David and Linda: Technology-Challenged Older Adults

"We are ready to retire and relax. But we need help getting there."

Goals:
- Applying for social security benefits.
- Signing up for health insurance (e.g., Medicaid).

Frustrations:
- David and Linda plan to retire and apply for social security benefits They do not have a car and live far away from the local social security office.
- They were told by the agent to apply online instead, but they found it very challenging to use the computer to fill out online forms.
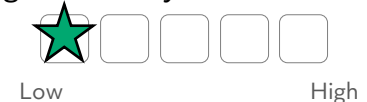
Personality Traits:

Frequency of Internet Use
⭐⭐☐☐☐
Low   High

Online Risk Awareness
⭐⭐☐☐☐
Low   High

Digital Literacy
⭐☐☐☐☐
Low   High

Age: 62 & 65

Work: Cleaning service

Family: Married

Thoughts:
"We are glad that we can apply for the benefits online to save our trip to the office."

"It's tricky to fill our all those forms on the computer."

"The library staff seem very trustworthy; we should ask help from them."

Scenarios in the Library:
- David and Linda tried to apply for their benefits online but struggled in the process. They come to the library, hoping to get some help. They also want to sign up for health insurance but were overwhelmed by information on the website.

- *Seeking Librarian Help:* How can the librarian help David and Linda apply for benefits online and sign up for health insurance? How to deal with the patrons' sensitive information, such as SSN and medical history?

Motivations:
- Well-being after retirement

Technology Use:
- Smartphone
- Library Computer