«Agency and ageism in the community-based technology support services used by older adults»

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**Problem**: The question of how an elderly person stays up-to-date with new technologies and resists ageism remains open **Aim:** To demonstrate the various methods and technologies that can improve the digital literacy of older people and help them resist ageism

#### Overview

Types of organizations dealing with the digital literacy of older people

Methods for researching the communities of technical support services

Digital literacy and digital wisdom. Case-Story.

# Types of organizations dealing with the digital literacy of older people



## Methods for researching the communities of technical support services

Ethnographic in-depth interview

- Participant observation
- Analysis of documents

#### Digital literacy and digital wisdom. Case-Story.

The younger generation has digital literacy, and older people have the wisdom that becomes digital

The process of teaching digital literacy is the mutual exchange of knowledge

Elderly people contribute to the development of cybernetic society

### Conclusion

Studies of digital support communities show that the use of such methods of increasing the digital literacy of older people as: the creation of support services in public libraries, the organization of volunteer activities aimed at assisting the elderly in mastering new technologies are effective. According to statistics provided by the author, elderly people who turn to support services do not feel themselves struck from the process of digitalization and informatization of society

### Reference:

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