Script: David and Linda [Technology-Challenged Older Adults]

> *Keywords:* : health benefits, enacting policy
>
> *Background:* David and Linda, a retired couple, need help applying for benefits online and have come into the library to get the forms they need and ask the library staff which forms they should take. David asks for help in completing the form.
>
> *Roles:* David, Linda, Library staff

[David and Linda walk up to the reference desk.]

Library staff: Hello! How can I help you?

David: Hello. My wife and I need to apply for health benefits online. Can you help us?

Library staff: Yes, I can. What do you need help with specifically?

Linda: To be honest, we're not sure how to find the correct forms online. There are so many different options, and we weren't sure which ones were for us. Can you tell us which ones we need and help us fill them out?

Library staff: Well, I can help you find the correct forms online, but I can't fill them out for you because the information you'll be asked to enter is private and we want to make sure it stays private. But I can walk you through it so that you can complete the form yourself.

[Staff member takes the couple over to a computer.]

Library staff: So first, why don't I help you with finding the forms, and then I can show you some resources that will explain the questions better.

David: Okay, but what do we do if we still don't understand the questions?

Library staff: I'll help as much as I can. There should also be a way to chat with someone through the website chat feature. If you use this, make sure you don't enter any personal information in the chat. That feature is just there to help you understand the questions better, so you can complete your forms. If you are in doubt or if you have more questions, I am right there at my desk.

Linda: Do you know if we could just print out the form and mail it?

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Library staff: Well, let's look on the site. *[Navigates site with them.]* Okay, it looks like you can mail the forms, but they say it will take 4-6 weeks longer to process. Is that okay with you?

David: Yeah, I'd rather just mail it so I don't mess things up in this online form.

Library staff: Okay, that sounds good, I can help you print out the form. But if you want to learn more about doing things like this online, we do have some workshops coming up here at the branch. Do you want information about them?

David and Linda: That's probably a good idea. I've always been nervous using computers, but I probably need to get over that.