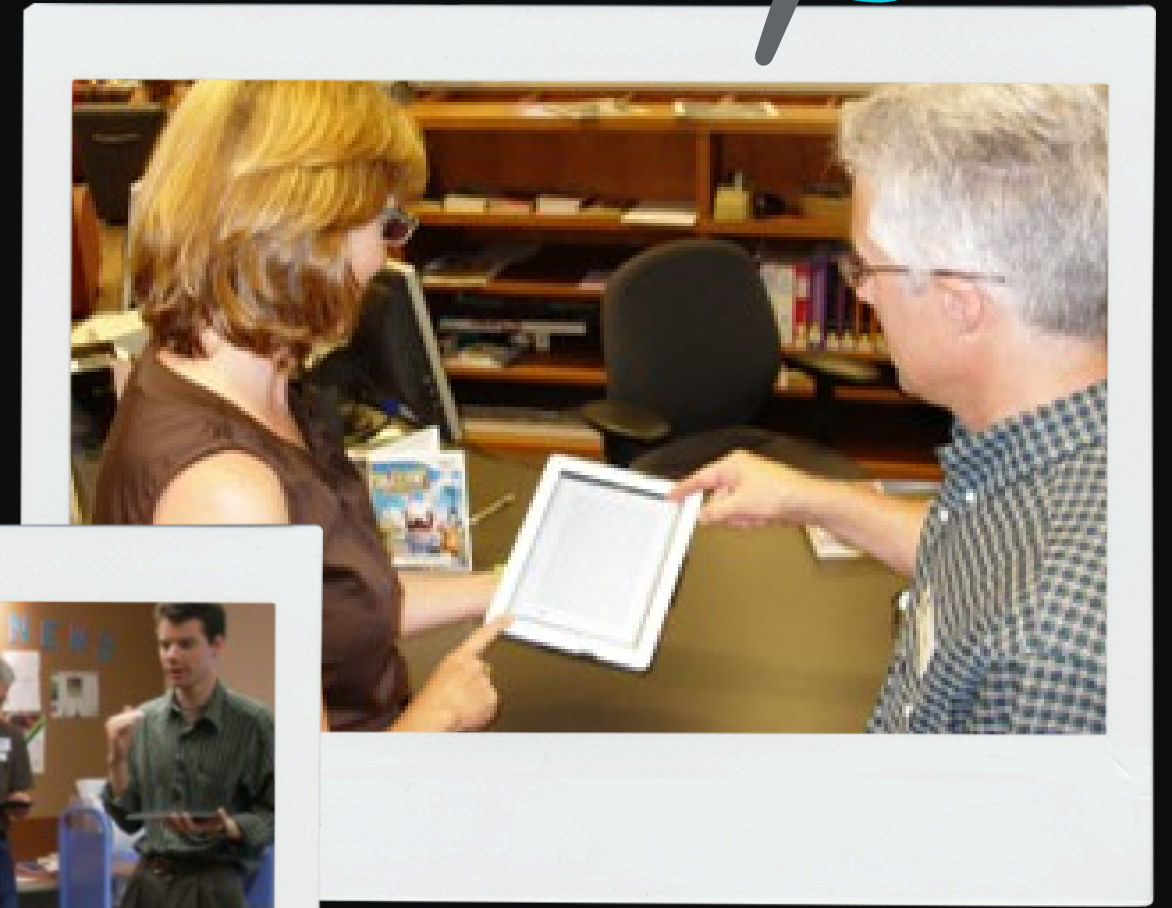


WHERE WE STARTED







Library2Go assistance

- Classes
- Help content
- Walk-ins



TURNING THE PAGE

Library technology classes

<p>THE FUTURE</p> <p><i>LITERALLY</i></p> <p>OF EVERYTHING</p>	<p>THE TRUTH IS OUT THERE OR THE SIMPLE GUIDE TO SAFE SURFING</p> 	<p>“You Better \$hop Around!”</p> <p><small>UNDERSTANDING HOW TO CHOOSE YOUR NEW COMPUTER OR TABLET</small></p>
<p>BEYOND Library²Go</p>  <p>More sources for eBooks, Web pages into eBooks, and more!</p> <p>Go where few eReaders have dared. Monday, May 6, 2 - 3 p.m.</p>	<p>Hey! You! Get On to My Cloud!</p> <p>Using Cloud Services to Entertain, Simplify and Organize</p> <p><small>Presented by Jackson County Library Services, Patron Technical Support Group</small></p>	<p>eBooks and OverDrive at Jackson County Library</p>  

WHAT WE LEARNED

What we could do

- Provide content to a group
- Limited outreach

What we couldn't do

- I-on-I appointments
- Expand community engagement

"OTHER DUTIES AS ASSIGNED"



Circulation Associate
Floating Branch Manager
Collection Development
OPAC Administrator
Interim Admin Team
Web Designer
Marketing Team

CREATION OF DIGITAL SERVICES

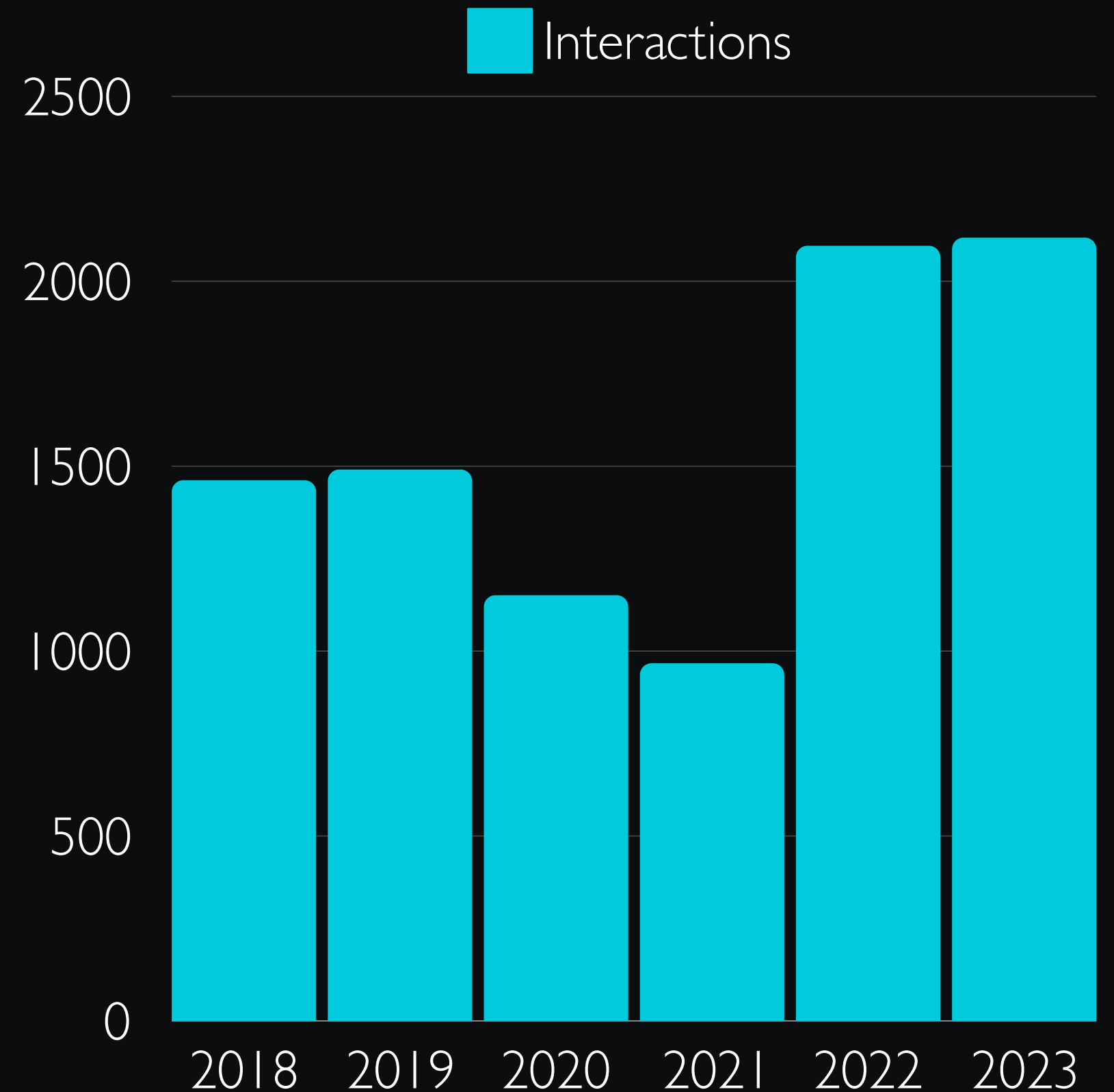
Launching the Three-Pronged Approach

- I-on-I Assistance
- Programs
- Outreach/Partnerships



I-ON-I ASSISTANCE

- In-person, Zoom, phone
- Appointments in branches weekly
- Two 1-hour appointments each month



PROGRAMS


- Offered at branches
- Patron-driven subjects
- Supports 1-on-1



An Introduction to MyChart® In-Person

Interested in accessing your medical information

Time Zone: Pacific Time - US & Canada (change)



Apps & Apps: Libby and JCLS, 18+ YRS In-Person

Feed your body and your brain! Join us as we explore how the Libby eBook and eAudiobook and the JCLS apps can make your library life easier, while snacking on some great appetizers.

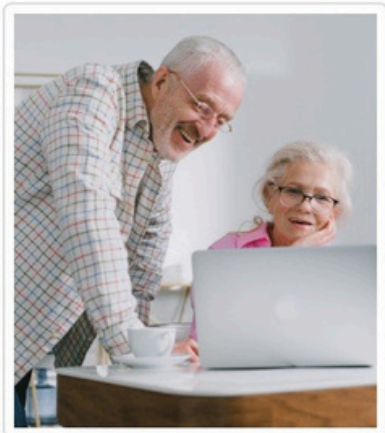
Date:
04/24/2024

Time:
1:00pm - 3:00pm

Location:
Large Meeting Room, Medford Library

Audience:
adults

Categories:
computer & technology



Preparing Your Digital Estate Plan In-Person

Have you ever wondered what happens to your digital accounts after death? Or how your loved ones will get access to those accounts to save your precious data, such as photos and videos? Or how they would... [More](#)

Date:
05/07/2024

Time:
12:00pm - 1:00pm

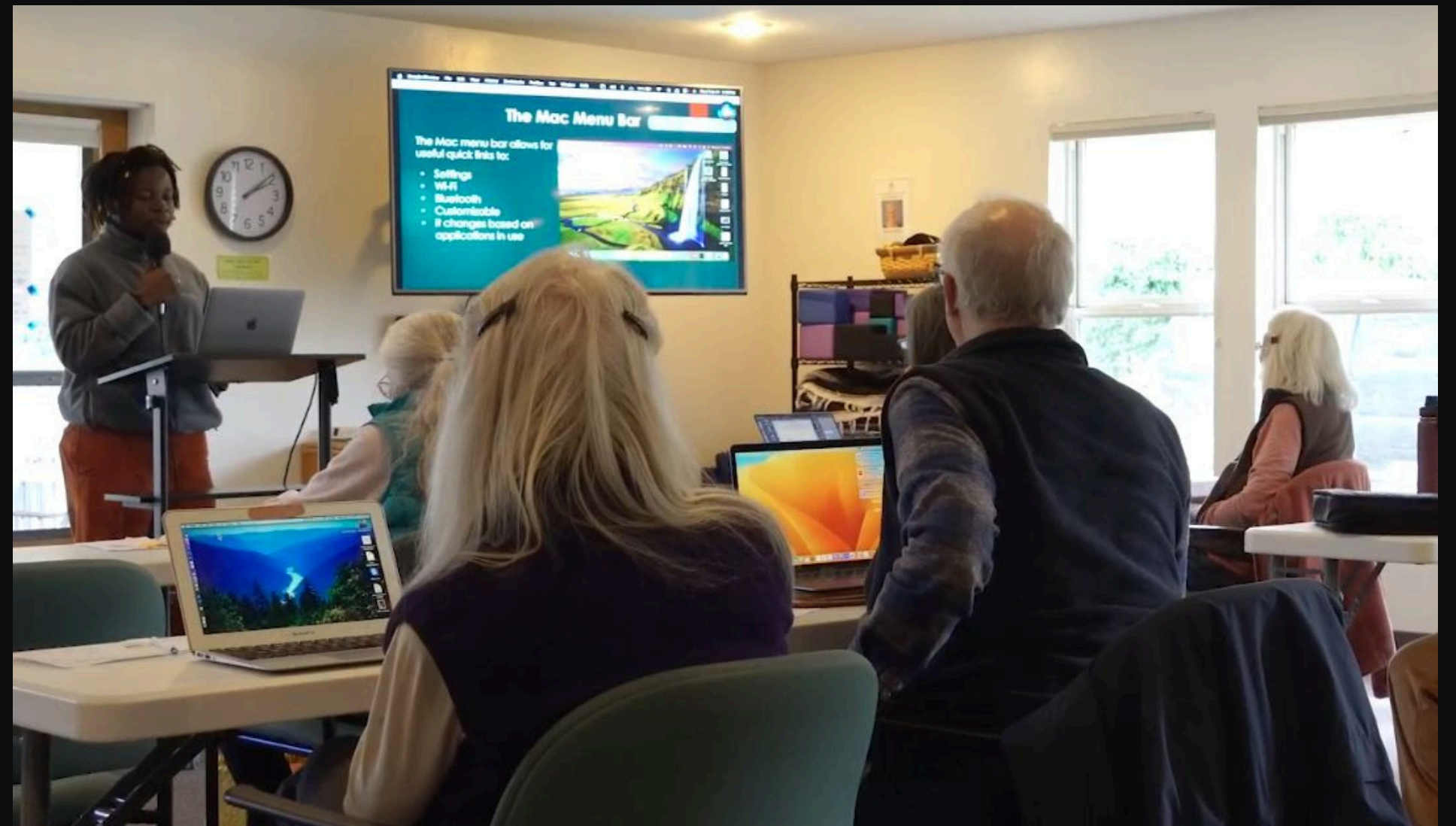
Location:
Community Meeting Room, Applegate Library

Audience:
adults

Categories:
computer & technology

OUTREACH & PARTNERSHIPS

- Meet community members where they are
- Expand footprint and impact of library services
- Identify new target audiences
- Work with underserved communities



WHAT WE LEARNED

(Digital Services Edition)



- Scale
- Hiring
- Focus

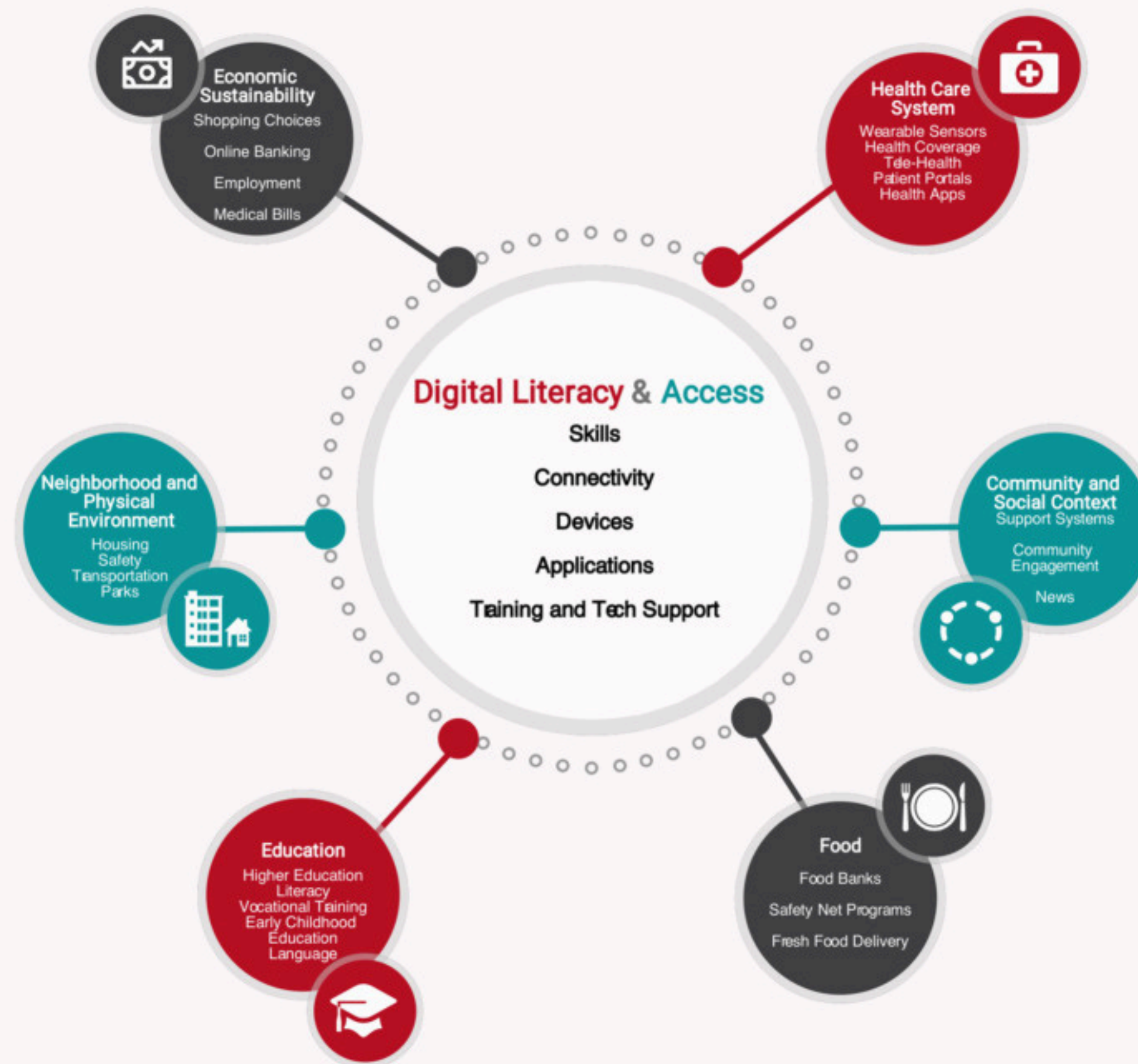
THE TOP FIVE REASONS TO ESTABLISH BOUNDARIES

5. A personal assistant probably makes more than you do.
4. A little knowledge is not always a dangerous thing.
3. Not even your doctor makes house calls.
2. Still not the Geek Squad.
1. Groupies – not as fun as Keef would have you believe.

ON THE HORIZON

The background of the slide is a satellite view of Earth from space, showing the Americas. The image is overlaid with a dark, semi-transparent layer containing faint, glowing binary code (0s and 1s) and some abstract digital patterns, suggesting a high-tech or data-driven theme.

- New computer classroom
- Demos at tabling events
- Exploring AI (pros & cons)
- Central tracking for tech skill classes in Rogue Valley
- And who knows?





QUESTIONS?

CONTACT US

Carrie Turney Ross

cturneyross@jcls.org

Eric Molinsky

emolinsky@jcls.org

