

SENIOR PLANET

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TECH HELP AT LIBRARIES

- 95% of libraries provide at least one type of digital literacy training
- Common types include general computer use, internet use, web development and content creation, coding, and other types of technology training
- 78% of adults believe libraries should offer tech training and education

SUPERIOR PUBLIC LIBRARY

TECH HELP TIMELINE

- 1888 – 2022: Completely unstructured
- 2022 – 2023: Sip & Swipe Cafe
- 2023 – Present: Device Advice
- 2025 – Present: Senior Planet

SIP AND SWIPE

2022-2023



SIP & SWIPE

- Generations Online, based in Philadelphia
- Basic device instruction
- Separate sessions for Apple & Android devices
- Can provide devices or have patrons bring their own
- Participants follow an online tutorial on the Sip & Swipe website
- Our class met Tues & Thursday from 10:30 am – 12:30 pm
- Max 4 participants per session/ 2 Coaches
- We offered one Apple and one Android session per month





TYPICAL SIP & SWIPE CLASS

- First session: Pre-test to determine current skills
- Get them started on their device
- Everybody goes to the same website and follows the online tutorial
- Low-tech
- Coffee/tea provided

 **Generations on Line®**
To begin learning how to use your Android phone, tap on one of the options below

 **The Basics**
Start here to learn or review basics

 **The Web**
Connect to anything on the Web.

 **Email**
Contact people you know via email, text message or video call.

 **More**
Find help and learn about "Apps," viewing pictures, and more!

SIP & SWIPE PROS & CONS

PROS

- Affordable (Free!)
- Structured curriculum
- Perfect for absolute beginners
- One on one instruction
- Very little preparation required

CONS

- Platform could be updated
- Small class size meant long waiting lists
- Too basic for some participants
- Staff burnout
- No-shows uncommon, but possible

DEVICE ADVICE

2023 - Present





DEVICE ADVICE



- One-on-one tech help provided by library staff
- Drop-in program held twice per month for two hours (one evening session, one morning session)
- Assist with all types of devices (smartphones, tablets, laptops)

TYPICAL DEVICE ADVICE SESSION

- Assistance provided on a first-come, first-served basis
- We bring laptops so we can conduct web searches if necessary
- Stylus pens are a nice thing to have on hand
- Lots of repeat customers

DEVICE ADVICE PROS & CONS

PROS

- Affordable (Free!)
- Countless options for staffing/scheduling
- Can respond to specific questions
- One on one instruction
- Good for people with more tech experience

CONS

- Apple vs. Android – some staff are more accustomed to one type over another
- Grumpy people
- Not great for absolute beginners
- We can't solve every problem

SENIOR PLANET

2025 - Present



SENIOR PLANET

FROM **AARP**[®]

- AARP program (Older Adults Technology Services)
- Tech education for older adults
- *Motto: "Aging with attitude!"*
- Licensed partner sites



SENIOR PLANET

FROM **AARP**

- Training, curriculum & support provided

A TON of class options

- Partner sites provide devices
- Commitment = 5 hours of programming per month
- Tech help hotline
(888) 713-3495



SENIOR PLANET



- Programs Directory

Impact Areas:

Civic Participation
Creative Expression
Financial Security
Foundational
Health & Wellness
Social Engagement

Types of programs:

Lectures
Workshops
Courses

SENIOR PLANET LICENSING PROCESS

- Watch the introductory licensing program webinar
- Select administrator & trainers
- Select program space
- Complete training
- Select & purchase devices
- Review curriculum and plan class offerings
- Explore partnership opportunities
- Promote promote promote!
- Hold classes!

DEVICES & FUNDING

- PCs, tablets, or Chromebooks
- Explore funding sources
- Don't forget accessories (charging station, headphones, etc.)
- Think about costs like staff time, promotion, mileage, etc.

TRAINING & LICENSING

TRAINING

- Virtual Train the Trainer program
- Meets 1x/week for 5 weeks
- Last session is a Practice Teaching Session

LICENSING

- 12-month license
- Option to renew for additional years
- Covers the entire county (opportunity for outreach!)
- Does not cover virtual programs

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- Curriculum (slides, trainer guides, handouts)
- Promotional materials
- Sign-in sheets & surveys



AI & Disinformation

AI Can Help and Harm

AI Can...	But it can also...
<ul style="list-style-type: none">• Quickly analyze videos• Help law enforcement intercept criminals• Summarize large amounts of data• Identify patterns in large data sets	<ul style="list-style-type: none">• Spread disinformation• Enable criminals to clone voices to scam people• Give incorrect information• Perpetuate human biases

Types of Disinformation

- Disinformation is nothing new, but generative AI makes it easier to create, and social media helps it circulate.
- **Disinformation:** created to intentionally mislead people.
- **Deepfakes:** videos created or manipulated to intentionally deceive.
 - Popular tools include: DeepFaceLab, Reface, and HeyGen.
- **Voice cloning:** replicates the sound of a person's voice from a recording.

Best Practices for Evaluating Information

- Consider the source.
- Verify the information from multiple sources.
- Look for unnatural facial movements in videos.
- Note uncharacteristic behavior or speech patterns.
- Be skeptical of content that provokes an emotional reaction.

Resources

- Alernot.com
- Snopes.com or FactCheck.org
- AI quizzes: detectfakes.kellogg.northwestern.edu/
- Scan the QR code or click the URL to visit: seniorplanet.org/ai/



SENIOR PLANET
The AARP

Donate to reconnect older adults like you: seniorplanet.org/give
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PREPARING FOR CLASS

- Review trainer guide
- Visit & explore websites
- Create demo log-ins
- Download & practice apps
- Develop examples
- Practice!
- Test technology

OUR PROGRESS SO FAR

- Offering 3 lectures/month
- Attendance varies
- Promotion is a challenge!
- Haven't used devices yet
- Outreach is happening!
- Future is uncertain!

SENIOR PLANET PROS & CONS

PROS

- Variety of curriculums available
- Timely, relevant topics
- Lots of support
- Resources provided

CONS

- Significant time/energy commitment
- Curriculums aren't always up-to-date
- Promotion is a challenge

IS SENIOR PLANET RIGHT FOR YOU?

THINGS TO CONSIDER

- Is there a need?
- Is staff on board?
- Does staff have time?
- Do we have the space?
- Is funding available for devices?

TECH HELP TOTALS


- Sip & Swipe: 83 people
- Device Advice: 112 people
- Senior Planet: 85 people

THANK YOU!

Questions? Comments?

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