

Children's Mercy Kansas City

## SHARE @ Children's Mercy

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Health Literacy Events

Health Literacy Challenges and Opportunities:  
Bringing Children's Mercy and Kansas City  
Together

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Apr 18th, 2:30 PM - 3:00 PM

### Digital Inclusion: Bridging the Digital Divide

Wendy Pearson  
*Kansas City Public Library*

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Pearson, Wendy, "Digital Inclusion: Bridging the Digital Divide" (2018). *Health Literacy Events*. 3.  
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Wendy Pearson

Coordinator, Education and Career Advancement

April, 2018

# Understanding the Digital Divide

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WHAT CAUSES THE GAP, WHO IS AFFECTED, AND WHAT CAN WE DO?

# Terminology

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## DIGITAL DIVIDE

*The “PROBLEM”*

Portion of our communities  
lack access and tools

## DIGITAL EQUITY

*The “GOAL”*



## DIGITAL INCLUSION

*The “HOW”*

Awareness

Programs and services

# What is digital inclusion?

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The ability of individuals and groups to access and use information and communications technologies.

--The Institute of Museum and Library Services

# What is digital inclusion?

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1. Home computer, tablet and/or smartphone



Device

# What is digital inclusion?

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## 2. Home internet

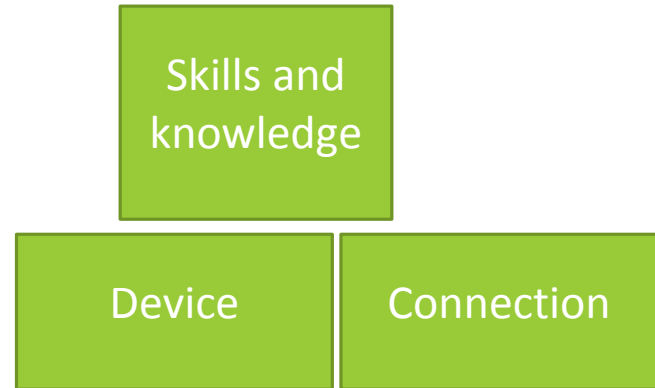
Device

Connection

# What is digital inclusion?

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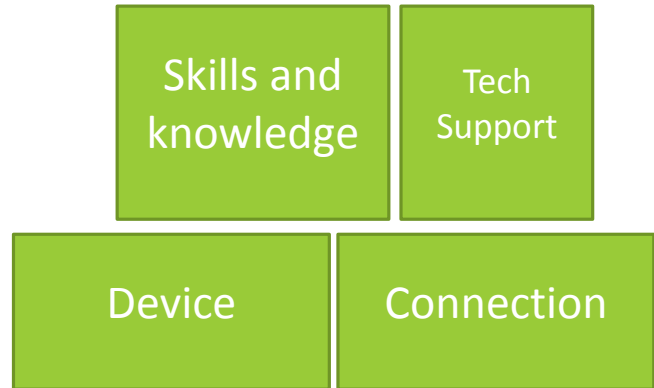
3. Skill set and confidence to use a computer and internet



# What is digital inclusion?

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4. Basic troubleshooting and help when software or hardware fails

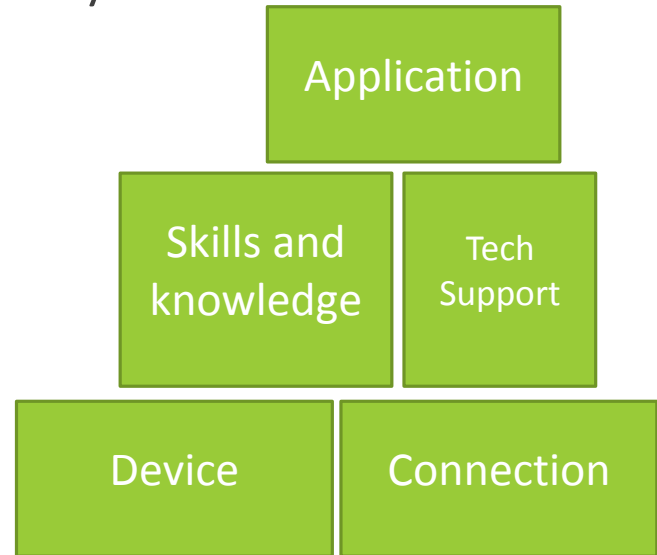




# What is digital inclusion?

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## 5. Integrating technology into daily life



## Offline adults by demographic group

Among all American adults ages 18 and older, the % in each group who do not use the internet or email

		% who do not go online
<b>All Americans ages 18+ (n=2,252)</b>		<b>15%</b>
a	Men (n=1,029)	15
b	Women (n=1,223)	16
<b>Race/ethnicity</b>		
a	White, Non-Hispanic (n=1,571)	14
b	Black, Non-Hispanic (n=252)	15
c	Hispanic (English- and Spanish-speaking) (n=249)	24 <sup>ab</sup>
<b>Age</b>		
a	18-29 (n=404)	2
b	30-49 (n=577)	8 <sup>a</sup>
c	50-64 (n=641)	17 <sup>ab</sup>
d	65+ (n=570)	44 <sup>abc</sup>
<b>Education attainment</b>		
a	No high school diploma (n=168)	41 <sup>bcd</sup>
b	High school grad (n=630)	22 <sup>cd</sup>
c	Some College (n=588)	8 <sup>d</sup>
d	College + (n=834)	4

# Factors in digital divide

Income, Education, Race,  
Age, Geography

<b>Household income</b>		
a	Less than \$30,000/yr (n=580)	24 <sup>bcd</sup>
b	\$30,000-\$49,999 (n=374)	12 <sup>cd</sup>
c	\$50,000-\$74,999 (n=298)	6
d	\$75,000+ (n=582)	4
<b>Urbanity</b>		
a	Urban (n=763)	14
b	Suburban (n=1,037)	14
c	Rural (n=450)	20 <sup>ab</sup>

Source: Pew Research Center's Internet & American Life Project Spring Tracking Survey, April 17 – May 19, 2013. N=2,252 adults ages 18+. Interviews were conducted in English and Spanish and on landline and cell phones. The margin of error for results based on all adults is +/- 2.3 percentage points.

Note: Percentages marked with a superscript letter (e.g., <sup>a</sup>) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g. age).

# Why does it matter?

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Undue hardship

Social inequality

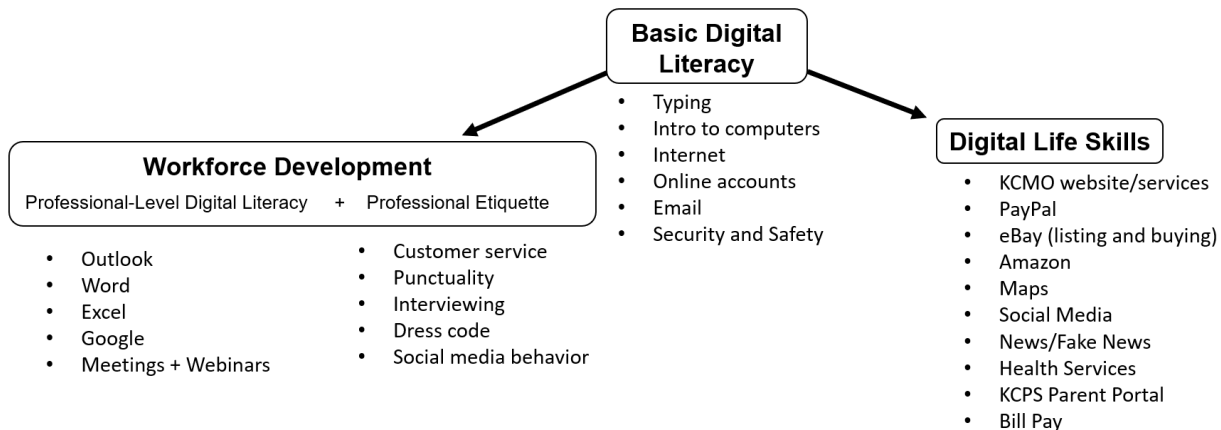
Lower civic engagement

Negative economic impact

# KC Public Library's Commitment

1. KC Coalition for Digital Inclusion
2. Tech Access
  - Mobile Computer Lab
  - Volunteers
  - Community Partnerships
  - Learning Pathways/Curriculum

## Tech Access Pathways



# Health Connections at the Library

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- Consumer Health
- Medline
- American Hospital Directory
- Centers for Disease and Control
- Kansas City Care Clinic
- Kansas City Health Resource
- Medline Plus
- Merck Manual
- PubMed
- National Center for Health Statistics

Tech Coaches — [www.kclibrary.org/techaccess](http://www.kclibrary.org/techaccess)

# Included vs. Excluded

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Read “Your Situation” as a group

Using technology, how do you solve your problem?

Without technology, how do you solve your problem?

Report out

THE KANSAS CITY PUBLIC LIBRARY

# TECH ACCESS

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