“All information resources that are provided directly or indirectly by the library, regardless of technology, format, or methods of delivery, should be readily, equally, and equitably accessible to all library users.” – ALA Core Values

The “First-Level” Digital Divide: Inequalities in “access” to technological resources

Major Elements Contributing to Inequalities in Access:
- Income
- Education
- Race
- Age
- Geographic Location
- Cognitive and Physical Ability


| % of U.S. Adults Who Own Technology, by Income Level |
|-----------------|-----------------|-----------------|-----------------|
| Smartphone      | Desktop/Laptop  | Tablet Computer | All of the Above |
| $<30k           | $30k-$99,999    | $100k           |
| 40%             | 50%             | 10%             |

24% Of Rural Americans
13% Of Urban Americans
9% Of Suburban Americans

Say that high-speed internet access is a major problem.

17% Of U.S. Teens
Can’t always finish their homework because they lack the necessary technology at home.

The “Second-Level” Digital Divide: Differences in how technology is “used”.

- Differences in the ICT (Information and Communication Technology) skills of individuals.
- Gap between those who use digital resources to enrich their lives and those who merely consume digital information.

<table>
<thead>
<tr>
<th>Consumption</th>
<th>Production</th>
</tr>
</thead>
<tbody>
<tr>
<td>Browsing Internet sites</td>
<td>Create a database</td>
</tr>
<tr>
<td>Playing games</td>
<td>Write a blog</td>
</tr>
<tr>
<td>Watching videos</td>
<td>Code a website</td>
</tr>
<tr>
<td>Communicating on Social Media</td>
<td>Use software to produce a video</td>
</tr>
</tbody>
</table>

Public Libraries Are Bridging the Digital Divide & Promoting Digital Inclusion

- 89.5% Public Libraries Offer Help Developing General Computer Skills
- 88% Offer Training In General Computer Software
- 91.9% Offer General Internet Assistance
- 96.3% Offer Assistance Using Online Services & Databases
- 97.5% Offer help completing online government forms
- 72.2% Offer Help Using Employment Databases

“Digital Inclusion occurs when an individual has all the resources she or he needs to participate in modern, digitally connected society.”