



Sunnyvale

Digital Literacy

Amanda De La Cruz
Board of Library Trustees, April 7, 2025



Agenda

- Definitions
 - AI
 - Digital Divide
- Library Resources & Programs
 - For Adults
 - For Children
- Priorities



Definitions

Digital literacy is the ability to access, manage, understand, integrate, communicate, evaluate and create information safely and appropriately through digital technologies for employment, decent jobs and entrepreneurship. It includes competences that are variously referred to as computer literacy, ICT literacy [(hardware and software knowledge and skills)], information literacy and media literacy.

- Law, N. & Woo, D. & Wong, G. (2018). A Global Framework of Reference on Digital Literacy Skills for Indicator 4.4.2. Behavior. UNESCO.

Key Points

- Find Information
- Evaluate Information
- Communicate Information

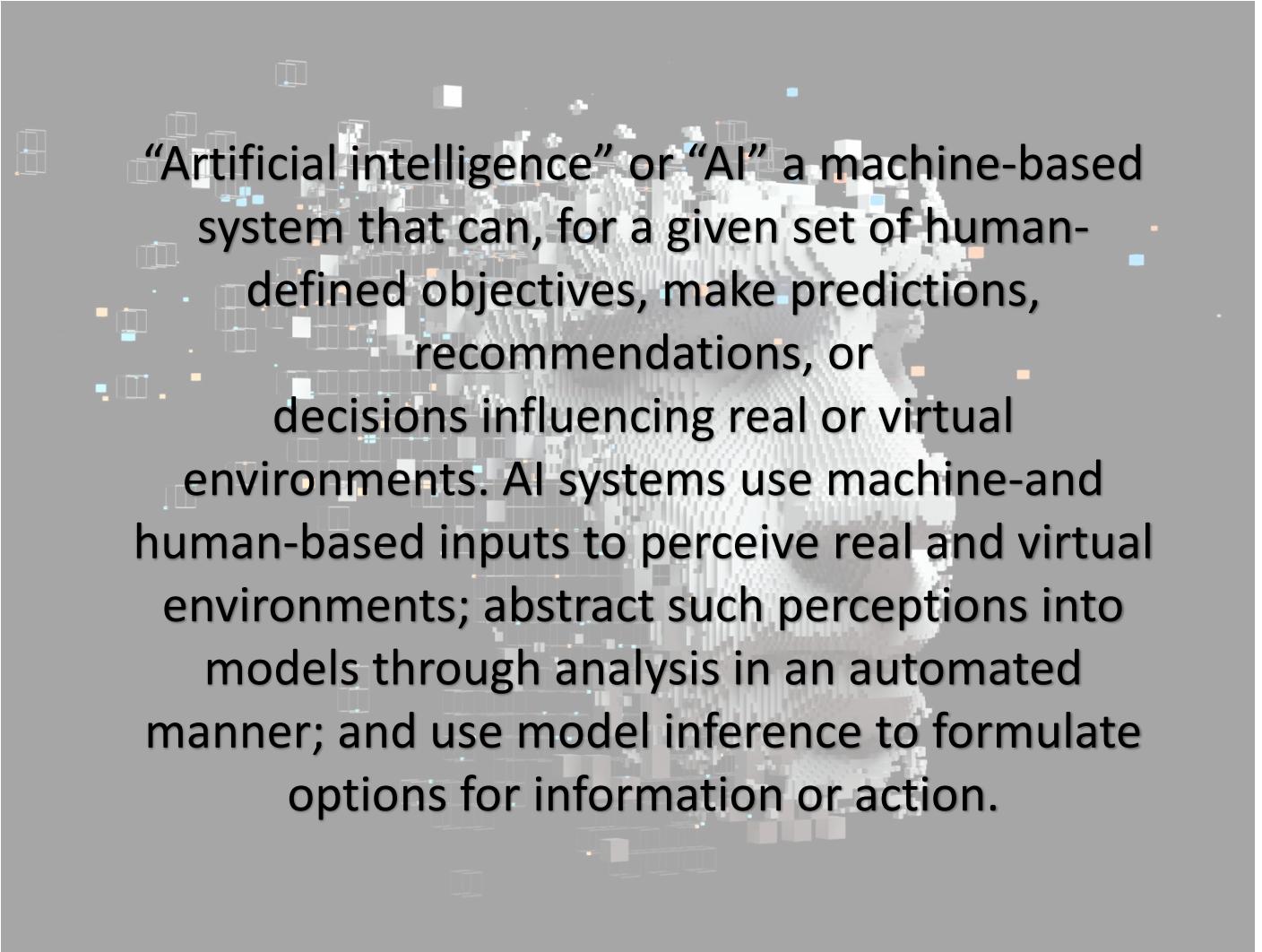
Digital Literacy & AI

Terms

- Generative AI
- AI Hallucination
- Deepfakes

Additional Considerations

- Training Data
- Bias

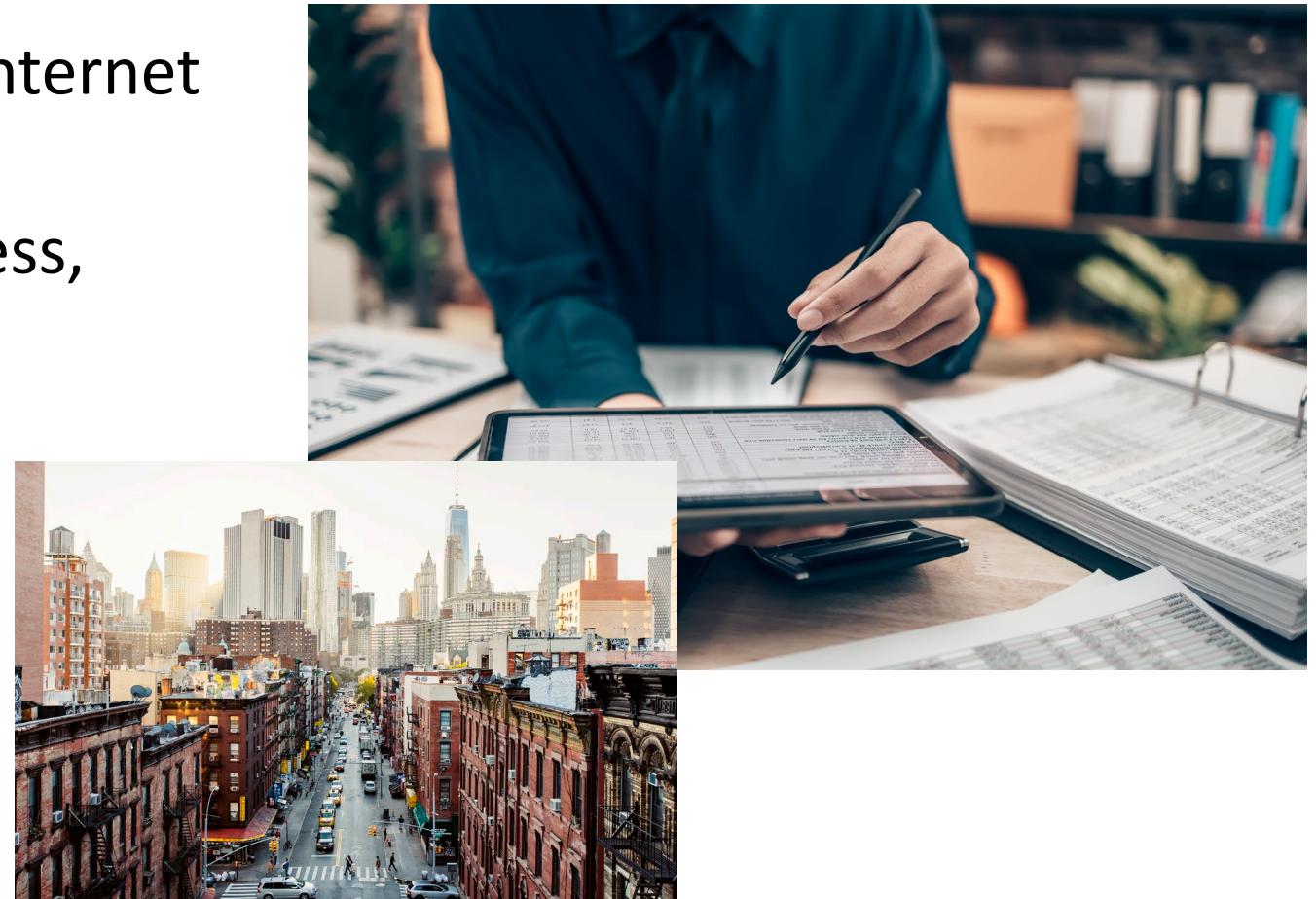


“Artificial intelligence” or “AI” a machine-based system that can, for a given set of human-defined objectives, make predictions, recommendations, or decisions influencing real or virtual environments. AI systems use machine-and human-based inputs to perceive real and virtual environments; abstract such perceptions into models through analysis in an automated manner; and use model inference to formulate options for information or action.

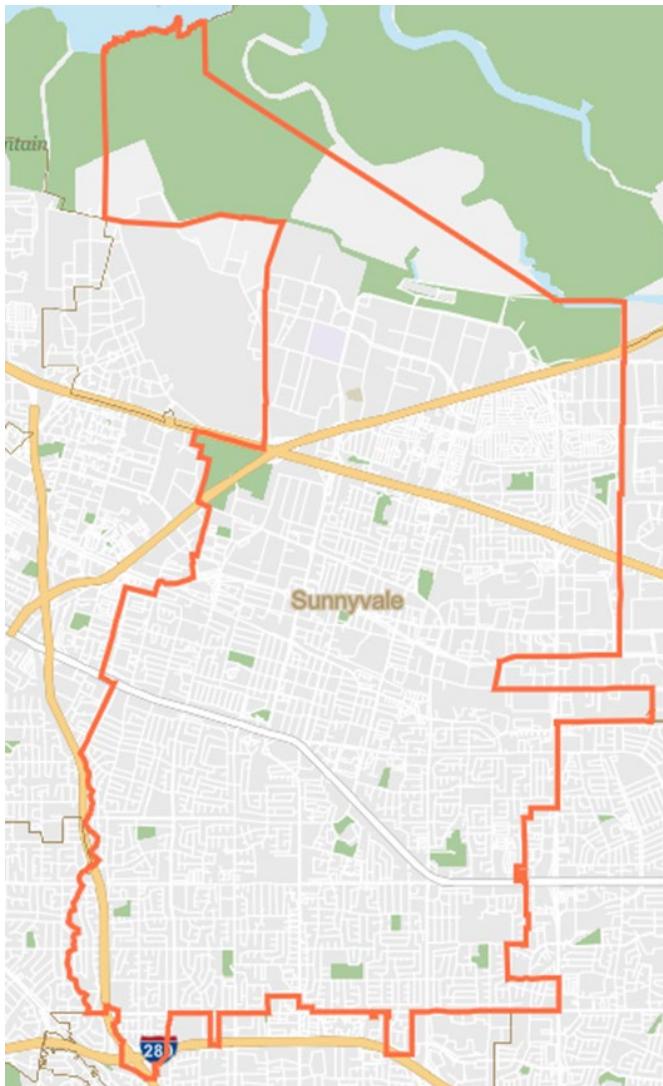
Digital Divide

Digital Divide

- Unequal access and use of the Internet and technology
- Common factors for limited access, include, but are not limited to:
 - Economic
 - Age
 - Disability



Digital Divide in Sunnyvale



Computers

- 3.2% of households only have a smartphone with no other type of computing device (1,857)
 - 0.7% of households have no computer (435)

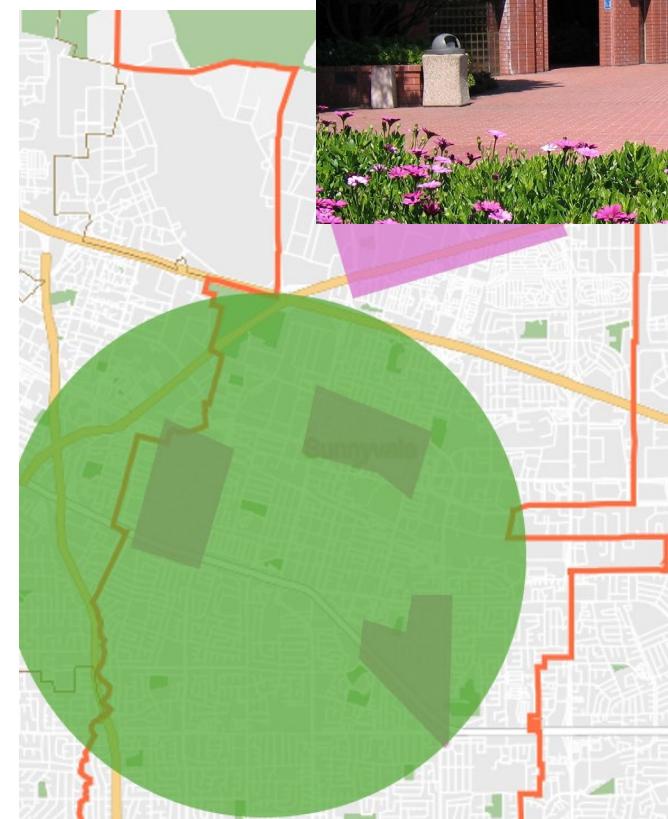
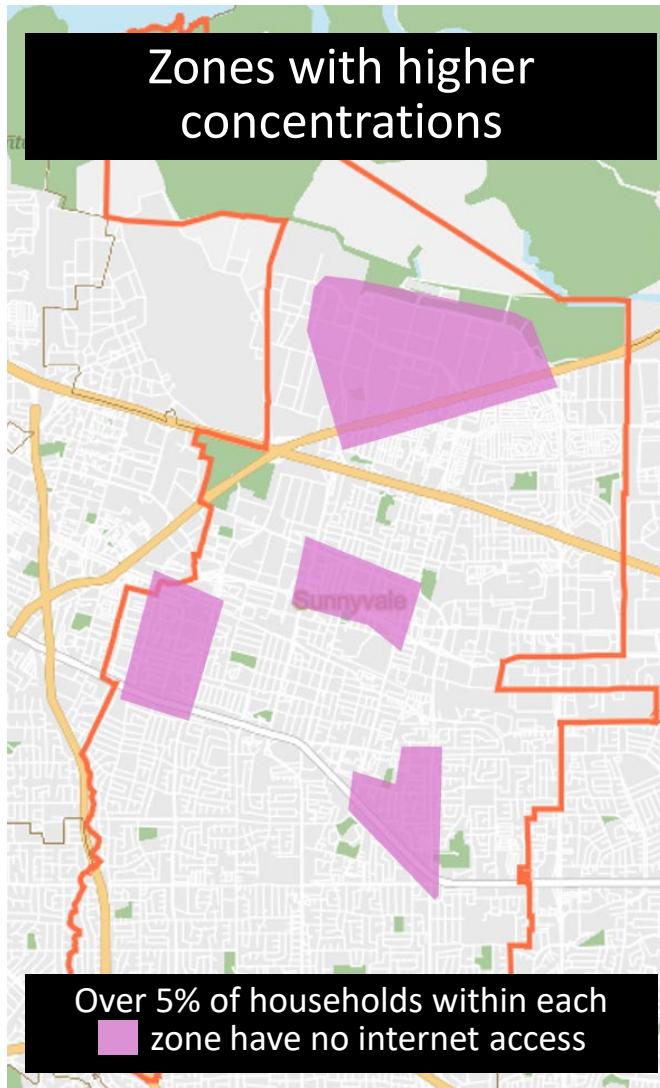
Internet

- 5.4% of households have only a cellular data plan and no other internet subscription (3,181)
- 1.7% of households in Sunnyvale do not have an internet subscription (1,017)
 - 4 zones have higher concentrations

Source: Internet and Computing Device Access in Santa Clara County. (n.d.).

<https://www.arcgis.com/apps/mapviewer/index.html?webmap=db37f08c691443338d4c2c1f6e94c4d4> U.S. Census Bureau's American Community Survey (ACS) 2019-2023 5-year estimates.

Digital Divide in Sunnyvale



2-mile radius - Main Library
 2-mile radius - Lakewood Branch Library

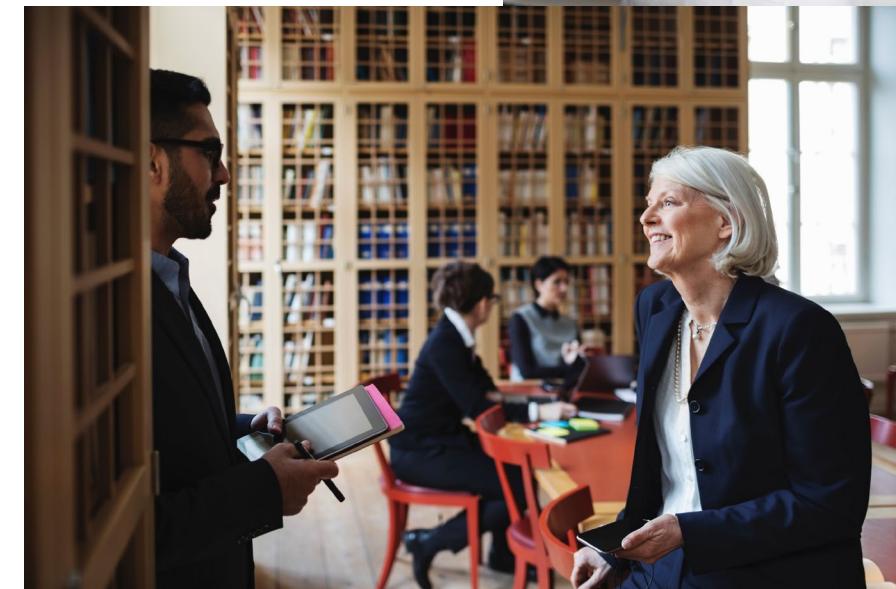
Library Resources & Programs

- Computers & Wi-Fi
 - Computer Safety
- Library Cards
- 1:1 Assistance
- Community Partnerships
- Online/Virtual Services



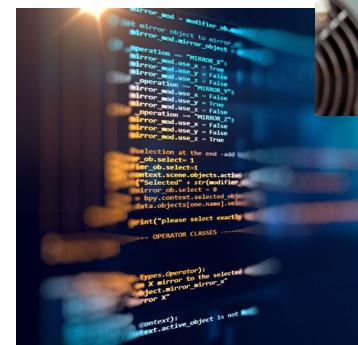
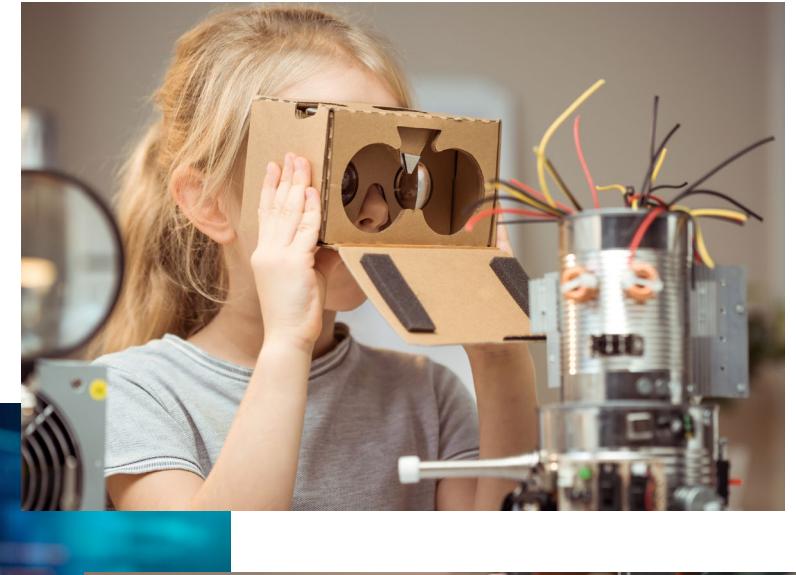
Library Resources & Programs for Adults

- Physical Technology
 - 3D Printing
 - Chromebooks & Wi-Fi Hotspots
 - GoPro Kit
 - More!
- Technology-centered Programming
 - Get Connected
 - Technology Lectures
- eResources

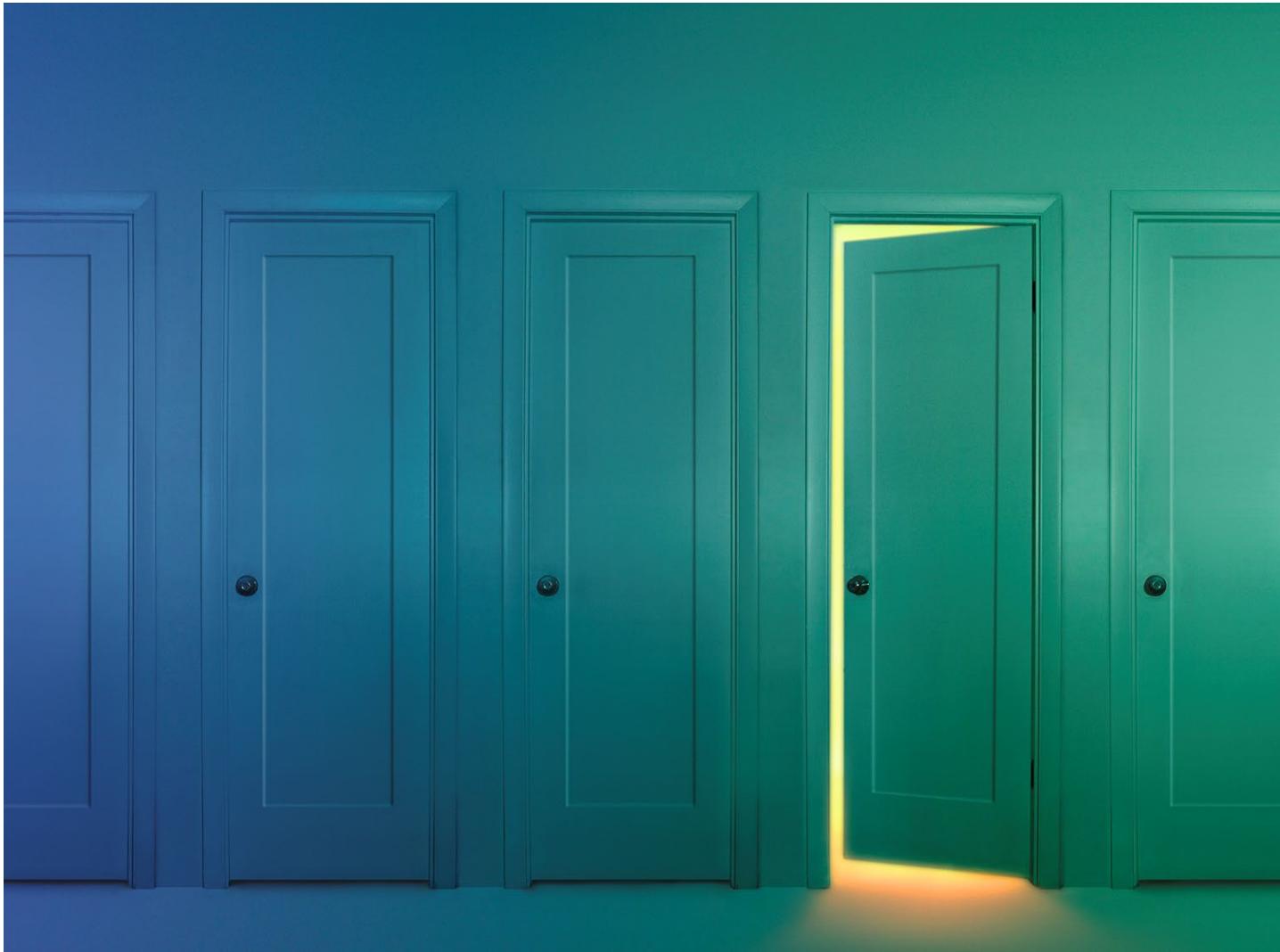


Library Resources & Programs for Children

- Physical Technology
 - AWE Computers
 - Launchpads
 - Coding Kits
 - More!
- Technology-centered Programming
 - Coding Club
 - Hands-on workshops
- eResources



Library Priorities



- Access
- Awareness, Education, & Training
- Cybersecurity Training

Questions

