



Seniors Tech Help

Remote Tech Support as Pandemic Response

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tpl:



Pre-Pandemic Digital Literacy Services for Seniors

User Education Classes

Digital Literacy for Seniors Pilot program

Book a Librarian

Answerline



Computers for Success Internship

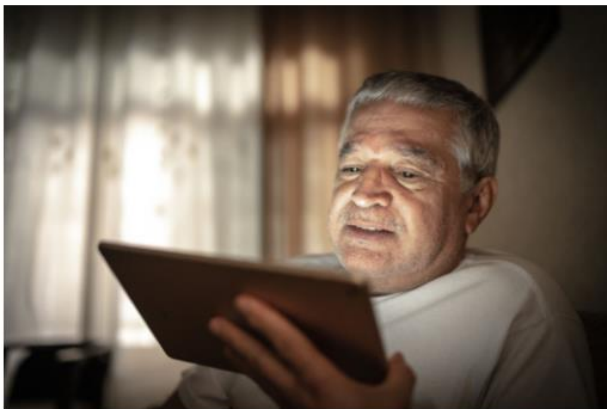
Opportunity to hire 6 BIPOC Youth to develop skills for the digital economy

4 months of staff time as well as administrative and technical costs

Offer 1-1 phone tech support as well as online programs and outreach presentations

December 2020 – March 2021

Seniors Tech Help



Toronto Public Library's **Seniors Tech Help** provides free help to seniors on how to use your technology.

This winter, call in to get help using eBooks or other library services. Learn more about how to use your computer, tablet or smartphone. No need to leave home if you don't have a library card! We can help you get a new TPL [Digital Access Card](#).

Seniors Tech Help is now extended into summer 2021!

Seniors Tech Help **one-on-one** service can help you:

- Connecting with family and friends online
- Borrowing e-books, audiobooks, newspapers and magazines
- Shopping safely online
- Accessing health and support services
- Internet safety, security and privacy

Check out a complete [list of classes and events](#) for older adults.

Call or email to talk to staff right away or to set up an appointment time which works for you.

Response



[tpl.ca/seniors](https://www.tpl.ca/seniors)

What have we learned?

Since January

we've received 529 calls

We've delivered 149 appointments

Most popular call topics:

- eBooks
- tablets

Most popular BAL topics:

- Library resources,
- Communication (email/Zoom),
- Devices

Questions?

