

Presentation

DIGITAL INCLUSION

Neighborhood Services and Education Committee
March 11, 2021

Presenters:

Michelle Ornat, Deputy Director, San José Public Library

Charlene Tatis, California Emerging Technologies Fund

Laura Buzo, Parks, Recreation and Neighborhood Services

Ann Grabowski, San José Public Library

Karla Alvarez, San José Public Library

Samantha Cramer, San José Public Library

UPDATES

- Activities of the Digital Inclusion Branch of the Emergency Operations Center
- Digital Literacy Quality Standards update
- Digital Inclusion Grant Fund progress

Access • Affordability • Adoption

ACCESS: EMERGENCY DIGITAL EQUITY EFFORTS

- **12,800** hotspots delivered to Local Education Agencies to meet the urgent needs of families and students.
- **3,000** hotspots for public circulation at the Library.
- Equity approach: SJPL developed multilingual collateral, instructional videos and outreach materials.
 - Priority reserve for high-needs households
 - 450 hotspots reserved for CBO referrals
 - Maker[Space]Ship tour provides mobile hotspot checkouts



ACCESS: HOTSPOTS & WI-FI

Race/Ethnicity	
Latinx/Hispanic	42.4%
Asian	40.7%
White	15.3%
African American, Black	4%
Native Hawaiian, Other Pacific Islander	2%
American Indian, Alaska Native	1.9%
Middle Eastern	1.1%

Connectivity Activities	
Distance learning	73.8%
Remote work	42.6%
Socializing w/family, friends	30.6%
Telehealth	30%
Job search	27.8%
Other public programs and services	26.8%
Other	4.6%
Broadband Internet Access	
Hotspot borrowers without broadband subscriptions	50.7%

Based on 676 SJ Access hotspot borrowers who completed a voluntary pre-survey between October 2020 and February 2021.

ACCESS: SJ ACCESS WI-FI NETWORKS

- June 2020: City Council directed staff to expedite design of five additional ESUHSD attendance areas
- December 2020: Design Procurement completed + awarded
- Planning - Fiber Infrastructure Work:
 - Finalizing estimate for running fiber through existing conduit to Mt. Pleasant
 - Will also serve Silver Creek area
 - Details to be included in ESUHSD Funding Agreement @ Council in April 2021
- Design Stage:
 - Independence – expected construction Summer 2021
 - Andrew P. Hill
 - Oak Grove (start in April)

AFFORDABILITY: INTERNET CONNECTIVITY OPTIONS

- **SJPL:** Outreach materials given to a total of 308 DIF device recipients, Digital Literacy Learners, Maker[Space]Ship tour distribution attendees, laptop kit users
- **PRNS:** Distributed affordable internet flyers to 50,000 households. Hosted ten events to provide individualized internet enrollment support to 150 households
- Emergency Broadband Benefit Program.



ADOPTION: DIGITAL LITERACY QUALITY STANDARDS ASSESSMENT TOOL

The DLQS Assessment Tool developed by SJPL staff creates a user-friendly way to assess programs and provide a baseline of data.

Each Standard Focus Area has a checklist that allows for easy scoring. An overall score of Basic, Emerging, or Advanced is awarded in each Focus Area, highlighting areas for improvement.

The DLQS and its Tool are designed to measure the quality of program content and delivery, and assist staff in continuously improving in those areas.



ADOPTION: DIGITAL INCLUSION FUND-SJPL

Device Check Out Kits

- 35 pilot laptops have been checked out for second round of circulation

Refurbished Device Give-Away

- 125 refurbished devices were distributed at CalWorks, 11/30-12/4/20
 - Second round of CalWorks distribution planned for February 2021
- 56 SJ Access hotspots were checked out via CalWorks distribution

Digital Literacy Trainings

- FLC coordinators hosted the first cohort of Zoom-based digital literacy courses
 - Courses hosted in English and Spanish
- Digital Literacy course via Articulate learning platform available to all on SJPL's website
- Chromebooks and iPads will be assembled into checkout kits and put into circulation in early 2021



ADOPTION: DIGITAL INCLUSION FUND- PRNS

PRNS Digital Inclusion Grant Programming

- Address the digital divide and social isolation, particularly among older adults
- PRNS awarded a \$49,000 grant in December 2020 from Sourcewise

Increase access to digital devices and affordable internet services, as well as address the digital inclusion and literacy gaps among older adults, youth, and low-resourced communities through the following:

- Device lending
- Affordable internet services
- Hotspot lending
- Older adults
- Digital Literacy: Provide a series of virtual digital literacy classes for individuals of all ages focusing on basic computer-literacy core competencies

PRNS is currently in the planning process with anticipated launch of device lending program, virtual health and wellness activities, and digital literacy classes in spring 2021.

- February 25, 2020 - City Council awarded \$1M in 23 Digital Inclusion Grants to achieve 4,000 Adoptions.
- Grantees were provided standardized self-assessment tools and base digital literacy curricula.
- CETF made adjustments to implementation of Grants:
 - ✓ Extended end date of Grant Agreements
 - ✓ Assured grant payments for extensive outreach
 - ✓ Reduced requirements for documentation of new internet service and modified circumstances requiring observation of tasks to verify digital literacy proficiency
 - ✓ Expanded categories of unconnected households eligible for an Adoption
 - ✓ Deferred Element 3 of digital literacy training and set 6 hours of training with observed proficiency as requirement for completion of an Adoption
- DLQS will be incorporated into Round 2 Grant-making.

Our Progress

QUARTER 3

Residents Reached

69,642

Digital Access Surveys

369

Pre-Self-Assessments

446

Post-Self-Assessments

234

Full Adoptions***

170

QUARTER 1

46,917

Residents Reached

5,714

Digital Access Surveys

576

Pre-Self-Assessments

126

Post-Self-Assessments

111

Full Adoptions***

QUARTER 2

78,203

5,844

249

55

66

5,986

***Potential Adoptions

THANK YOU!

Michelle Ornat, michelle.ornat@sjlibrary.org

Charlene Tatis, SJDigitalInclusion@gmail.com

Laura Buzo, laura.buzo@sanjoseca.gov

Ann Grabowski, ann.grabowski@sjlibrary.org

Karla Alvarez, karla.alvarez@sjlibrary.org

Samantha Cramer, samantha.cramer@sjlibrary.org