

Group Discussion- Highlights from the Mid-year meeting (04/13/2021):

- **WITS Workout (can also be found below):** Please let Cristina know if this programming is something that interests your library!
 - **Virtually – WITS on Zoom**
 - Evergreen Public Library (Jenna) – virtual WITS has been successful. She emails out the PDF version of activity sheets a week in advanced, and shares the PDF during the Zoom session. (Does not prepare PP). As a group they complete the activities together, leading to interactive discussions. Marketing: newsletter and word of mouth.
 - Has found afternoons on Sat's to be successful
 - **WITS Bags - Activity (take home) kits**
 - Brookfield Public Library (Laona) – WITS Workout bags for March and April. Included in activity bags: dark chocolate, WITS activity, small puzzle, and more (will share pictures of kits).
 - Question: Did people come back with positive feedback re WITS?
 - Yes!
 - Additional details about WITS can be found here:
<https://extension.illinois.edu/global/wits-workout>
- **Planning for in-person?**
 - Morton Grove Public Library (Melissa) – planning to host WITS Workout on the front lawn (weather permitting). She has purchased great lawn chairs with the funding for this purpose.
 - Additional Pop-up programming in the works: bingo, coloring program and basic crafts
 - Pop up programming = pop up and a quick word out (about the session)
- **Activity Kits**
 - Morton Grove Public Library (Melissa) - we use puzzles from a subscription based website- Activity Connections. (\$200 for a one-year subscription – including bingo cards).
 - Berkeley Public Library (Cathy) - includes anything from Peg into the bag and anything (resources/materials) local, includes Wits workshop, and downloadable games to print out. Each month is a different them: i.e. included a pot, seeds and gardening (to go with them of activities)
- **Tech-lending program and training. Any updates to share?:**
 - Richton Park Public Library (Karissa) – have a system set in place, when someone checks out iPad - she will sit down (one-on-one) with them to go over how it works. She also made a sheet of photo instructions.
 - Evergreen Public Library (Jenna) – also works with the older adult on a one-on-one basis, in addition to starting a “fake” meeting on Zoom so that they can see how it looks and what to expect. She has found it helpful to write down the Zoom ID and password.

Questions:

- **How are people spending their tech money? (shared by partners)**
 - Jenna (Evergreen) is looking at buying a device to go to homes and check out materials

- Laona (Brookfield): waiting to buy tech but waiting for new building - Smart Book - about size of tablet - can configure the front page - with 2 years of Sprint or Premier wireless
- Marion (Northlake): We've gotten more Roku with streaming services, and are looking into Discovery Plus and Paramount+. They were especially popular when WandaVision came out since many seniors had no idea how to watch it without that.
- Colleen (Homewood): We have firesticks we are about to roll out
- Christine DeAlba (Elmwood Park): we bought some rokus with Netflix, HBO and Disney plus subscriptions; we are also are testing a Playaway Launchpad with brain games like Sudoku, crossword puzzles preloaded: https://shop.playaway.com/playaway-launchpad?featured_collection=Brain+Games&grade_level=Adult&start=0
- **Has anyone looked into how to offer hybrid programming?*** (Will continue this discussion next time).
 - Laona (Brookfield) - Zoom is hosting something soon about hybrid programming soon
 - Melissa (Morton Grove) - we just starting investigating a high quality camcorder and also there are cameras that are 360 degrees that would be good for doing a book discussion as a hybrid event
 - Karissa (Richton Park) - Looking into OWL – on the expensive side but includes 360 mic and 360 view

Tips and highlights from the Optional, check-in meeting (11/17/2020):

- **Update** on the Deep Freeze MDM software – Lizzy Boden, North Riverside Public Library
 - It can wipe all devices completely back to factory setting, but will also wipe out all the apps too
 - Can download deep freeze and reinstall apps with one click (still helpful)
 - Allows the library to (if needed) wipe remotely if not brought back
 - Can remotely wipe the tech devices (can be used as a tool/incentive to return device), and offers website control
- **Premier Wireless** (mentioned before at the kick-off meeting as well): **(update 4/13/2021 – Many libraries have mentioned that they have gone this route for their tech lending program. Good feedback!)** <https://www.pwbts.net/smart-hotspot/#top> (for libraries the Smart HotSpot is recommended)
 - Berwyn Public library has purchased 5 of the silver spots (waiting for their arrival) & will use their existing calendar (**LibCal by SpringShare**) to schedule Zoom (one-on-one) appointments. Feel free to reference webpage (scroll past the email form): <https://berwynlibrary.org/contact-us/>
 - The initial set up may take some time, Premiere takes time to sit down with you for the set up
 - Dashboard available – to lock all devices
 - Can set up an icon that will directly link to the programs on Zoom (Karissa – Richton Park Public Library)
- **Tech lending** –
 - Checking out iPad and scheduling a one-on-one Zoom appointment with them (to help ensure they can participant in Zoom programming) – Chicago Ridge Public Library

- Purchasing devices with cell services to connect and first ensuring library staff learn to manage the devices – Des Plaines (iPad minis)
- **Tech lending protocol –**
 - Restrictions?
 - North Riverside is restricting equipment to older adults for one full year and not asking age – in all marketing they are saying and targeting seniors/older adults
 - Chicago Ridge – checking out equipment with registration to virtual programs (e.g. chair yoga) helpful to ensure older adults check-out the technology
 - Berwyn (Brianna) – making sure to designate between senior citizen vs high schools senior
 - Replacements for damaged tech devices?
 - Currently working out what would be done in this scenario, one option is that a different department would “eat the costs” and that the seniors would not be charged to replace something damaged or lost
- **Technology and tech related education –**
 - Kaleena Woodard, Phoenix Public Library – adding instructional and educational guides (in technology education curriculum) on apps to download that will be helpful in emergencies (e.g. apps from FEMA, Smart 911) and working on a google project to help people set up a free Gmail account with a simplified personal information (the option is that the individual can input the remainder portion of the personal information to complete profile/account at a later date). Great idea to build trust!

Questions:

- Has something worked so far? Or have you identified specific needs?
 - North Riverside - Just hearing patrons want the library to offer the services they were used to before the [first] shut down
 - Chicago Ridge – many older adults are requesting help with the LIHEAP applications (and referred to library by PLOWS the areas Aging and Disability Resource Center): creating emails, scanning bills, etc. (Will not be continued at the time being due to second shut down.)
 - Niles-Maine – technology training need observed, the library will still take one-one-one technology support appointments (by appointment only and through a specific door).
- Has anyone started programming (education or tech training):
 - Niles-Maine: Zoom senior coffee hour + programming – has scheduled a session on MoneySmart with Jamie F (AgeOptions) for the spring. Tech talk through YouTube and affordable tech options.
 - Chicago Ridge: new program, ESL conversation class once a week with a teacher from MVCC that will target seniors (but not limited to) and will tag on tech component at the beginning.
- Is anyone planning on doing any programming for older adults with respect to mental health during the pandemic?
 - North Riverside: will use an indirect approach (i.e. meditation class). Usually gather about 14-15 people, currently struggling for participation for the virtual programming
 - Niles and Berwyn: Yoga & Bingo, and extending on Yoga offerings

- Dolton: offering chair yoga, how to grow an herb garden, Zumba, and line dancing (both have high numbers)
- Is anyone doing WITS workout? (**updated 11/18**)
 - Cristina mentioned Linda (South Holland) has been printing PDFs and including them in Activity Kits for curbside pick-up and Leighton (Stickney Forest-View) has used the annotation function on Zoom in the past to do an activity live with participants
 - Berkeley Public Library (Cathy) includes WITS Workout activities (pages that go along with the theme for the month), along with an introduction sheet for the seniors who are not familiar with WITS.
- How do you get people who are skeptical to trust Zoom?
 - Phoenix Public Library: many of the older adults they serve have grandchildren who are able to help them at home to understand Zoom and more
- Is there a way to know if older adults are using Zoom?
 - Cristina: unsure if collectively with data there is an answer. What I have heard from partners is that they have surveyed library patrons (phone/online) and asked questions (e.g. what programming would they like to see, how familiar are they with technology, are they willing to do virtual programming to learn how to use technology/better understand the technology and what they prefer – Zoom, YouTube, Facebook live)

Tips/Questions shared via email (continuous):

- **Deep Freeze MDM (Mobile Device Management) for iPads, android and google Chrome devices:** <https://www.faronics.com/deep-freeze-mdm> – Lizzy Boden, North Riverside Public Library
- **Carrying case for tablets and accessories:** <https://www.amazon.com/dp/B07QS2CZT9> - Melissa Mayberry, Morton Grove Public Library

Tips from CARES Act FY2021 Kick-off meeting (9/5/2020):

- Premier Wireless (<https://www.pwbts.net/>): smart books (hotspot, keyboard, and tablet all in one) available, without the requirement of a 2 year contract.
- Padlet (<https://padlet.com/>): great site to create virtual portals, i.e. a great option for a virtual senior portal.
- Padcaster studio (https://www.bhphotovideo.com/c/product/1468724-REG/padcaster_pcstudio_11_studio_for_ipad_pro.html): kit to create a portable broadcaster studio, compatible with an 11" iPad Pro
- App Lock – an app that allows the user to lock almost any type of file on an Android device
- Zoom functions:
 - Annotation function
 - Using the call-in option to avoid Zoom fatigue
 - Ability to take control over a computer through Zoom and still speak with the individual (Brittany has kindly shared instructions that I will FWD to everyone)

FY2021 Library Partners' shared tips and suggestions

- Google Remote Desktop: access another computer, here are the google instructions – <https://support.google.com/chrome/answer/1649523?co=GENIE.Platform%3DDesktop&hl=en>
- Using pointers to help library patrons and still practice physical distancing safely
- A few of our libraries mentioned that they are able to turn off any hotspots or technology devices checked-out of the library directly from the library (i.e. if the devices are not returned on time or overdue)

Tips from FY2020 Library partners (wrap-up meeting on 8/26/2020):

- Universal class – technology related and beyond
- Using the Zoom annotation feature – useful for filling in files/copies with a group
- Keep organized!!
- Distribute bingo cards – mail, curbside pick-up, etc.
- Bingo Baker (online - \$14.99 lifetime subscription) – allows users to create their own bingo cards
- Practice! Be mindful of posture and lighting for Zoom/virtual sessions
- Using and promoting the call-in feature to help combat Zoom fatigue
- Survey patrons to distinguish preference between zoom, telephone conference lines, and FB live usage.