What’s Their Story? Using an Online Assessment Tool to Learn About Patron Skills

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Citation Details
What’s their story?

Using an online assessment tool to learn about patron skills

Digital Equity in Libraries
Who we are

Portland State University
- Stephen Reder
- Gloria Jacobs
- Jill Castek

Multnomah County Library
- Cindy Gibbon
- Matthew Timberlake
- Vailey Oehlke
This work is supported by

Institute of Museum and Library Services

Advancing Digital Equity in Public Libraries: Assessing Library Patrons’ Problem Solving in Technology Rich Environments

(LG-06-14-0076)
What are we trying to find out?

Problem solving in technology rich environments

Is the library offering the right kinds of training?

Can the library’s patrons use the library website?

Can the library’s patron use the library’s electronic resources?

Are our assumptions correct?
**Shared values and interests**

**MCL:**
- We reflect and serve a diverse community
- We enable creation and learning
- We build digital literacy

**LLTR:**
- Projects focus on acquisition of literacy
- Digital literacy
- Second languages among adults
- Economically vulnerable and socially excluded patrons

*A safe place for informal learning.*
DIGITAL NATIVE DOES NOT MEAN TECH SAVVY

83% of millennials say they sleep with their smartphones.

Yet 58% of millennials have poor skills in solving problems with technology.

Source: Nielsen, 2014

Why?

To avoid making assumptions about what our patrons can do
**What is PIAAC?**

Programme for Assessment of Adult Competencies

Literacy, numeracy, **problem solving**.
What is PS-TRE?

Problem solving in technology rich environments

Using digital technology, communication tools and networks to acquire and evaluate information, communicate with others and perform practical tasks.
PIAAC FRAMEWORK
Setting goals and monitoring progress

Planning, self-organizing
- Develop keyword list
- Keep track of applications
- Develop contact list

Using Information
- Produce a resume
- Apply for a job
- Create a resume

Acquiring and evaluating information
- Is this posting legitimate?
- Evaluate job posting
- Is this job appropriate for my interests and experience?
Acquiring and evaluating information

Is this posting legitimate?

Evaluate job posting

Is this job appropriate for my interests and experience?
Setting goals and monitoring progress

- Learn to search online
- Sign up for a class to increase skills
- Create a resume
Of adults in the US are likely to have difficulty sorting through emails and organizing them into folders provided for them.

30%
On average, people at the highest skill level earn more than twice as much as people at the lowest skill level.
Education and Skills Online (ESO)
What does the assessment tell us?

- Sort emails into pre-existing folder using given criterion
- Respond to a request by locating information in a spreadsheet and e-mailing the requestor
- Manage requests to reserve meeting room using a reservation system. Discover schedule conflict, e-mail to decline the request.
You ordered a desk lamp from KE-Lamps.com.

The desk lamp arrived, but it was not the color you ordered.

Using the company's website, arrange to exchange the lamp you received for the one you ordered.

Once you have finished, click Next to go on.
Adaptation of assessment
Gaming the Assessment

Welcome

Completed Assessment

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Date Completed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Assessment</td>
<td>2/17/2016</td>
</tr>
<tr>
<td>Background Questionnaire</td>
<td>2/17/2016</td>
</tr>
</tbody>
</table>
Background Questionnaire
How easy or difficult do you find it to do the following activities using the library website (or library resources such as Hoopla or Overdrive)?

It counts if you do these activities on the library computer, at home or on your mobile device. Choose one answer for each row.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Very Easy</th>
<th>Somewhat Easy</th>
<th>Somewhat Hard</th>
<th>Very Hard</th>
<th>Not something I do at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Get help with my resume</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Get help with my child's homework</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find something to watch, read or listen to</td>
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<tr>
<td>Find opportunities to volunteer</td>
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<tr>
<td>Find health information</td>
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<tr>
<td>Find a library class or program</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Find social service information</td>
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<td></td>
</tr>
</tbody>
</table>
Highlight Check: Click the link below and follow the instructions on the new page. Don't close this window, you will need to come back.
Link: https://sites.google.com/a/pdx.edu/lltr/highlight

Hidden Highlight Page!

Using your mouse, highlight the blank area next to the number 1 below this paragraph and before "The end." Copy the text you find there, then go back to the survey page and paste the text into the "Highlight Check" answer box.

1. 

The end!

Hidden Highlight Page!

Using your mouse, highlight the blank area next to the number 1 below this paragraph and before "The end." Copy the text you find there, then go back to the survey page and paste the text into the "Highlight Check" answer box.

1. You found the hidden text! Copy this and paste back on the survey page. Nice work! The end!
Staff pilot
This assessment tries to measure how well you use technology. The test gives you problems to solve using versions of computer applications you haven't used before. As you get more practice meeting different goals, the problems become easier to do.

This sheet explains your score. The score is a prediction of your technology skills at and what they might need help with. Remember that your score level doesn't match your ability to use technology just yet.

Do you want to learn more about technology? Ask someone in your classes.

**Scores 0 - 241**

People with your score are often able to complete tasks related to computer applications. For example:

- Use email
- Write something using a word processing program
- Use a search engine you have used before to find information

You might sometimes want help using technology to do daily tasks such as:

- Use a new email program
- Find information on websites you've never been on before

**Scores 241 - 290**

People with your score are often able to use new software programs in daily life.

For example:

- Use an unfamiliar email program
- Locate information on a website a friend has recommended
- Set up folders to organize files or emails

**Collaboration is key**
Spanish
Small sample

Staff - 27 total

Patrons - 55 total
What does it mean?
How can we reach people who don’t know they need help?
Find information and infographics at the PIAAC Gateway

http://piaacgateway.com/