

Touch a New World case study
Mrs Doris Cohen
Sept 2014

95 year old Mrs Doris Cohen received a flier about Touch a New World from her Home Library Service courier – offering the opportunity for housebound library customers to try out getting online at home.

Doris had owned a computer years ago but she had grown impatient with it as it was very slow and so had stopped using it. Told by friends who had got an iPad to try using one instead, she thought this presented the ideal opportunity to have a go.

Doris really valued the help she received from her volunteer IT Buddy Della Swain in learning how to use the iPad. 'I must thank you so much for sending me Della as my volunteer. She has been so helpful and kindness itself.'

After being shown how to set up and use e-mails, Doris found that this new opportunity was the one she enjoyed the most. 'It was a bit confusing at first but now it is so easy to me. It is great keeping in touch with all the family and friends. I can't get out much, so this is a very convenient way of keeping in touch. I don't feel so isolated. You just need to have patience, keep going and you will succeed.'

Doris also enjoys accessing games such as Sudoku. 'It keeps your mind active.' She sends messages to friends and plays Scrabble with six other people online - something she set up herself.

She is also having a go at paying her utility bills online and is just starting to buy things online.

The iPad has given Doris lots of new interests and revived old ones opening up a new world to her. 'The world can come into my life. Now that I am 95 I can't do what I did. I used to love travelling and with the iPad I can explore the world from my armchair'.

After the Touch a New World sessions had finished, Doris was keen to buy herself an iPad. 'I love it. I put it on charge in my bedroom, then if I can't sleep it's ready. I have been so delighted. I would miss it so much if someone took it away from me - it is like another friend.

You can't be bored with an iPad. It passes the time especially if you are housebound. It has given me more independence. This is the main thing. You can e-mail photos – so lovely to keep in touch with my great grandchildren. It is far easier to keep in touch via e-mail. You used to have to find paper to write on and envelopes and stamps and then find someone to post the letter for me. Now by using e-mails it is so quick and has given me my independence.'

Doris has also just signed onto Facebook – she had heard so many people talk about it, she decided to see what it was about.

'I am so grateful to this service. All HLS customers should take advantage of it. You feel of value again. Once you start using an iPad you feel empowered. Go for it. It doesn't matter what your age is....Try it.'