



Library CARES  
Q2 FY 2026 Meeting  
March 17, 2026

## Objectives:

- **Welcome!**
- **Congratulations**
- **Share and Tell Northstar Digital Literacy**
- **Conversation about experiences with Northstar**
- **Northstar Toolkit: Facilitator Guide and flyers**
- **FY26 Administrative**
  - Dates, Reporting Form, Northstar Data, Stories, and Photo Submissions
  - Library Program Evaluation Survey
  - Requirements
    - Establish Connections to Aging Services Network via Outreach
    - Tech Literacy – Display, and Utilize NorthStar Digital Literacy
- Updated Library Partner webpage
- **Q&A, Requests, Adjourn**

*Don't forget to Vote!*

*Everyone's vote counts!*



# Congratulations!

*Meghan Moran (Oak Lawn  
Public Library),*

*Laona Fleischer  
(AgeOptions)*



## Aging Together

*An Evaluation of Library  
Programming for Older Adults*



Knology

ALA American Library Association

# Library Partner Program Share and Tell



***Library Partner Program Share and Tell***  
***Andrea Magdaleno***  
***Hometown Public Library***



***Library Partner Program Share and Tell***  
***Kaitlyn Keller***  
***Park Forest Public Library***



***Library Partner Program Share and Tell***  
***Elijah Hines***  
***Glenwood Lynwood Public Library***



***Library Partner Program Share and Tell***  
***Nathan Miller***  
***Morton Grove Public Library***



***Library Partner Program Share and Tell***  
***Andrew Harootunian***  
***Lansing Public Library***



***Library Partner Program Share and Tell  
Pam Zukoski and Terry Parker  
Tinley Park Public Library***



***Library Partner Program Share and Tell***  
***Cecilia Cygnar***  
***Niles Maine Public Library***



# How about You?

## *Northstar Digital Literacy Platform Partner Discussion*

- **Positive experiences?**
- **Negative experiences?**
- **No experiences? If so, why not?**
- **Staff knowledge?**
- **Advertising?**
- **Need help?**



# How about You?

## Forest Park Public Library

### Northstar Support Hours

MAR 6  
2026  
FRI

Community Room  
Friday, March 6, 2026  
10:00am–12:00pm

Also Occurs On



Program Type: Technology

Age Group: Adults, Older Adults

- Registration is encouraged for this event.
- Registration will close on March 6, 2026 @ 10:00am.

#### Event Details

Invest in yourself with **Northstar Literacy**

Want to learn to use the computer or Internet, but don't know where to start? Need practice with the basics like using the keyboard and mouse? Do you want to support a K-12 student with e-Learning or seek a job online? With practice in Northstar Literacy, you will get stronger in using technology to do practical things like write emails, use social media, or keep your online information private. It takes time, practice and support to master a new skill! Come get started with us.

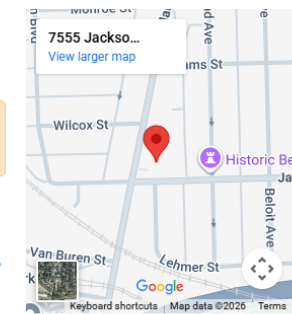
We'll get you up and going with an account in Northstar Literacy. Bring your own laptop or use one of ours. You can move forward at your own pace and focus just on what you want to learn, and even earn certificates. Espanol disponible.

These weekly drop in sessions are for support with the online **Northstar Literacy** program or one of the other self-guided online tools we recommend here. Other technology-related questions should be reserved for our one-on-one sessions by appointment on Wednesdays and Saturdays.

Register for this event

Upcoming List Month Week Day

#### Location Details



#### Forest Park Public Library

7555 Jackson Blvd  
Forest Park, IL 60130  
(708) 366-7171

See map: [Google Maps](#)

#### Contact Info

Name: Dennis Raleigh  
Email: [draleigh@fppl.org](mailto:draleigh@fppl.org)  
Phone Number: (708) 689-6125



# How about You?

## Niles Maine District Library

### Tech Up: Basic Computer Skills

Learn Digital Skills with Northstar



Wednesday, January 14  
3:00pm - 4:00pm

[Add to Calendar](#)



Niles-Maine District Library

Studio B

Build your digital confidence at your own pace. Follow video tutorials and complete hands-on exercises in this open, self-guided lab. Friendly staff will be available during all sessions to offer help

Northstar Digital Literacy offers guided learning in three key areas:

- Essential Computer Skills – Learn the basics of using devices, navigating the internet, sending email, and more.
- Essential Software Skills – Get comfortable using Microsoft Word, Excel, PowerPoint, and Google Docs.
- Technology in Daily Life – Explore skills for real-world situations like job hunting, social media, online safety, and accessing telehealth.

Whether you're brand new to technology or want to brush up on specific skills, you're welcome to come and learn at your own pace.

Friendly staff will be available during all sessions to offer help with creating a learner account and answer questions as needed.

TAGS: | Computers & Technology |

#### Featured Online Resource: Northstar Digital Literacy

December 17, 2025  
By Todd Miller



This winter, we're trying out something new! Rather than drop in Tech Help, we're taking a more structured approach to utilize Northstar Digital Literacy, the library's newest tool for building computer confidence. We'll be hosting guided sessions to feature different skill-building courses to better support your learning.

Whether you're brand new to technology or want to brush up on specific skills, you're welcome to use Northstar at your own pace, either at the library or at home, or in our new program opportunities to test it out with support. Users of Northstar's digital skills training tutorials can take proctored assessments, supervised by library staff. Learners who successfully pass assessments have the ability to earn completion badges in Northstar, as well as official completion certificates that can be instrumental in securing employment or in advancing one's career.

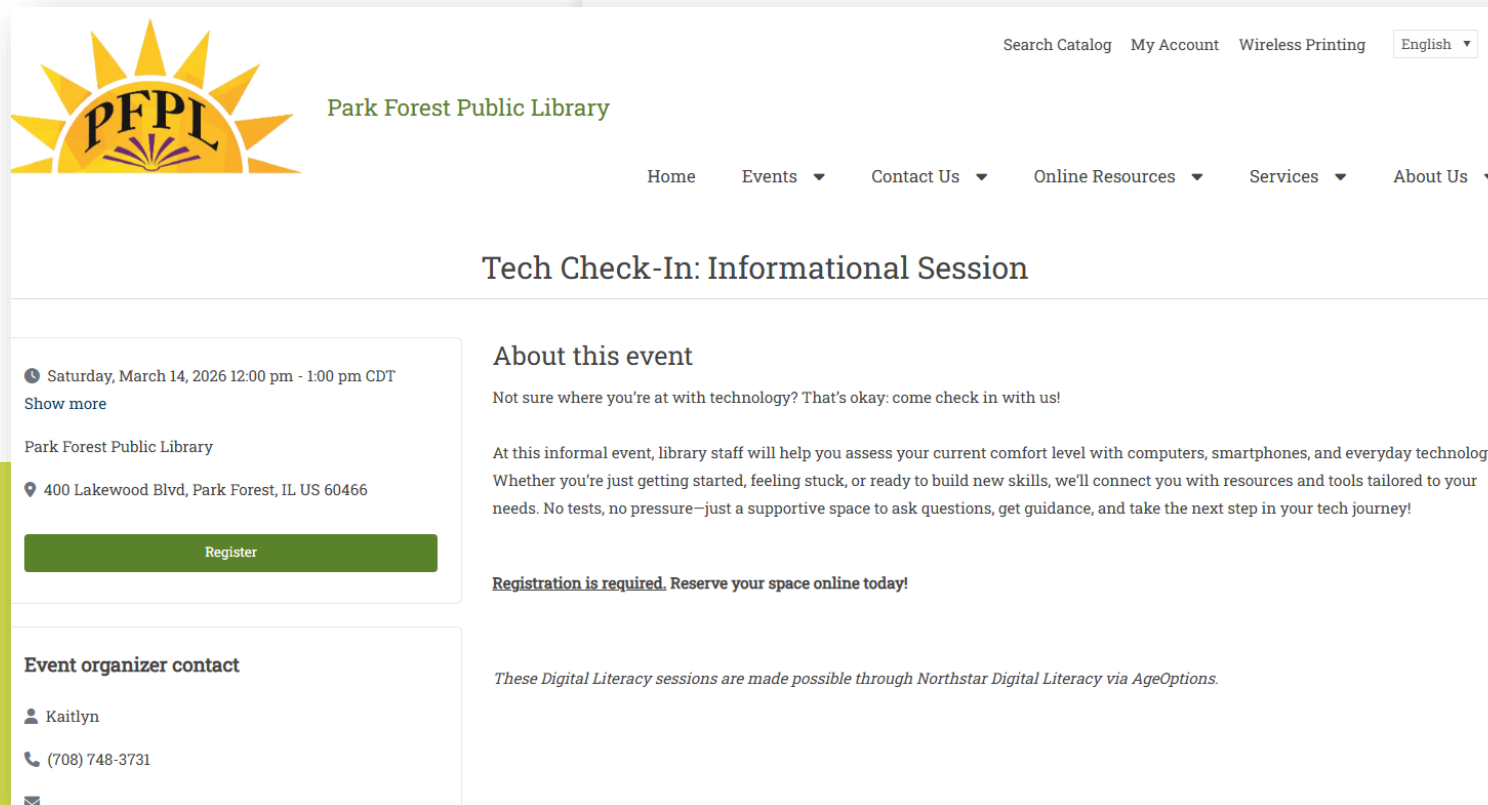
If you would like more information on Northstar Digital Literacy at the library, or are interested in more specific one-on-one tech help, please contact the Tech Desk at 847-663-6606 or [digitalservices@nileslibrary.org](mailto:digitalservices@nileslibrary.org).

Additional Northstar Digital Literacy details can also be found in the library's list of [online resources](#).



# How about You?

## Park Forest Public Library



The screenshot shows the website for Park Forest Public Library. At the top right, there are links for "Search Catalog", "My Account", "Wireless Printing", and a language dropdown set to "English". The library's logo, featuring a sun and the letters "PFPL", is on the left. Below the logo is the text "Park Forest Public Library". A navigation menu includes "Home", "Events", "Contact Us", "Online Resources", "Services", and "About Us". The main heading is "Tech Check-In: Informational Session".

**About this event**  
Not sure where you're at with technology? That's okay: come check in with us!

At this informal event, library staff will help you assess your current comfort level with computers, smartphones, and everyday technology. Whether you're just getting started, feeling stuck, or ready to build new skills, we'll connect you with resources and tools tailored to your needs. No tests, no pressure—just a supportive space to ask questions, get guidance, and take the next step in your tech journey!

**Registration is required. Reserve your space online today!**

*These Digital Literacy sessions are made possible through Northstar Digital Literacy via AgeOptions.*

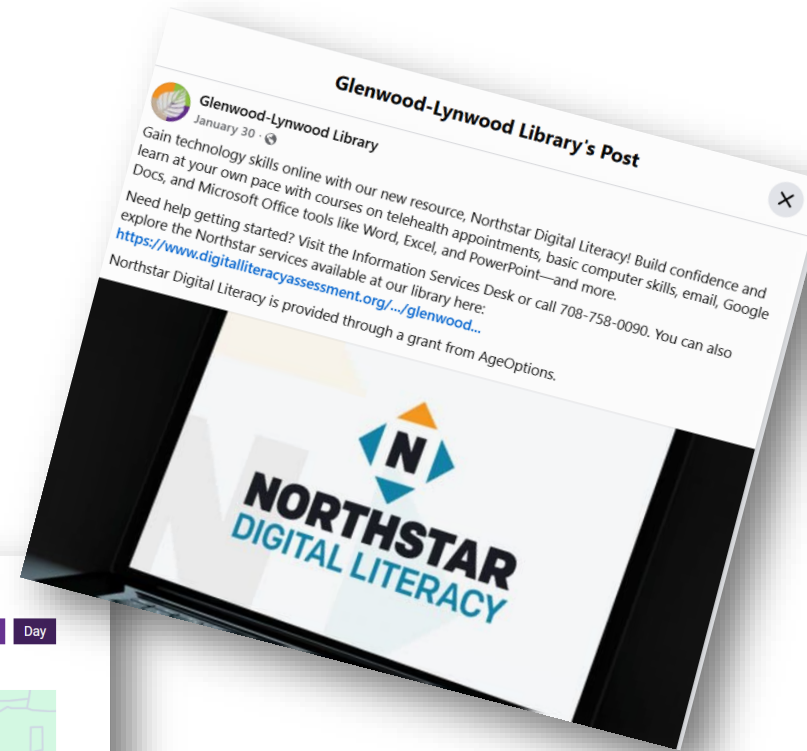
**Event organizer contact**  
Kaitlyn  
(708) 748-3731

**Event details:**  
Saturday, March 14, 2026 12:00 pm - 1:00 pm CDT  
Park Forest Public Library  
400 Lakewood Blvd, Park Forest, IL US 60466  
[Register](#)



# How about You?

## Glenwood Lynwood Public Library



### Computer 101 - Beginner Friendly

**FEB 5** Computer Lab  
2026 Thursday, February 5, 2026  
THU 10:00am–11:30am



#### Program Type: Technology Class

Please note you are looking at an event that has already happened.

- Registration is required for this event.
- Registration is no longer available for this event.

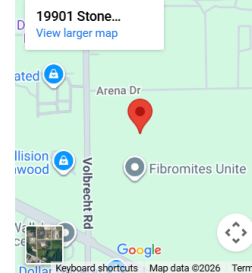
#### Event Details

Wednesdays and Thursdays | 10 AM - 11:30 AM  
Starting January 7 - February 5

In this beginner-friendly class, we'll cover the basics while using the Northstar Digital Literacy Database to support our lessons. No previous skills required and participants who successfully complete the class can earn a certificate of completion. **Limit 12**

Upcoming List Month Week Day

#### Location Details



**Glenwood-Lynwood Public Library District**

19901 Stony Island Avenue



# Northstar Champions Q2 FY26



Number of **Assessments** completed  
by older adult patrons tagged  
AgeOptions 60+:

**Glenwood-Lynwood Public  
Library - 48**

**Hometown Public Library - 27**



Minimum

Requirement of 25  
Registered Learners,  
each of whom have  
taken **at least one**  
**assessment** per  
library



- *Each library must*
  - *Provide a minimum of one instructional session using Northstar*
  - *Register at least 25 older adults and assist them in creating their learner accounts and first assessment*
  - *Promote the Northstar digital literacy platform via flyers, rack cards, newsletter mentions, social media, etc.*



# Northstar Toolkit

## Updated Facilitator Guide



### Northstar Digital Literacy Informational Session: Facilitator Guide for Library CARES Partners

Thank you for launching Northstar digital literacy at your library. To set you up for success, AgeOptions offers the following guide to begin introducing patrons to the platform. If you need further technical assistance, reach out to Laona Fleischer at [Laona.Fleischer@ageoptions.org](mailto:Laona.Fleischer@ageoptions.org).



# Northstar Toolkit

## Flyer, rack card, and social media templates

**So. Many. Screens.**

**We Can Help!**

Looking to improve your tech skills? Northstar Digital Literacy is an online platform with interactive, on-demand training and skill assessments. Start by using assessments to measure your abilities and set learning goals, then complete lessons to build new digital skills.



**ASK YOUR LIBRARIAN HOW TO GET STARTED**

Find training on:

- Basic computer skills step by step
- Job Search and Resume Skills
- Excel, PowerPoint, Word, and Google Docs
- Computer skills employers value
- Email and social media
- Safety tips to avoid internet scams

**NORTHSTAR DIGITAL LITERACY** **AGEOPTIONS.**

[www.DigitalLiteracyAssessment.org](http://www.DigitalLiteracyAssessment.org)


Northstar is a **free** program at [this] library. Your library's access to Northstar is funded in whole or in part by AgeOptions and the Illinois Department on Aging. Contact AgeOptions for additional resources for older adults and people with disabilities in suburban Cook County.

(708) 383-0258

**NORTHSTAR DIGITAL LITERACY**

## LEARN COMPUTER BASICS

Ready to improve your computer skills? Join our **free online training** with assessments to take your knowledge to the next level!



**What's in it for you?**

- Basic computer skills step by step
- Job-search & resume skills
- Computer skills employers value
- Email and social media
- Excel, PowerPoint, Word, and Google Docs
- Safety tips to avoid internet scams

**ASK YOUR LIBRARIAN HOW TO GET STARTED TODAY**

Northstar is a **free** program at [this] library. Your library's access to Northstar is funded in whole or in part by AgeOptions and the Illinois Department on Aging.

[www.DigitalLiteracyAssessment.org](http://www.DigitalLiteracyAssessment.org)

(708) 383-0258

**AGEOPTIONS.**

Connecting Older Adults with Community-based Resources and Options  
The Area Agency on Aging of Suburban Cook County



# Northstar Platform Quarterly Clean Up

- **Make sure older adult patrons are tagged as *AgeOptions 60+***
- **Delete deactivated learners**
- **Re-send email invite to pending learners**

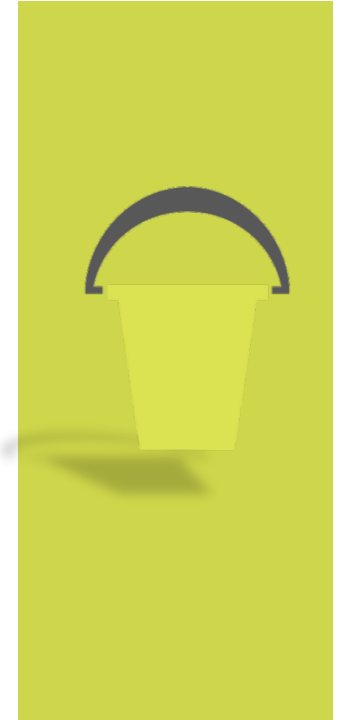


# Northstar Platform Quarterly Clean Up

Status ▲	Name	Activity	Tags	Last Login	Actions
✓	Braden Barkley		SFVPLD Staff	2 months ago	
✓	Jessica Garcia		SFVPLD Staff	2 months ago	
✓	Guillermina Govea		AgeOptions 60+	a month ago	
✓	Shannon Jordan		SFVPLD Staff	a month ago	
✓	Joseluis Lopez		AgeOptions 60+	-	

Make sure staff is tagged as Staff

Make sure older adult patrons are tagged as AgeOptions 60+



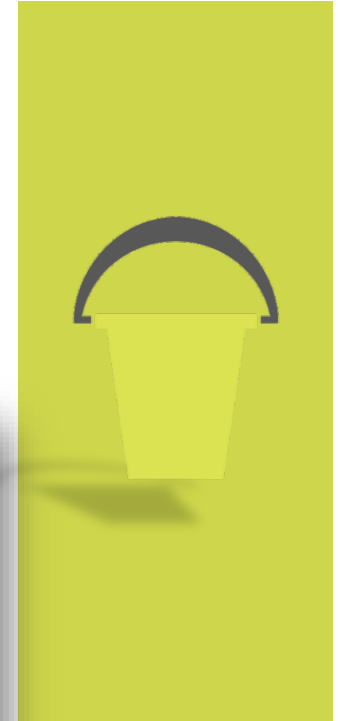
# Northstar Platform Quarterly Clean Up

This screenshot shows two user profiles in the Northstar Platform. Herman Wilson is active, with a green checkmark and a status of '18 days ago'. Lucinda Boyd is in a pending state, indicated by a yellow clock icon and the text 'Info not available'. A tooltip 'Resend invite to Lucinda Boyd' is visible over the email icon in her profile. Both users have course tags for 'AgeOptions 60+' and 'Computer 101'.

**Delete deactivated learners**

This screenshot shows a list of three learners. Sarah Test is 'deactivated', indicated by a yellow 'deactivated' label and a red 'X' icon. Rosemarie Forto-Whitemiller and Matthew Siegel are 'Pending', indicated by yellow clock icons. Each learner has an 'Info not available' status and an email icon. Action icons for edit, refresh, and delete are visible for the pending learners.

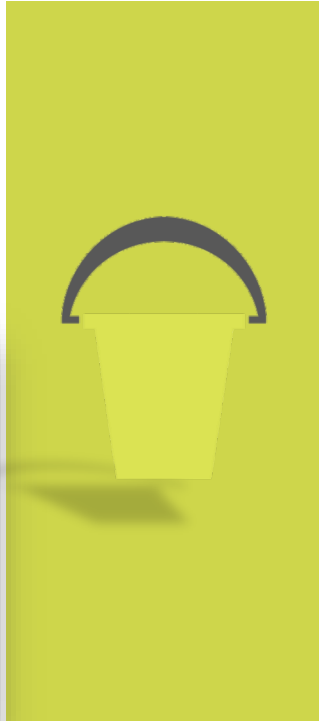
**Re-send email invite to pending learners**



# Northstar Platform Quarterly Clean Up

Status	Name	Activity	Tags	Last Login	
✓	Kelly McDevitt		AgeOptions 60+	3 months ago	
✓	Luisa Santoyo		AgeOptions 60+	2 months ago	
Pending 	Suzy Elizalde	Info not available	AgeOptions 60+	-	

Unable to view Suzy Elizalde details currently since they have not yet approved their learner membership with your location.



# FY26 Quarterly Mandatory Meeting Dates

At least one person must be in attendance from each partner library at *each quarterly meeting*:

- ~~Tuesday, December 9<sup>th</sup>, 2025~~
- Tuesday, March 17<sup>th</sup>, 2026
- Tuesday, June 23<sup>rd</sup>, 2026
- Tuesday, September 15<sup>th</sup>, 2026



# FY26 Reporting Due Dates

Quarterly Reports are due the Friday of the week following quarter-end by close of business:

- ~~Monday, January 5th, 2026~~
- **Monday, April 6<sup>th</sup>, 2026**
- Monday, July 6<sup>th</sup>, 2026
- Monday, October 5th, 2026



# Q1 FY26 Reporting

**Thank you!**

100% success  
rate for Q1 FY26  
report  
submittals!



**THANK  
YOU**

Fiscal Year 2026

**Library Program Evaluation  
Survey January 1 – June 30**



AgeOptions FY26 Library Program  
Evaluation Survey



Fiscal Year 2026

# Library Program Evaluation Data Survey Data to Date

As of: March 17, 2026

**691 Responses**

**Top five libraries:**

- Calumet City Public Library
- Evanston Public Library
- South Holland Public Library
- Morton Grove Public Library
- Oak Lawn Public Library

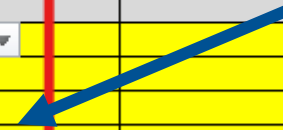
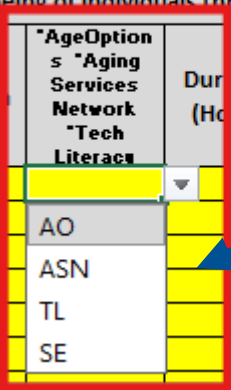


# *Library CARES for FY26*



# FY26 New Reporting Document

AgeOptions FY2026				
Library CARES Program				
Quarterly Reporting Form. (Last Updated on: September 23, 2025)				
Library Name				
Reports are due the following:				
Due date		Reporting Period		
Monday, January 5, 2026		October 1, 2025 - December 31, 2025		
Monday, April 6, 2026		January 1, 2026 - March 31, 2026		
Monday, July 6, 2026		April 1, 2026 - June 30, 2026		
Monday, October 5, 2026		July 1, 2026 - September 30, 2026		
PART 1 - Events/Programs Provide an overview of the Programs/Events hosted/facilitated this quarter				
(i.e., provide knowledge & skills through structured, group-oriented presentations, lectures or classes activities that enhance the social well-being of individuals through social interaction & constructive use of time.				
Title /Description of Activity/Program	*AgeOptions *Aging Services Network *Tech Literacy	Duration (Hours)	Total number of people who participated	Total number of NEW* participants this Quarter
	AO			
	ASN			
	TL			
	SE			



# FY26 Reporting Form Grant Requirement Program Drop-Down Box

	*AgeOptions *Aging Services Network *Tech Literacy *Social Engagement	D (
		▼
	AO	
	ASN	
	TL	
	SE	



# **New:** Total Number of Learners and Total Number of Assessments to date in email for quarterly FY26 Reporting Form

Q2 Reporting for AgeOptions Public Library



Laona Fleischer

To ✓ Laona Fleischer

Attached please find AgeOptions Public Library's quarterly report.

**Our Northstar data to date:**

**Unique AgeOptions60+ Learners: 15**

**Assessments Taken: 30**



# FY26 Library CARES AgeOptions Presentation/Program Requirement

- **Create and maintain a display with Aging Network materials**
- **Establish connections to the Aging Network**
  - Promote and Host at least one AgeOptions presentation or event **AND/OR**
  - Promote and Host at least one local Aging Network presentation
- **Technology Education/Digital Literacy**
- **Address social isolation** among older adults through recreational events



# FY26 Library CARES Program Core Requirements

## Aging Network Connections

- **Establish connections to the Aging Network**
  - Promote and Host at least one local Aging Network presentation
  - New Aging Network Partners for this year:  
CDEL, Legal Aid Chicago, Cook County Sheriff's Office, Congregate Meal Sites, Farmers Market Senior Coupon Initiative



# FY26 Library CARES Program Core Requirements

## Technology Education

- *Utilize* AgeOptions provided Northstar Digital Literacy database
  - *Review* the (updated) *AgeOptions* Northstar Digital Literacy *Facilitator Guide*
  - *Promote* the Northstar Digital Literacy Platform
  - *Provide at least one workshop* focused on digital literacy or technology use for older adults.
  - Offer *learner registration* sessions
  - *Incorporate* Northstar into your *current* digital literacy *courses*



# FY26 Library CARES Program Core Requirements

## Northstar Digital Literacy Technology Education

- *Each library must*
  - *Provide a minimum of one instructional session using Northstar*
  - *Register at least 25 older adults and assist them in creating their learner accounts*
  - *Promote the Northstar digital literacy platform via flyers, rack cards, newsletter mentions, social media, etc.*



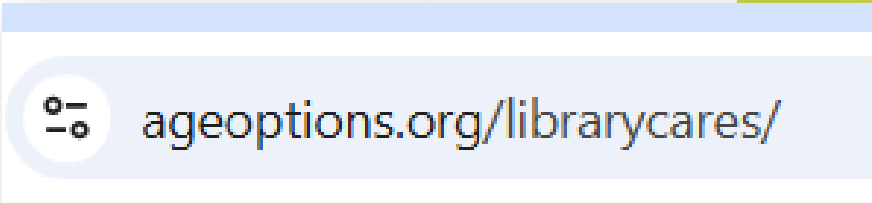
# Updated Library CARES Partner Webpage



About AgeOptions Home Advocacy News and Events Contact Careers and Volunteers [Select Language](#)

For Older Adults, Families & Caregivers ▾ For Professionals & Partner Agencies ▾ How Can We Help? ▾

## Welcome Library Partners



This is the Library Program's landing page. Here, you can find materials and resources related to the AgeOptions FY2026 Library Program.

### FY2026 Program Materials AgeOptions Resources



# Updated Library CARES Partner Webpage

## FY2026 Program Materials AgeOptions Resources

### Reporting Documents and Materials:

- [FY26 Library CARES Work Plan](#)
- [Library CARES FY26 Kick-Off Meeting October 28, 2025](#)
  - [Slides](#)
- [Library Program FY26 Quarterly Reporting Form Template](#) (as of September 23, 2025)
- [Library Program Evaluation Survey for FY26](#)
  - [Instruction Document](#)
  - [Link to Survey](#) [↗](#)
  - [Paper Copy](#) (Updated as of 12.19.25)
- [Library CARES Partner Contact List](#) (as of 01.26.26)
- [Video and Slides from March 18, 2025, Q2 FY25 meeting](#)
  - [Video](#) [↗](#)
  - [Slides](#)
- [Slides and Notes from June 17, 2025, Q3 FY25 meeting](#)
  - [Video](#)
  - [Slides](#)
- [Slides and Notes from September 16, 2025, Q4 F25 meeting](#)
  - [Slides](#)
  - [Chat](#)

### Evergreen Items for your Older Adult Display

- [Ageism Fact Sheet](#)
- [AgeOptions One Pager](#)



# Evergreen Items

## For Aging Services Display Are Updated for FY26

### Evergreen Items for your Older Adult Display

- Ageism Fact Sheet
- AgeOptions One Pager
- Family Caregiver Support
- Congregate Meal Sites
- Caregiver Resources CGVR Outreach Flyer
- Social Determinants of Health Flyer
- SMP
- SNAP/Benefits
- Dementia Friends
- Aging and Disability Resource Network (ADRN)
- SMP Medicare Card Scam Tip Sheet
  - Protect Your Wallet: A Guide to Avoiding Financial Scams
    - English
    - Spanish



# Updated Library CARES Partner Webpage

## Helpful Resources

### Dementia

[Read more](#)

### Falls Prevention

[Read more](#)

### Food and Nutrition

[Read more](#)

### Libraries are for Everyone

[Read more](#)

### Movies about Aging and Elderhood

[Read more](#)

### Older Americans Month

[Read more](#)

### Partner Resources

[Read more](#)

### SAM (System Award Management) Registration and Reporting

[Read more](#)

### Tax Assistance

[Read more](#)

### Technology

[Read more](#)

### Transportation

[Read more](#)

### Unhoused Patrons

[Read more](#)



Questions?

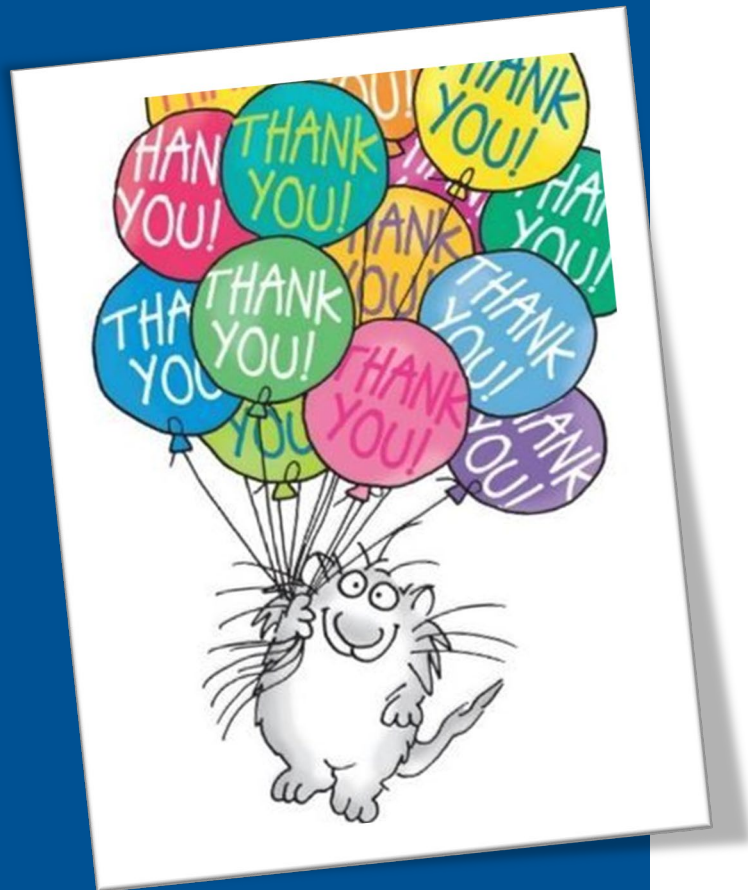


# Group Discussion!



1. Collaborative program opportunities
2. Any additional feedback/input?
3. What has worked well?
4. Any advice?
5. Questions about anything!





**Many thanks for your participation  
in the Library CARES grant program and  
for the work you do to reach out  
to the older adults in your community.  
I'm here for anything related to the library  
program – please reach out!**

**708.383.0258 (main number)**

**708.322.1370 (direct number)**

**Laona.Fleischer@AgeOptions.org**

