Digital Confidence Studio

WORKSHOPS FOR LIBRARY PATRONS AND STAFF

Everyday technology, taught with patience

Workshops for library patrons and staff: classes, lectures, series and coaching that help adults use everyday tools with confidence, plus professional learning for your team. Book a single event or build a sequence around local interests.

Presented by Lucy Gray: public library technology instructor, Apple Distinguished Educator and Google Certified Innovator.

What your library gets

Practice on real devices

Patrons work on their own phones, tablets and accounts, or on library devices.

No question is too small

Plain language, a calm pace, and time set aside for questions.

A resource sheet to keep

Every class and lecture includes a resource sheet; one-to-one help ends with a follow-up email or printed tips.

In person or live online

One event or a full sequence, tailored to the questions your patrons ask.

digitalconfidencestudio.com

In person near Northbrook, Illinois, or live online.

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HOW IT WORKS

How programs work

Hands-on class

90 minutes · 8–20 participants

Guided practice on a device, with time for questions and a take-home resource sheet.

In person or live online

Lecture

60 minutes · Larger audiences

Big-picture topics that help adults make sense of a changing digital world, with room for discussion.

In person or live online

Tech Help Desk

2-hour drop-in block · 10–15 minutes each

Walk-up help with brief individual questions. The library manages sign-ups or a queue.

Onsite

Individual appointments

3-hour block · Up to six 30-minute sessions

Scheduled time for device and account questions. Patrons keep control of their own devices and passwords.

Onsite

Who handles what

Digital Confidence Studio provides

- The presenter and lesson planning
- Hands-on activities and guided practice
- A resource sheet for every class and lecture, and follow-up tips after one-to-one help
- A conversation about topics and accessibility before booking

Your library provides

- Registration and publicity
- The room, or the online meeting platform
- Reliable Wi-Fi for in-person programs
- Projection for in-person classes and lectures
- Devices for patrons, if needed

Tailored to your library, at no extra cost

Every booking includes routine tailoring: examples, pacing and sequence matched to your patrons, with your library's resources and printing steps where useful. New topics or custom curriculum are quoted separately.

90 MINUTES · 8–20 PARTICIPANTS

Hands-on classes

Each class works as a standalone event or as part of a package.

Everyday devices and digital confidence

Make Your iPhone Work for You	Navigate core settings, notifications, the Control Center and everyday communication features. Review useful privacy controls and practice changes.
Manage Photos on Your iPhone	Organize, search, edit, share and back up photos. Understand albums, duplicates and storage choices before deleting images.
Free Up Space on Your iPhone	Find what is using storage, review photos and downloads, manage app storage, and understand iCloud options before deleting anything important.
iPhone Accessibility in Everyday Life	Explore larger text, Voice Control, spoken content, hearing supports and touch accommodations. Choose and practice the features that suit you.
The iPad as a Creative Notebook	Try Notes and Freeform for planning, sketching, scanning and sharing ideas. Best with iPads; an Apple Pencil is optional.

Google tools for everyday work

Google Docs from Blank Page to Shared Draft	Create and format a document, add comments and suggestions, and share it with control over who can edit.
Build a Clear Presentation in Google Slides	Create slides with readable layouts, images and speaker notes, then practice presenting and sharing.
Google Sheets for Useful Lists and Budgets	Enter and organize data, use simple formulas, sort and filter, and build a practical tracker.
Find and Organize Files in Google Drive	Upload, organize, search and share files while understanding folders and access permissions.
Gmail That Works for You	Manage messages with search, labels, filters, attachments and helpful settings.
Plan Your Week With Google Calendar	Create events and reminders, manage invitations, use multiple calendars and share availability.

90 MINUTES · 8–20 PARTICIPANTS

More hands-on classes

AI, online life and practical computer skills.

AI and online life

Explore Free AI Tools	Try a guided selection of free AI tools for writing, images, research and everyday planning. Compare what each can do, experiment with your own ideas, and discuss when to check or revise the output. Free accounts may be needed.
Research Smarter With AI	Use AI to frame a question and explore a topic, then verify claims through reliable sources and library resources.
AI as Your Small Business Digital Assistant	Use AI to draft customer messages, brainstorm offers, outline content and organize routine work. Practice checking accuracy, protecting customer information and keeping your own voice.

Practical computer skills

Digital Paperwork Made Easier	Print and scan with a phone or computer; fill out online forms and PDFs; attach, save and share documents. Practice with sample paperwork, with local library printing steps where useful.
Get More From Your Web Browser	Use tabs, bookmarks, downloads, reader features and browser settings to find information and return to it later. Practice in one browser selected with the library.
Websites Worth Exploring	Tour free sites for learning, virtual museum visits, maps, local history, creative play and public library discoveries. Practice saving favorites and sharing finds with friends or family.

Good to know about devices

Every hands-on participant needs a suitable device. Patrons may bring their own, or the library may provide them. Device and account requirements are confirmed for each topic before registration opens.

60 MINUTES · LARGER AUDIENCES

Lectures and conversations

Big-picture topics with room for questions, in person or live online.

AI in Everyday Life What Is Useful Now	See where AI already appears in search, photos, writing and customer service. Explore realistic benefits, limitations, and questions to ask before relying on an answer.
Digital Civics Information, Participation, and Community	Find trustworthy information about public issues, elections and local government; explore digital ways to contact representatives and take part in civic life; and practice checking a claim before sharing it. Includes library and nonpartisan resources.
Global Connections From Your Living Room	Discover accessible ways to learn with people and cultures beyond your community through virtual events, exchanges, maps and library resources.
A Healthier Relationship With Digital Information	Examine how feeds and alerts compete for attention, then design a more intentional routine for news, learning and community updates.
Families and Technology Better Conversations and Habits	Explore practical ways families can set shared expectations for devices, talk about online experiences, and balance connection, creativity, learning and downtime across generations.
The Best Online Resources for Families	Tour useful sites and library resources for reading, science, art, learning activities and family outings, with tips for choosing age-appropriate activities, guiding children's digital lives and exploring together.
The Best Online Resources for Older Adults	Explore trustworthy sites for lifelong learning, cultural experiences, hobbies, local services and staying connected. Includes accessibility tips and ways to save favorites.



MEET YOUR PRESENTER

Lucy Gray

Lucy teaches technology classes at a public library. A former classroom teacher and educational technology director, she has spent her career helping adult learners and educators use technology with confidence.

Apple Distinguished Educator · Google Certified Innovator

WEEK-TO-WEEK LEARNING

Series

Patron series meet in 90-minute sessions, ideally once a week, and are priced 10–15% below booking the same classes one at a time.

Digital Confidence Foundations

4 classes

Session 1
Computer basics and navigation

Session 2
Essential settings

Session 3
Finding information

Session 4
Sharing photos or documents

For beginners using computers. Each week builds on the last, with guided practice and a small take-home task.

iPhone Confidence

3 classes

Session 1
Everyday navigation, useful settings and privacy controls

Session 2
Photos, sharing and managing storage

Session 3
Communication and accessibility features

Participants bring their own iPhones; each class includes guided practice on their own device.

Google Tools for Everyday Work

6 classes

Docs · Slides · Sheets · Drive · Gmail · Calendar

Each session stands alone; together they show how files, messages, schedules and collaboration connect. AI features are covered where available, with free-account alternatives.

AI for Everyday Life

6 classes

AI basics · Prompting · Everyday uses · Research and fact checking · Privacy · Personal practice plan

The sequence builds from the basics to a plan each participant can keep using; an optional printed practice notebook is quoted separately.

FOR LIBRARY STAFF

Professional learning for library staff

These programs draw on Lucy Gray's experience teaching public library patrons, offering individual technology help, and producing online learning events. They are designed for public service, programming and outreach teams.

60-minute overview
Lecture format

90-minute working session
Hands-on format

Customized staff series
Combine topics

Help Patrons With Technology Without Taking Over	Use a repeatable approach to clarify the question, demonstrate one step, invite the patron to practice, and document a useful next step. Work through common device and account scenarios while keeping passwords and sensitive information in patrons' hands.
Design Technology Classes for Adult Beginners	Turn a broad topic into a focused, welcoming class with realistic learning goals, a live demonstration, guided practice and a simple handout. Plan for varied prior knowledge and device access.
Make One-on-One Tech Appointments Work	Set an intake process, session boundaries, triage questions, time limits and follow-up resources. Compare scheduled appointments with drop-in help and build a model that fits staffing.
Teach Digital Literacy Through Everyday Tasks	Use practical activities involving photos, forms, email, Google tools and online information to develop transferable skills. Adapt a lesson for patrons with different levels of confidence.

Staff program rates

Staff programs use the 60-minute lecture or 90-minute hands-on class rate on page 9. The three-session staff series uses the same 10% package discount. Longer working sessions, consultation or substantial customization are quoted after scope is agreed.

FOR LIBRARY STAFF

More staff programs

Each topic runs as a 60-minute overview or a 90-minute working session.

Show Patrons Accessibility Features They Can Use	Explore iPhone and common computer accessibility settings, then practice asking patrons about their goals and guiding them through options without assuming what they need.
Explore AI at the Public Service Desk	Try free AI tools for drafting, brainstorming, translation and research support. Discuss verification, privacy, and how to explain AI capabilities and limits to patrons.
Run Engaging Virtual Library Programs	Plan a clear registration and reminder flow, prepare presenters, build participation into the session, and handle recording and follow-up. Apply a practical checklist to an upcoming program.
Build a Sustainable Technology Help Program	Map demand, define the roles of classes and individual help, create reusable handouts, and choose a small set of measures to learn what patrons need next.

Staff series option

3 sessions

Session 1
Patron help

Session 2
Adult class design

Session 3
A working clinic where staff adapt their own upcoming program

Other topics can be substituted to match the library's priorities.

LIBRARY RATES

Rates and booking

Offering	Virtual	Local, in person
60-minute lecture	$300	$350
90-minute hands-on class	$400	$450
Tech Help Desk (2-hour drop-in block)	Onsite only	$375
Individual appointments (3-hour block)	Onsite only	$525
Four-class Foundations series (10% off)	$1,440	$1,620
Three-class iPhone series (10% off)	$1,080	$1,215
Six-class AI or Google series (15% off)	$2,040	$2,295
Three-session staff series, 60 minutes (10% off)	$810	$945
Three-session staff series, 90 minutes (10% off)	$1,080	$1,215

Build your own package

Book three or four events together for 10% off the combined fee, or five or more for 15% off. A package may mix classes, lectures, help desk and appointment blocks. Series prices already include their discount and do not combine with a package discount.

Included in every rate: one presenter, standard preparation, and routine tailoring, such as examples, pacing and sequence matched to your patrons, with your library's resources and printing steps where useful. **Quoted separately:** new topics or custom curriculum, extensive library-specific handouts, printing, paid software, recording or reuse rights, and travel beyond 25 miles of Northbrook, Illinois ("local"). Virtual events assume the library hosts and manages its platform. Staff programs use the lecture or hands-on class rate. Scope, dates, cancellation terms and fees are confirmed in a written agreement.

BOOKING

Plan a program

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1. Select a topic, audience and format.
2. Share a preferred date range.
3. Talk through availability and a proposal.

Program details and updates: digitalconfidencestudio.com