Welcome! Feel free to introduce yourself here in the chat window by sending a message to "Everyone" to let us know where you're joining from today. Other attendees won't see your message if you don't send it to "Everyone." Thanks!

And is anyone a Blossom Dearie fan?

Is that this singer? Because if so I am now!

Yes, this is Blossom Dearie. 😊

Hello. I'm the adult services for Estill County Public Library in Kentucky.

Yes, I am now!

Welcome! Feel free to introduce yourself here in the chat window by sending a message to "Everyone" to let us know where you're joining from today. Other attendees won't see your message if you don't send it to "Everyone." Thanks!

Hello,

Maddie Russell, Portsmouth VA

I am Melissa from Charles County Public Library in MD

Hello. Louise an Adult/Teen Services Librarian, Morley Library, Painesville, Ohio.

Hi! Amy Tollison, Glasgow KY, Mary Wood Weldon Memorial Library

Gabriel Ramos, Edison Public Library, Edison NJ

I am Marie Bayer from Jefferson County Public Library in Colorado.

HI all! Erica LeFebvre from Westfield Athenaeum, Westfield, MA

Hello! Edna Sherron, Humboldt Public Library, Humboldt TN：)

Nan Carmack, Library of Virginia

Hello! Cindy Beach from the Public Library of Youngstown and Mahoning County in Youngstown, OH.

Hello from Houston Public Library

Hello from St. Louis Public Library

Greetings from La Crosse Public Library
Good afternoon from Alachua County Library District in Gainesville, FL. GO GATORS!!! ;-) 

11:58:02 From Heather Perhach to Everyone: Greetings from Woodland CUSD 5 in Streator, IL

11:58:11 From Lisa Jones to Everyone: Hi from Baltimore County Public Library, Rosedale, MD

11:58:35 From Beth Matthias-Loghry to Everyone: Hello from Pima County Public Library -- Main Library in Tucson AZ

11:58:48 From Alexandra Houff to Everyone: Hi from Baltimore County Public Library's DEVS Department.

11:59:05 From diana megdad to Hosts and panelists: Hi from PA!

11:59:17 From Larra Clark (she/her), PLA to Everyone: Welcome everyone!

11:59:19 From Demetria Edwards to Everyone: Hello from Henrico County Public Library

11:59:27 From Ka'ala Souza to Everyone: Aloha from Hawaii!

11:59:31 From Larra Clark (she/her), PLA to Everyone: Thanks for all the introductions in chat! Keep them coming.


11:59:37 From Peter Bugenhagen to Everyone: Hello, all!

11:59:46 From Deb Lanthier to Everyone: Hello from Minnesota!

11:59:48 From Don Michael Jr to Everyone: Greetings from Central Piedmont Community College Library in Charlotte, North Carolina!!!

11:59:51 From Jolena Ramey to Everyone: Hello from Kentucky!

12:00:03 From Hilary Writt to Everyone: Hello from Frankfort, KY.

12:00:05 From Mandy Aguilar to Everyone: Hi from Irving, Texas!

12:00:05 From Michelle Massero to Everyone: Hello from Tacoma Washington😊

12:00:05 From Peter Bugenhagen to Everyone: Hello from Anne Arundel County Public Library! Annapolis, Maryland

12:00:13 From Lisa Shaw to Everyone: Hello from Bangor, Maine!

12:00:18 From Heather Petro to Everyone: Hello from Johnson County, Indiana! I'm with the Johnson County Public Library.

12:00:21 From Jamie Morris to Everyone: Hello from the Clinton-Macomb Public Library in Michigan

12:00:24 From Deborah Feanny to Hosts and panelists: Hello

12:00:26 From Sara Nesbitt to Everyone: Hello from Colorado!

12:00:31 From Christine Campbell to Everyone: Hello from Colorado Springs, Colorado!

12:00:32 From Sangeetha Srinivasan to Hosts and panelists:
Thanks. will i get a link with this recording for me to go back for a review?
12:00:35 From Elizabeth Iaukea to Everyone:
   @Michelle M I'm in Tacoma, too - we should connect!
12:00:54 From Lydia Villasana to Everyone:
   hello everyone from Lydia Villasana of Los Angeles public library
12:01:01 From Sangeetha Srinivasan to Everyone:
   Hi, I'm Sangeetha from Upper Merion Township Library. Thanks for this webinar
12:01:02 From Jaleen Walker to Everyone:
   Hello from Prince George's County Memorial Library in Maryland.
12:01:09 From Sharon Peterson to Everyone:
   Hello from Wake County NC Planning, Development & Inspections a sister agency of Wake County Public Libraries in the Community Services Department.
12:01:15 From Corazon Walter to Everyone:
   Hello from Grant County Public Library, KY
12:01:32 From Eric Gomez to Everyone:
   Hello from Broward County Library in Fort Lauderdale, FL
12:01:34 From Katelyn McLimans to Everyone:
   Hello from Cecil County, Maryland
12:01:36 From Erin Weaver to Everyone:
   Hello from Allegheny County, Pennsylvania!
12:01:37 From Sarah Smith to Everyone:
   Hello from Delta County Libraries, CO
12:01:37 From RM to Everyone:
   Hello from Montréal, Québec!
12:01:41 From Ross Woodbridge to Everyone:
   Alachua County Library District, Gainesville, FL
12:02:30 From Deborah Feanny to Hosts and panelists:
   Hello, Deborah Feanny from Cobb County, Georgia.
12:02:48 From Jovita Vas to Everyone:
   Hello from Maryland
12:02:52 From Michelle Massero to Everyone:
   @Elizabeth Iaukea Yes! I'm at Swasey and this would be a great location for some programing like this.
12:02:53 From Amanda Bergson-Shilcock to Hosts and panelists:
   Greetings from Philadelphia!
12:02:53 From Kyle White to Hosts and panelists:
   Hello! From Cabarrus County Public Library in NC
12:03:17 From Elizabeth Iaukea to Everyone:
   @Michelle, definitely!
12:03:26 From Mackenna Dasco to Everyone:
   Hello from Shaker Heights, Ohio!
12:03:32 From Rada Micic to Hosts and panelists:
   Hello from Toronto, Canada!
12:03:52 From PLA Webinars to Everyone:
   https://www.ala.org/pla/data/plasurveys
12:04:48 From PLA Webinars to Everyone:
   You may need to scroll down in the poll window to see all the options.
12:05:10 From CHRISTINE CONNELL to Everyone:
No digital literacy training

12:05:12 From Cindy Dorfeld Bruckman to Everyone:
   We did a lot of this pre-Covid, but not so much right now.

12:05:23 From Heather Petro to Everyone:
   We offer these services but usually in a one on one, Book a Librarian appointment.

12:05:23 From Stacey Brown to Everyone:
   No digital literacy training

12:05:25 From Missy Williams to Everyone:
   Hello! Missy Williams from Delaware Libraries 😊

12:05:30 From Tracy Joyce to Everyone:
   No digital literacy training (Wiscasset, ME)

12:05:37 From Meghan Menon to Hosts and panelists:
   At BCPL we offer customizable My Librarian appointments as well as

12:05:53 From Patricia Smolin to Everyone:
   Greetings from a gray chilly day in Schaumburg (near Chgo).

12:05:59 From Michelle Massero to Everyone:
   We can't do public programs yet.

12:06:10 From Test Karen Bowen to Everyone:
   No actual classes - just subscriptions to platforms.

12:06:37 From monique phillips to Everyone:
   No digital literacy training

12:06:38 From Marcia Divack to Everyone:
   Hello from Atlanta, also gray and chilly today

12:07:45 From Ananya Parasor to Everyone:
   Hello from Alberta, Canada!

12:08:03 From Ananya Parasor to Everyone:
   I'm the IT Digital Trainer for my library.

12:08:12 From Darlita Ballard to Everyone:
   Hello from Jackson, MS (from Darlita )

12:11:03 From Larra Clark (she/her), PLA to Everyone:
   Thanks for all the feedback here in chat, folks. We really appreciate it. Feel free to share questions for Amanda and your experiences here. We will provide a chat transcript along with the recording.

12:12:26 From Larra Clark (she/her), PLA to Everyone:
   ALA also has joined the National Skills Coalition and is a big fan:
   https://www.nationalskillscoalition.org/. Amanda's reports related to digital literacy are phenomenal.

12:15:37 From Allison Midgley to Everyone:
   Hello from Westchester NY. I develop and offer technology and digital literacy training for staff, providing workshops for their own use and as models for patron programming. They include essential digital literacy skills; privacy and security essentials; online and frequently-used applications, as well as online resources for learning, employment, and careers.

12:15:55 From Dana Hysell Alongi to Everyone:
   Hi Allison!

12:16:08 From Allison Midgley to Everyone:
   Hi Dana!

12:22:24 From Dorothy Stoltz to Hosts and panelists:
   Very helpful!

12:22:33 From Larra Clark (she/her), PLA to Everyone:
   Let us know if you have questions for Amanda!
12:22:35 From Larra Clark (she/her), PLA to Everyone:
https://www.nationalskillscoalition.org/resource/publications/the-
new-landscape-of-digital-literacy/

12:22:40 From Dorothy Stoltz to Everyone:
Very helpful info!

12:23:36 From Ananya Parasor to Everyone:
How do you stress-test?

12:24:19 From PLA Webinars to Everyone:
Supporting Patrons to Obtain In-Demand Credentials That Boost
Employability and Career Mobility FREE on-demand webinar

12:24:27 From PLA Webinars to Everyone:
https://www.ala.org/pla/education/onlinelearning/webinars/ondemand/
credentials

12:25:02 From Don Michael Jr to Everyone:
Amanda: Funding digital literacy skills sometimes takes a back seat
because there is no data at their school. Most of there surveys are
device-centric and not digital literacy based. How do you rise above this
obstacle?

12:25:10 From Cindy Fisher to Everyone:
@Ananya - here's the link to the blogpost from NSC that was linked
on Amanda's slide: https://www.nationalskillscoalition.org/blog/higher-
education/defining-quality-non-degree-credentials-is-crucial-to-putting-
students-on-a-path-to-success/

12:25:23 From Patricia Smolin to Everyone:
What is some suggested verbiage to ask patrons their comfort level
w/digital literacy skills?

12:26:11 From Patricia Smolin to Everyone:
When working public service, we want to gauge this fairly, nor
assume.

12:26:40 From Patricia Smolin to Everyone:
Some patrons over-estimate or under-estimate their skill level.

12:28:29 From Edna Sherron to Everyone:
My patrons often tell me that they have very little/no digital
literacy skills. I find out that that many of them are more skilled than
they believe after an informal skill assessment.

12:29:24 From PLA Webinars to Everyone:
Links provided by today's panelists will be included with the
webinar recording.

12:29:26 From Larra Clark (she/her), PLA to Everyone:
World Ed, NorthStar Digital Literacy

12:29:47 From Hilary Wagner to Hosts and panelists:
:-)

12:30:02 From Larra Clark (she/her), PLA to Everyone:
https://edtech.worlded.org/

12:30:03 From Ananya Parasor to Everyone:
Will the webinar recording be sent to our email?

12:30:24 From Ananya Parasor to Everyone:
What are some recommended vendors for generalized tech skills
assessments?

12:30:47 From Larra Clark (she/her), PLA to Everyone:
We'll talk a bit more NorthStar, as well as another
assessment/certification in a moment!

12:31:03 From Jen Nelson to Hosts and panelists:
You can find NorthStar here
https://www.digitalliteracyassessment.org/
12:31:11 From Robert Noriega, MS to Everyone:
Hello from Petersburg, Virginia. Blue sunny sky, brisk.
12:31:16 From Ka'ala Souza to Everyone:
We are solid +1 on Norstar Digital Literacy!
12:31:19 From Jen Nelson to Everyone:
https://www.digitalliteracyassessment.org/
12:32:13 From Rana Southern to Everyone:
What was that tinyurl address?
12:32:43 From Amanda Bergson-Shilcock to Everyone:
@Rana - the URL was Resource: tinyurl.com/QualityNDC
12:32:53 From Larra Clark (she/her), PLA to Everyone:
thanks to Ka'ala and Stacey for joining us VERY EARLY in the morning their local time
12:33:26 From Amanda Bergson-Shilcock to Everyone:
@Allison sounds like a fabulous array of digital skill-building going on in Westchester!
12:34:25 From Amanda Bergson-Shilcock to Everyone:
@Don, when you say "no data" do you mean people don't have data plans for their digital devices or wifi access? Or do you mean data in the sense of information?
12:36:02 From Amanda Bergson-Shilcock to Everyone:
@Patricia such a good question about not assuming! Some folks do this with a short paper-based list of digital tasks on which patrons can indicate specific things they are comfortable doing (eg "Send an email," "Download a file"). But if the paper-based approach feels too formal/intimidating for a casual exchange, doing it verbally as I described in the Q&A can be a good approach
12:38:49 From Amanda Bergson-Shilcock to Everyone:
@Ananya, we don't endorse or recommend specific vendors. In general, my recommendation for FOUNDATIONAL/baseline digital skills is to be skeptical of anything that is too proprietary or too much of a "gated community" (i.e. a tech assessment that is only testing people's ability to use one tech company's products, such as just MS Office). Instead, a more general assessment can be more relevant for people to gauge their ability to be flexible and resilient with changing technology products
12:39:26 From Elizabeth Iaukea to Everyone:
https://www.oecd.org/skills/piaac/
12:39:45 From Meghan Menon to Hosts and panelists:
What was that organization called? Not PIAC, but the other
12:39:46 From Elizabeth Iaukea to Everyone:
"The Programme for the International Assessment of Adult Competencies (PIAAC) is a programme of assessment and analysis of adult skills."
12:40:22 From Heather Petro to Everyone:
NorthStar is very helpful.
12:40:33 From Larra Clark (she/her), PLA to Everyone:
@Megan: OECD? https://www.oecd.org/skills/piaac/
12:40:34 From Dorothy Stoltz to Everyone:
Do you have study groups or peer learning components to your trainings?
12:41:06 From Alan Bugg to Everyone:
Holding a mouse was lesson one back in the day.
12:41:11 From Meghan Menon to Hosts and panelists:
   @Larra, yes that’s it; thanks!
12:41:40 From Heather Petro to Everyone:
   Is anyone able to share any of these actual trainings/classes that
they use and present?
12:41:56 From Cheryl Loewen to Everyone:
   Not just back in the day. We still teach basic mouse classes and we
always have people sign up
12:42:19 From Elizabeth Iaukea to Everyone:
   The assessment component is what sets Northstar apart. Adults (no
one, really) wants to sit through instruction on content they've already
mastered.
12:42:35 From Elizabeth Iaukea to Everyone:
   Northstar is at https://www.digitalliteracyassessment.org/
12:42:55 From Elizabeth Iaukea to Everyone:
   Anyone can go there and take assessments - no
account/login/subscription required
12:43:11 From Heather Petro to Everyone:
   Does NorthStar have training as well? Is it free?
12:43:13 From Amanda Bergson-Shilcock to Everyone:
   @Heather I recommend joining the National Digital Inclusion
Alliance (it's quick and free to become a "Friend") because their
listserv regularly has people posting and sharing curricula and other
resources https://www.digitalinclusion.org/join/
12:43:28 From Heather Petro to Everyone:
   Thanks Amanda, I am a member.
12:43:35 From Ananya Parasor to Everyone:
   Does NorthStar operate in Canada?
12:43:42 From Cindy Dorfeld Bruckman to Everyone:
   Palm Beach County (FL) created this Mousercise website many years
ago to help people learn basic "mouse" skills.
   http://www.pbclibrary.org/mousing/mousercise.htm
   We would use that when we actually had computer classes.
12:43:44 From Larra Clark (she/her), PLA to Everyone:
   Thanks @Heather. Some of the training/classes are in the chat with
NorthStar. We also will share DigitalLearn.org, which includes training
tools.
12:43:44 From Sangeetha Srinivasan to Everyone:
   Is NorthStar free?
12:44:17 From Jen Nelson to Everyone:
   Northstar is free to use; a subscription is required if you want to
credential students or track student performance
12:44:25 From Ka'ala Souza to Everyone:
   The assessments are free at Northstar
12:44:27 From Elizabeth Iaukea to Everyone:
   Northstar is global, but currently only available in English, which
could make Canada problematic
12:44:27 From Cindy Fisher to Everyone:
   Is anyone using NorthStar to help library workers assess their own
skills and develop a training plan?
12:45:13 From Elizabeth Iaukea to Everyone:
   This is one of the coolest parts of the Hawaii project, involving
businesses
12:45:23 From Racheal Sylvester to Everyone:
sorry I have to head out but thank you and I hope you have a great rest of your day.
12:45:26 From Ananya Parasor to Everyone:
   How would you quantify/measure digital literacy like Ka'ala said?
12:45:35 From Chelsea Gabotero to Everyone:
   I need to leave to fill the desk, but thank you for all the helpful recommendations! I look forward to receiving the recording.
12:45:46 From Erika Thornton to Everyone:
   Does anyone partner with an outside organization for use of library laptops/chromebooks to help develop digital literacy? What does that partnership look like?
12:47:09 From Heather Petro to Everyone:
   Erika- we are currently trying to develop a program like that.
   We're trying to figure out the best way to advertise to the organizations & get buy-in and participation from them. I'd be interested to hear if anyone else does this already as well.
12:47:23 From Stacey Aldrich to Everyone:
   We are with Hawaii Literacy Inc. We've loaned out a lab of 20 chromebooks to use while teaching digital literacy skills in low income housing
12:47:35 From Elizabeth Iaukea to Everyone:
   We've pulled together a 'Northstar Library Users Group,' that meets monthly. If you'd like to connect with us, please get in touch - elizabeth.iaukea@sos.wa.gov (Washington State Library).
12:47:36 From Amanda Bergson-Shilcock to Everyone:
   @Heather, you might also want to connect with Michael Matos at the Chicago Citywide Literacy Coalition. His work on running the Illinois Digital Learning Lab would likely be very useful to you
12:48:02 From Ananya Parasor to Everyone:
   Does your Library have an educational license w/ NorthStar for a discounted rate?
12:48:21 From Krista Suter to Everyone:
   KC was the Launchpad for Google Fiber, which came with a non-profit Connecting for Good. We do not work with them but we make sure to share their information with patrons. We also highlight their PC's for People program.
12:48:49 From Elizabeth Iaukea to Everyone:
   @Ananya Northstar is a non-profit; their rates are VERY reasonable https://www.digitalliteracyassessment.org/pricing
12:48:55 From Erika Thornton to Everyone:
   @Stacey, what does that partnership look like?
12:49:11 From Larra Clark (she/her), PLA to Everyone:
   @erika and @heather: perhaps a future webinar topic? I know lots of folks are doing this--often with workforce agencies, like at Berks County in PA:
   https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/Workforce_web_032621-1.pdf
12:49:30 From Cindy Dorfeld Bruckman to Everyone:
   Correction to Palm Beach County "mousing" exercises.
   http://www.pbclibrary.org/mousing/
12:49:38 From Erika Thornton to Everyone:
   @Larra, yes please!
12:49:53 From Erika Thornton to Everyone:
   @Stacey, thank you!
12:50:24 From Heather Petro to Everyone:

Larra, that would be great! Unfortunately, our workforce development agency has not been cooperative in a partnership.

12:50:33 From Kathleen Irwin to Hosts and panelists:

So sorry but I have to leave the webinar. Thanks for a great presentation!

12:50:37 From Larra Clark (she/her), PLA to Everyone:

if there are other topics you'd like PLA and LibsWork to consider for future webinars, please let us know here in chat or can email at lclark@ala.org. Thanks!

12:50:38 From Amanda Bergson-Shilcock to Everyone:


12:50:51 From Larra Clark (she/her), PLA to Everyone:

Got it (and sorry to hear it) @Heather.

12:51:35 From Heather Petro to Everyone:

@Erika, that's a good idea. We have some senior service orgs here that we could reach out to for sure!

12:52:15 From Erika Thornton to Everyone:

@Heather, same here, and the Area Agency for Aging

12:53:03 From Larra Clark (she/her), PLA to Everyone:

Are there other partners folks have had good success working with locally? So important!

12:53:08 From Elizabeth Iaukea to Everyone:

Our Northstar implementation in WA relies heavily on community-based orgs. They literally speak the language(s) of our target populations, and can provide the kind of high-touch service these folks need, at least to get started.

12:53:37 From Amanda Bergson-Shilcock to Heather Petro and all panelists:

Heather, if your local workforce board is not engaging, I would encourage you to connect with Marilyn Pitzulo at the Department of Workforce Development at the state level. She is an adult education person and very savvy and thoughtful. She might have some tactful ideas for how to move things forward even if your WB is not receptive. Feel free to mention my name if you reach out to her.

12:54:22 From Erika Thornton to Everyone:

@Erika, my email is ethornton@slpl.org

12:54:30 From Amanda Bergson-Shilcock to Everyone:

Stacey and Ka'ala are BOTH rockstars! It's so exciting to see the questions that Hawaii is asking and the data that you're gathering.

12:54:40 From Elizabeth Iaukea to Everyone:
@Ka'ala & Stacey - really interested to hear more about your digital skills survey
12:54:56 From Krista Suter to Everyone:
   Does anyone focus on cell phone vs. computer skills?
12:54:57 From Ananya Parasor to Everyone:
   Yes, I'm interested in the survey too. How it was developed.
12:55:02 From Dorothy Stoltz to Everyone:
   Community college, business and resource center, county tech council, high schools
12:55:14 From Larra Clark (she/her), PLA to Everyone:
   Thank you!
12:55:55 From Ananya Parasor to Everyone:
   Can you share your whole screen?
12:55:58 From Ananya Parasor to Everyone:
   Not presenter mode
12:56:07 From Heather Petro to Everyone:
   Thank you Amanda!
12:56:12 From Sangeetha Srinivasan to Everyone:
   Sorry I have to leave. Looking forward watching the recording soon.
   Thanks
12:57:08 From Stacey Aldrich to Everyone:
   Not yet.
12:57:42 From Stacey Aldrich to Everyone:
   Not yet, to the question regarding peer learning or study groups.
   ;)
12:57:48 From Allison Midgley to Everyone:
   Must run! Thanks for the depth of understanding and sharing programming and partnering ideas!
13:00:17 From Ka'ala Souza to Everyone:
   @krista - we haven’t specifically done cell phone/tablet classes but it’s always one of the questions we get asked. Our plan is to get people confident enough then skilled enough to answer those kind of computer questions online (e.g. YouTube).
13:01:33 From Heather Petro to Everyone:
   They look just fine!
13:02:31 From Olivia Singleton to Everyone:
   Slides are overrated. Let's just resort to stick figures.
13:02:35 From Hilary Wagner to Hosts and panelists:
   @Krista we teach Android beginners classes & iPhone beginner classes
13:03:14 From Ka'ala Souza to Everyone:
   @Elizabeth Iaukea - We are SUPER excited to have data on Hawaii’s level of digital literacy and readiness. Oct 27 our research team will be presenting the findings from our survey.
13:03:18 From Larra Clark (she/her), PLA to Everyone:
   Thanks to all of our speakers for addressing questions in chat--we'll circle back to a few in the live chat to capture in the recording, too.
13:03:23 From Amanda Bergson-Shilcock to Everyone:
   @Dorothy re: peer learning groups, if you're not already familiar with the "Learning Circles" model developed by Peer 2 Peer University, it might be useful for you: www.p2pu.org/en/
13:03:40 From Larra Clark (she/her), PLA to Everyone:
   Keep the questions and sharing expertise coming!
13:04:00 From Hilary Wagner to Hosts and panelists:
   one thing we reiterate to staff – especially at service desks,
   though – don’t touch patron devices, laptops, etc! :) 
13:05:46 From Marie Bayer to Everyone:
   Got to run. Thanks for all the great information.
13:06:16 From Elizabeth Iaukea to Everyone:
   @Ka'ala is that Oct 27 meeting open to 'outsiders?' Also, we need
to catch up!
13:06:33 From Cindy Dorfeld Bruckman to Everyone:
   https://floridaliteracy.org/digital-health-literacy.html
13:06:50 From Hilary Wagner to Hosts and panelists:
   Hi Cindy!
13:07:51 From Heather Petro to Everyone:
   Sigh.. Yes, we try to spread the word as much as we can.
13:08:34 From Ka'ala Souza to Everyone:
   @Elizabeth You are definitely not an outsider LOL but it is open,
9am HST, Oct 27. Link: http://hawaiidxp.org/resources/data-summit
13:08:58 From Stacey Aldrich to Everyone:
   @Cindy - Great resource! Thank you for sharing. We are in the
process of working with the Department of Health and the University of
Hawaii's Pacific Basin Telehealth Center to put Digital Health Navigators
in 15 libraries across the islands. Really like what you have done!
13:10:36 From Amanda Bergson-Shilcock to Everyone:
   Career OneStops!
13:11:25 From Larra Clark (she/her), PLA to Everyone:
   yes @Amanda!
13:11:36 From Ka'ala Souza to Everyone:
   Great point, Scott. We’ve found many people are a little more
comfortable going to a library rather than a “college campus” for basic
computer classes. Less intimidating…
13:11:40 From Dorothy Stoltz to Everyone:
   Great points about the value of libraries!!
13:11:49 From Amanda Bergson-Shilcock to Everyone:
   As Larra shared on an earlier webinar, there are about 2,400
American Job Centers across the country, but there are 17,000 public
libraries!
13:12:38 From Sara Nesbitt to Everyone:
   Have to run to another meeting - thank you so much for all the
info.
13:13:10 From Evangeline Reid to Everyone:
   I missed who he is partnering with. Is that the county workforce?
Or who?
13:13:24 From Heather Petro to Everyone:
   As a public library on the county level, who would I speak to about
filling this need in workforce development?
13:13:30 From Jen Nelson to Everyone:
   County Workforce Development Board @evangeline
13:13:36 From Evangeline Reid to Everyone:
   Thank you, Jen!
13:13:40 From Larra Clark (she/her), PLA to Everyone:
   thanks @Amanda. Here's a resource ALA developed to share the work
libraries are doing in this space:
https://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/Workfor
ce/Workforce_web_032621-1.pdf
13:13:51 From Cindy Fisher to Everyone:
   What was the name of service after NorthStar?
13:14:08 From Elizabeth Iaukea to Everyone:
   WA also supports both Northstar and IC3, and then additional
certifications on top of that digital skills pyramid
13:14:13 From Jen Nelson to Everyone:
   IC-3 is the one Scott mentioned
13:14:15 From Heather Petro to Everyone:
   How do you find out what their needs are? Just ask them?
13:14:22 From monique phillips to Everyone:
   Thank you so much for this information. I have to go. I hope I will
be able to access the recording later. Thank you again. Monique from
Arizona.
13:14:23 From Cindy Fisher to Everyone:
   Thank you @jJen
13:14:25 From Larra Clark (she/her), PLA to Everyone:
   https://certiport.pearsonvue.com/Certifications/IC3/Digital-
   Literacy-Certification/Overview.aspx
13:14:33 From Ananya Parasor to Everyone:
   What's IC-3? Are they also global?
13:14:37 From Cindy Fisher to Everyone:
   Thanks @Larra
13:14:40 From Elizabeth Iaukea to Everyone:
   @Scott K - do you use IC3 Fast Track?
13:15:04 From Elizabeth Iaukea to Everyone:
   IC3 - https://certiport.pearsonvue.com/Certifications/IC3/Digital-
   Literacy-Certification/Overview
13:15:21 From Connie Scott to Hosts and panelists:
   I'm sorry I have to leave. I look forward to finishing this webinar
via the recording.
13:15:35 From Elizabeth Iaukea to Everyone:
   @Ananya yes global but not all are available in non-English
13:15:47 From Heather Petro to Everyone:
   Scott - do you mind if we reach out to you through email? Was his
e-mail shared at the beginning?
13:16:55 From PLA Webinars to Everyone:
   With permission, we'll share today's speakers' email addresses in
the follow-up email that you'll all receive.
13:17:22 From Elizabeth Iaukea to Everyone:
   @Ananya are there specific languages you're interested in?
13:18:19 From Ananya Parasor to Everyone:
   Yes, English, French, Mandarin, Hindi/Punjabi - we have diverse
staff.
13:18:34 From Ananya Parasor to Everyone:
   He's muted?
13:18:48 From Amanda Bergson-Shilcock to Heather Petro and all
panelists:
   Heather, does Ivy Tech have any campuses near you or are they in a
different part of the state? If your workforce board is not responsive,
you can also talk to the VP or Dean of Workforce Development (= noncredit
side of the community college) at Ivy Tech.
13:18:50 From Cindy Dorfeld Bruckman to Everyone:
@Scott, that's why we stopped computer "classes" per se, and started doing only "one-on-one" to meet the digital needs of the individual.
13:19:37 From Elizabeth Iaukea to Everyone:
@Ananya not sure if you can see this - you might need to have an admin account on Certiport
13:19:55 From Ananya Parasor to Everyone:
Thanks @Elizabeth. This is all very new to me.
13:19:57 From Heather Petro to Everyone:
@Amanda, we do have a small campus near us in Franklin. Thank you for the suggestion! That's a great idea.
13:19:58 From Hilary Wagner to Hosts and panelists:
we offer both - and had one-on-one in-person appts, but have been offering those over the phone, since last March
13:20:15 From Edna Sherron to Everyone:
@Cindy, I do "one-on-one" as well, and by appointment since the pandemic.
13:20:30 From Elizabeth Iaukea to Everyone:
@Ananya if you email me I can send you a screenshot - elizabeth.iaukea@sos.wa.gov that shows the languages available
13:20:40 From Ananya Parasor to Everyone:
Thank you @Elizabeth.
13:21:14 From Elizabeth Iaukea to Everyone:
@Ananya - no problem! I'm a librarian, happy to answer your 'reference questions' lol
13:21:14 From Larra Clark (she/her), PLA to Everyone:
13:22:12 From Larra Clark (she/her), PLA to Everyone:
SO much good work going on! If we don't get to your question today, we will aim to share contacts to reach out...
13:22:24 From Amanda Bergson-Shilcock to Elizabeth Iaukea and all panelists:
Love it! Reference librarians FTW always!
13:23:12 From Elizabeth Iaukea to Everyone:
Learning more about the Hawaii and NJ programs could each be their own webinars!!
13:23:20 From Jolena Ramey to Everyone:
Thanks so much for all the info! I have to go help a patron. Have a great day@
13:23:25 From Jeff Lambert to Everyone:
Is anyone using P2PU or learning circles for workforce development programs?
13:23:42 From Elizabeth Iaukea to Everyone:
We're working with library staff at some libraries in WA
13:23:45 From Heather Petro to Everyone:
Can someone talk a little about what peer learning and learning circles are?
13:24:27 From Marianne Potje to Everyone:
Our library staff take a tech skills assessment prepared by the library tech coordinator as part of applying for the job,
A good resource on peer learning and learning circles is David Rosen of the Open Door Collective: https://www.opendoorcollective.org/

Thanks @Amanda! Maybe you can speak a bit to this...

Gotta run. Thank you for all the wonderful information.

one question for my Hawaii folks: can you share any more about the survey you mentioned?

Does NJ Library use existing library staff to provide the workforce development?


Excellent. Thank you!

P2PU offers facilitator training, for both online and in-person

@heather, it varies from location to location. With the project that we're doing, libraries are hiring for it

Oh, and I haven't heard of anyone doing digital skills training specifically targeted at library employees.


Excellent session, solid content, one of PLA's best offerings. I may view again in the archives. Thank you sincerely!

Thank you all for all the great information and being so willing to help and answer questions!

Thanks! Great information. (from Darlita Ballard)

You all are doing amazing work! Thank you so much for sharing your expertise.

Regarding training for library employees, my other research involved interviewing employers & workforce leaders about industry-specific digital skills. Regardless of "industry" (i.e., including libraries!) there are some best practices, which include 1) conducting an informal data-gathering process to identify the skills and software that library leaders WANT staff to be familiar with; 2) developing contextualized learning that allows staff to acquire those skills in a real-world context; and 3) capitalizing on "fragmented knowledge" by deliberately structuring training to build bridges from the skills staff already have, to the skills they NEED.
Digital Literacy Survey Report:
http://hawaiidxp.org/resources/data-summit

13:29:49 From Joel Zibell to Everyone:
Thank you for a very excellent webinar!

13:30:19 From PLA Webinars to Everyone:
Boosting Youth Workforce Readiness
Thursday, October 28 beginning at 12:00 PM Central
https://www.alaa.org/pla/education/onlinelearning/webinars/boosting

13:30:27 From Lydia Villasana to Hosts and panelists:
Thank you

13:30:27 From Jen Nelson to Everyone:
Thank you for joining us today! Be in touch

13:30:30 From Kyle White to Hosts and panelists:
Just wow! TY

13:30:32 From PLA Webinars to Everyone:
Just in case the post-webinar evaluation doesn't open in a browser window when you leave the webinar, here's the link:
https://www.surveymonkey.com/r/5HY68Q

13:30:32 From Amanda Bergson-Shilcock to Everyone:
Thank you all!

13:30:34 From Jeff Lambert to Everyone:
excellent presentation! thanks all

13:30:35 From Madison Russell to Everyone:
Thank you

13:30:37 From Amy Tollison to Everyone:
Thank you!

13:30:41 From Marianne Potje to Everyone:
Thank you all!

13:30:41 From Zach Havekost to Hosts and panelists:
thank you!

13:30:43 From Stacey Aldrich to Everyone:
Aloha! Have a Great Day!

13:30:44 From Missy Williams to Everyone:
Thank you!

13:30:46 From Cindy Beach to Everyone:
Thank you!

13:30:49 From Deborah Fanny to Everyone:
Thank you

13:30:49 From Dorothy Stoltz to Everyone:
Thank you!

13:30:54 From diana megdad to Hosts and panelists:
thanks! and Hi Stacey!

13:30:54 From Elizabeth Iaukea to Everyone:
Woohoo!

13:30:54 From Edna Sherron to Everyone:
Thanks!

13:31:08 From Dawn Sharpe to Hosts and panelists:
Thank you!

13:31:47 From Elizabeth Iaukea to Everyone:
Is there national data on digital literacy levels, like what Hawaii produced?

13:32:08 From Amanda Bergson-Shilcock to Everyone:
@Elizabeth, the PIAAC is the best we have at the national level, unfortunately