



## Digital Equity

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Kate Larsen, Library Director  
Government Performance and Finance  
Committee - May 17, 2022

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## Review of Existing Services

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Eight locations offer 53 Windows 10 public computing terminals and on-demand technology assistance

Free printing for all TPL Cardholders (up to \$5 per week)

3500 technology assistance questions answered in the first quarter of 2022

40 Hotspots and 24 Podcast Kits available for general checkout (Chromebooks coming in 2022)

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## Assisting Job Seekers with Digital Skills

**209** free certifications issued (2019-present)

Adobe Certified Associate  
 Adobe Certified Expert  
 Apple App Development  
 Intuit QuickBooks  
 Microsoft Office Specialist  
 Microsoft Technology Associate  
 Microsoft Certified Educator  
 Microsoft Security Fundamentals  
 Unity Certified User

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## Virtual Services

Pandemic fueled dramatic increase in use of our online resources



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## Partnerships

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2020-2021

Partnered with **Tacoma Rescue Mission** and **Peace Community Center** to circulate hotspots to families in need

2021-2022

Partnered with **Foundation for Tacoma Students** to offer 50 wifi hotspots exclusively for TPS students for the duration of the school year

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## Partnerships

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2022-2025

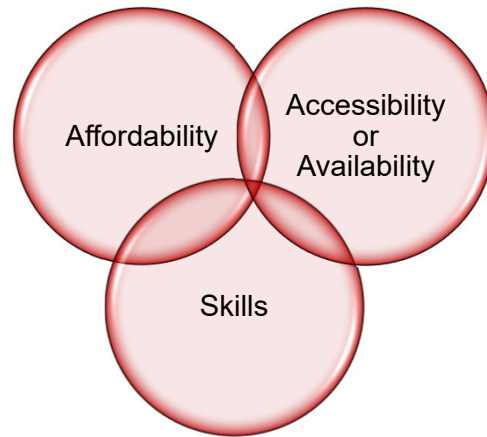
Partnering with **University of Washington, Tacoma Cooperative Network**, and **Black Brilliance Research** to expand community-owned internet network in Tacoma and co-create technology solutions for residents in and around the Hilltop neighborhood

Funding provided through National Science Foundation grant

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## What causes the digital divide?

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#digitalequity

### Baltimore Digital Equity Coalition

The Baltimore Digital Equity Coalition (BDEC) connects committed organizations and individuals to coordinated efforts that advance digital equity and close the digital divide in Baltimore City. Working under a Collective Impact Model, we are organized around a common agenda, shared measurement systems, mutually reinforcing activities, continuous communication. With BDEC serving as a backbone support organization focused on collaboration, we maximize resources and have the greatest impact.

#DigitalEquityBaltimore

## Community Impact Model

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# Beyond Access and Training

Digital inequity does not exist in a vacuum

- It's about everyone realizing their goals (education, work, or leisure)
- It's about being able to fully participate in community (digital skills are now a prerequisite for participating in society)
- It's likely to persist until other inequities are resolved (people experiencing digital inequity are likely to be experiencing others)

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# What is needed

## HOLISTIC APPROACH

- Social workers
- Digital navigators
- Peer recovery specialists
- Ability to gather, report, and evaluate data
- Referral networks
- Robust network of community partners

## ASSETS

- New spaces that allow for today's interactions like virtual job interviews or collaboration
- Equipment that supports the above

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## What we could do (for example)



### Decrease Isolation

Social isolation and loneliness contribute to decreased health and a lower quality of life—we help older adults foster connection online.



### Increase Access to Telehealth

Telehealth tools and online resources can provide accessible healthcare options and important information—we provide people with the skills to use it.



### Workforce Readiness

Approximately 82% of middle-skill jobs require digital skills—we equip people with the tools to apply for jobs, perform essential tasks, and thrive in the digital economy.

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**tacoma**  
**public**  
**library**

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