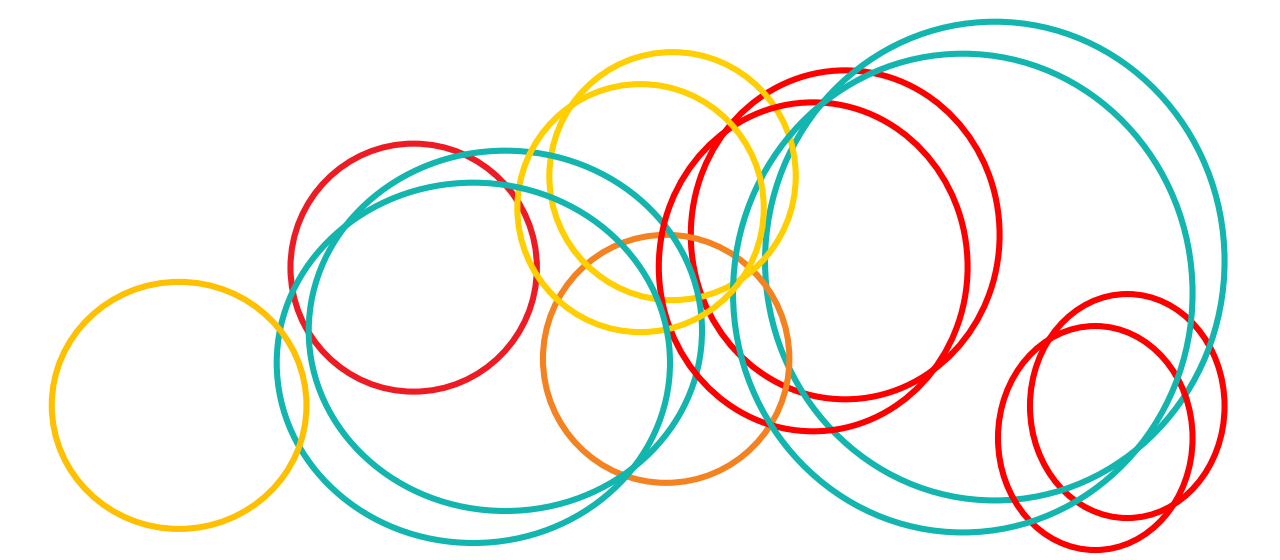


# Seniors and Librarians: Tech Skills, Security and Information Privacy



Katrina Belton & Melissa Slocum, MLIS iSchool

## The Set Up

As reported by Pew research, “most Americans view public libraries as important parts of their communities [and believe] libraries should have programs to teach digital skills to...seniors”. Additionally, librarians themselves are one of the most trusted professions – second only to nurses. Further, senior citizens as a population are growing – by 2050, one in five people will be 60 years or older.

This combination of trust and need for digital skills created a noticeable opportunity at Sylvan Way Library in Bremerton. Staff observed that there were many patrons that needed extensive tech help beyond the time that could reasonably be devoted to one patron. There was a real need for immediate assistance at the time of the point of service.



## The Future

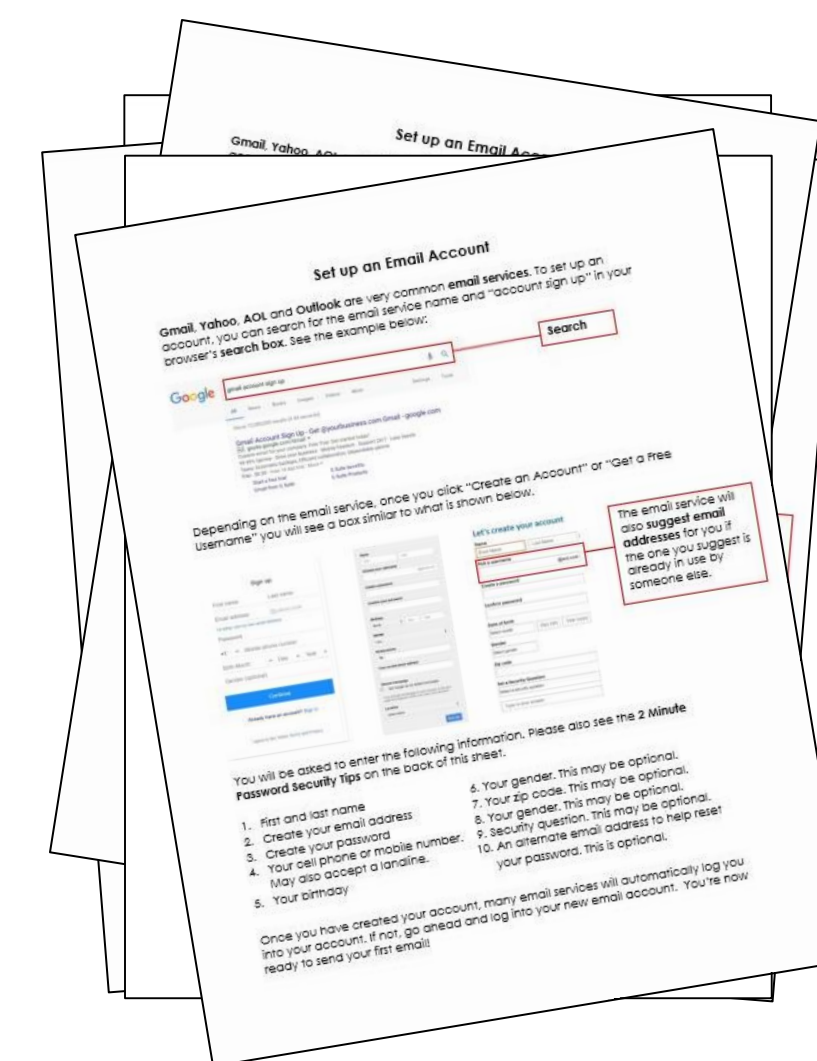
While our solution is targeted to this specific community and library branch, we believe this is a growing area of concern for libraries and librarians nationwide. Our staff survey demonstrated that librarians are dealing with personal information beyond patron records of the typical reference interview. As the senior population around the world increases, there is a real need for professional development when it comes to engaging with senior patrons and their technology information needs.

## The Solution

We created a series of handouts on a variety of devices and topics such as email security and online privacy for use with Kitsap Computing Seniors and for distribution by librarians during their interactions with patrons. We also created an informational handout with recommendations on protecting patron privacy for use by library management and employees.

## The Process

Our capstone team conducted research, observations as well as created and deployed two surveys – one for the patrons at Kitsap Computing Seniors club and one for librarians and staff at Sylvan and other branches in KRL. We also engaged in discussions with the Branch Manager, Leigh Ann Winterowd and Library Associate, Erich DeWald, who also facilitated Kitsap Computing Seniors.



In the past week, how often were you approached by patrons with requests that involve seeing their personal information?

