

Description of the Design brief provided by Iso Omena Library

The Library offered many kinds of services for senior citizens before Covid. Problems with mobile phones, tablets and computers were common. People also needed help with official web-based forms and Web Banking. Customers could either book a time beforehand, or just drop in “pop up” style to the makerspace.

The Library no longer offering such services as it’s difficult to work closely with customers due to the current situation.

Telephone Service Providers are offering help, but for a fee. It’s difficult to get an appointment with the bank, and you are not allowed to just come there and queue because of Covid.

Some services are offering help via the phone, but this is not suitable for everyone.

How can we help senior citizens, especially those who can’t get help via the phone?