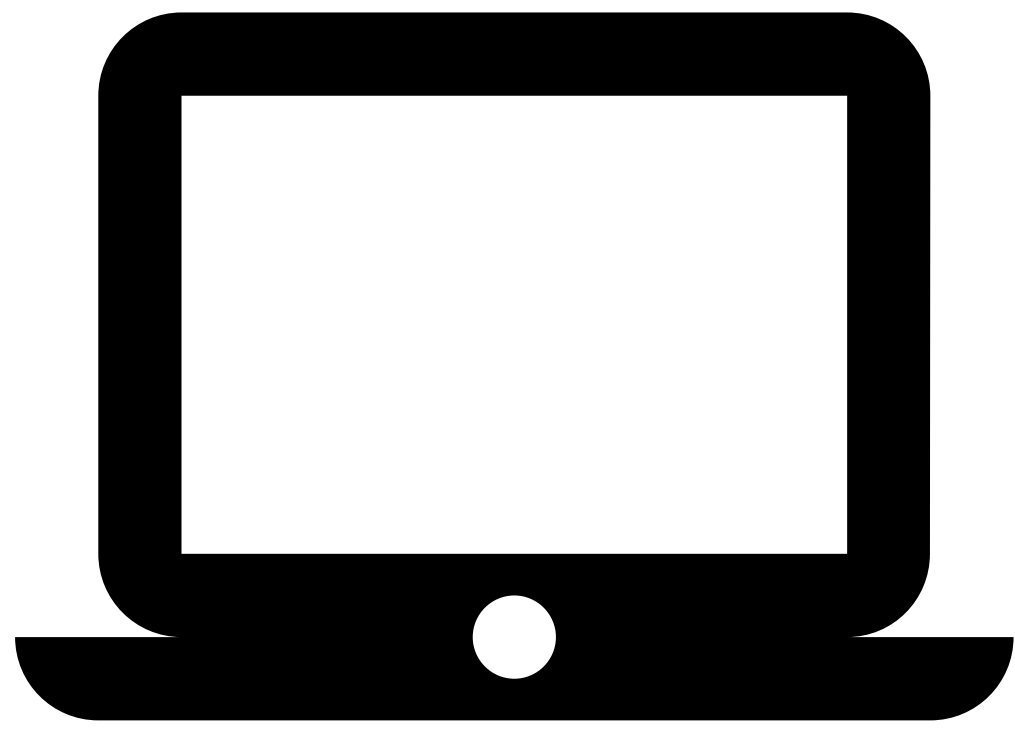# DIGITAL

NAVIGATOR

A GUIDE FOR DIGITAL INCLUSION RESOURCES IN DURHAM COUNTY
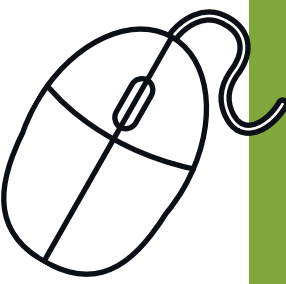
HANDBOOK

DCo | DURHAM COUNTY Library

Finding An Affordable Device

Affordable and Free Computers

Durham

Kramden Institute:

This organization provides technology tools and training. K-12 students are eligible for free desktop computers and low-income adults can apply for low-cost computers ($30 desktops or $70 laptops). You can apply over the phone or online.

Email: info@kramden.org
Phone: 919-293-1133
Website: kramden.org

Triangle Ecycling:

This organization recycles old computers and refurbishes them into high-quality machines that are sold at significantly reduced rates. This organization also donates computers to nonprofits.

Phone: (919) 414-3041
Website:
triangleecycling.com/

Nationally

EveryoneOn:

At this website, you search your zip code and be connected to a low-cost internet provider, low-cost or free devices, and free or low-cost digital literacy training in your area. They also sell low-cost devices to everyone.

Technology resources by zip code:
www.everyoneon.org/find-offers
Website: www.everyoneon.org/

PCs For People:

This organization provides affordable computers, internet, and computer repair for qualified low-come individuals and nonprofits. They also sell professionally refurbished desktops starting at $75 to the community at large.
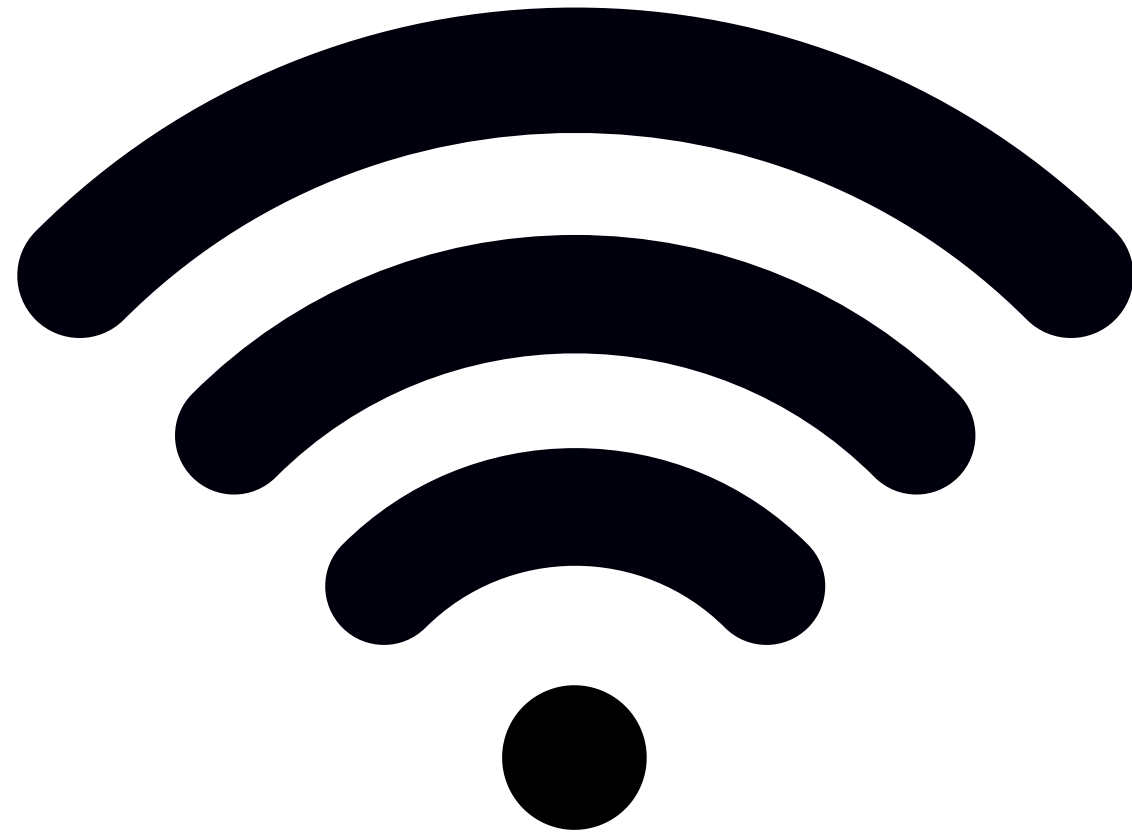
Website:
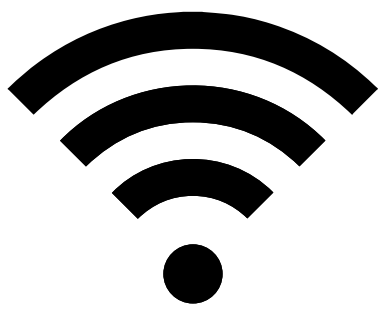www.pcsforpeople.org/get-technology/

Digital Navigators

Want help finding a computer? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit or organization that donates computers? Call the library to be added to our list of resources.

DCo Library

Digital Durham

Affordable Internet

Affordable Internet

Affordable Connectivity Program

This is a federally supported program that provides a monthly benefit for households to subscribe to high speed broadband. Qualified households will receive $30 a month. Households on tribal lands can qualify for a discount of $75 a month. To see if you qualify, check out their website.

Apply for the Affordable Connectivity Program: https://acpbenefit.org/

Free Public Wi-Fi Access Locations

The North Carolina Broadband Infrastructure Office maintains a list of public wifi access locations.

https://www.ncbroadband.gov/covid-19/wi-fi-locations

EveryoneOn

EveryoneOn maintains a list of internet providers and nonprofits that offer a low cost internet plan. Not all providers or nonprofit plants will be available in your areas.

https://www.everyoneon.org/lowcost-offers
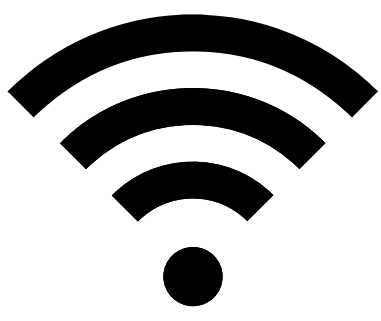
Digital Navigators

Want help connecting to these internet resources? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers low cost internet? Let us know!

DCO Library

Digital Durham

Affordable Internet

Affordable Connectivity Program

This is a federally supported program that provides a monthly benefit for households to subscribe to high speed broadband. Qualified households will receive $30 a month. Households on tribal lands can qualify for a discount of $75 a month. To see if you qualify, check out their website.

This benefit can be combined with Lifeline. If you are already a Lifeline subscriber, then you DO NOT need to apply again for the Affordable Connectivity Program

Apply for the Affordable Connectivity Program:
https://acpbenefit.org/

Do You Qualify?

Want to know if you qualify? Here's a household worksheet that will let you know:
https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Household-Worksheet-Instructions.pdf

Find a Provider

Not all internet providers participants in the ACP. However, you can use this tool to enter your zip code and find a provider in your area that does participate.

https://data.usac.org/publicreports/CompaniesNearMe/Download/Report
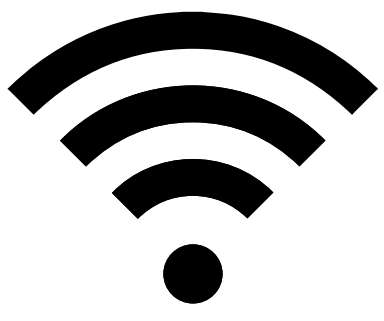
Digital Navigators

Want help connecting to these internet resources? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers low cost internet? Let us know!

DCO Library

Digital Durham

Affordable Internet

Lifeline

Lifeline is a federal program that lowers the cost of phone, internet, and bundled services for qualifying low-come households. This benefit can be combined with Affordable Broadband Benefit.

www.lifelinesupport.org

Documents Needed to Apply

- Documentation that demonstrates participating in qualifying programs. Ex) SNAPS
- Household Income
- Social Security Number
- Proof of Address Ex) Ulility bill, lease, mortage, etc.
- Proof of identity, such as a government issued ID

These are examples of kinds of identification needed to save you time before you apply. This information might not comprehensively represent all the documents you could use to apply. For complete information, go to: www.lifelinesupport.org/documents-needed/
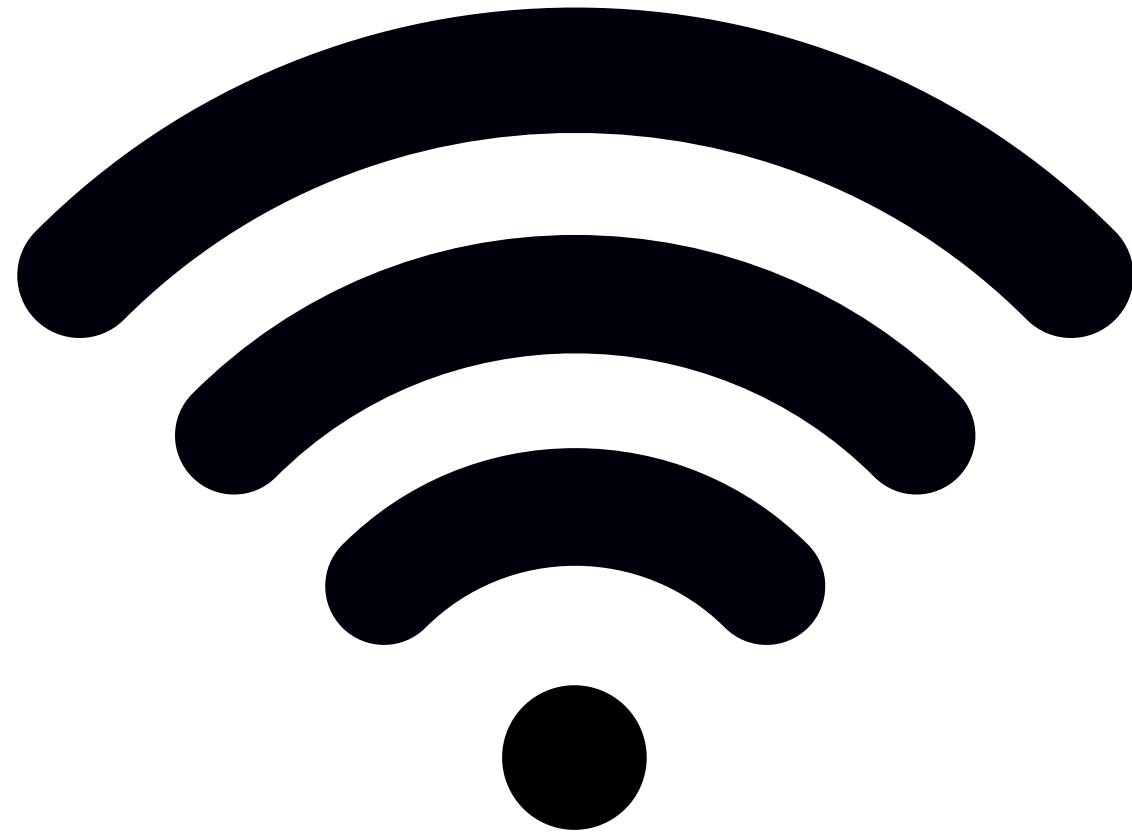
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DCO Library

Digital Durham

Digital Literacy Resources

Digital Literacy Resources

Local Technology Classes

Community Workshop Series at Durham County Library

Wed., 6pm, Virtual, Free

CWS teaches classes on: computer basics, internet basics, email, Microsoft Office products, Smart Phone Basics and more.

Phone: 919-560-0100
Website: durhamcountylibrary.org

Community Workshop Series at The Cybrary in Carrboro

Computer classes and support at this location vary. Call to sign up for opportunities.

Phone: (919) 918-7387
Website:http://www.orangecountync.gov/156/Library

Community Workshop Series at Chapel Hill Public Library

Mon., 6pm, Virtual, Free

CWS teaches classes on: computer basics, internet basics, email, Microsoft Office products, Smart Phone Basics and more.

Phone: 919-968-2777
Website:chapelhillpubliclibrary.org

Digital Navigators

Want help signing up for these digital literacy class? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers free digital literacy classes? Let us know!

Digital Durham

DCO Library

Digital Literacy Resources

Local Technology Classes

Durham Literacy Center

Virtual

Computer classes and support at this location vary. Call to sign up for opportunities.

Email: info@durhamliteracy.org
Phone: (919)489-8383
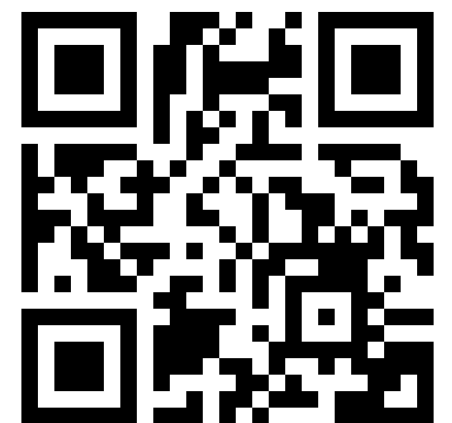**Website**:https://www.durhamliteracy.org

Kramden Institute

Virtual & In-person, Mostly Free

Kramden offers free computer basics classes, an informal computer club for people practicing computer basics, and a classes for kids. Some of their computer class topics vary so call for updated information

Email: info@kramden.org
Phone: 919-293-1133
Website: kramden.org

Digital Navigators

Want help signing up for these digital literacy class? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers free digital literacy classes? Let us know!

Digital Literacy Resources

## Comprehensive Self-Paced Computer Instruction

GCF Learn Free

From coding to learning the basics of using the mouse, GCF Learn Free offers self-guided lessons in using the computer. This resource is translated into Spanish. Website: https://edu.gcfglobal.org/en/topics/

Northstar Digital Literacy

Northstar Digital Literacy allows you to learn a full range of computer skills and show your knowledge to employers. You can take tests that result in certificates to include on resumes. This resource can be accessed for free from the Durham County Library. You will need to make an account to use Northstar. This resource can be used in Spanish. Website: https://durhamcountylibrary.org/online-resource/northstar-digital-literacy/
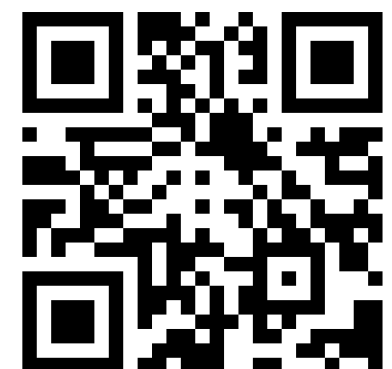
Digital Learn

Digital Learn is a free source that teaches you everything from how to use Facebook, to internet privacy, to how to get started on a computer. This resource can be used in Spanish. Website: https://www.digitallearn.org/

Digital Navigators

Want help connecting to these digital literacy resources? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers low cost internet? Let us know!

Digital Durham

DCo Library

Digital Literacy Resources

Computer Basics

Computer Basics

This computer basics module walks you through the basics of what a computer is and how to use it. Website: https://edu.gcfglobal.org/en/computerbasics/

Internet Basics

This tutorial walks you through the basics of what the internet is and how to use it. Website: https://edu.gcfglobal.org/en/internetbasics/what-is-the-internet/1/

Using the Mouse

This is a tutorial that will allow you to practice using the mouse in an interactive setting with instant feedback. It was developed by the Palm Beach County Library. Website: http://pbclibrary.org/mousing/intro.htm
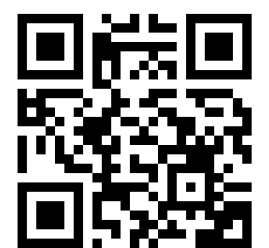
Typing & Keyboard Practice

TypingClub is great resource if you want to learn how to type faster and with more accuracy. Website: https://www.typingclub.com/

Show your Knowledge with a Certificate

Do you want a certificate that shows your knowledge of computer basics? Sign up for a free Northstar account through the Durham County Library. Website: https://durhamcountylibrary.org/online-resource/northstar-digital-literacy/

Digital Navigators

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Digital Durham

INSTITUTE of Museum and Library SERVICES

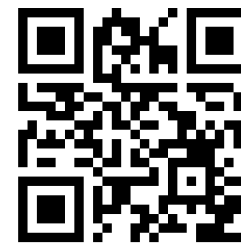SLNC State Library of North Carolina

DCo Library

Digital Literacy Resources

Office Software

Microsoft Word

This free resource will teach you how to format, share, and save documents. Website: https://edu.gcfglobal.org/en/word/

Microsoft Excel

You will learn how to use spreadsheets in this free tutorial. This tutorial includes information on how to format cells, use functions and more. Website: https://edu.gcfglobal.org/en/excel/

Microsoft PowerPoint

Learn how to create presentations well formatted, use photos, themes, and more in PowerPoint. Website: https://edu.gcfglobal.org/en/powerpoint/

Google Docs

Googles Docs will let you save files online and access them anywhere you have internet. This is a free service from google. This tutorial teaches you more about how this service works and what features it offers. Website: https://edu.gcfglobal.org/en/googledocuments/

Show your Knowledge with a Certificate

Do you want a certificate that shows your knowledge of office products for your resume? Sign up for a free Northstar account through the Durham County Library. Website: https://durhamcountylibrary.org/online-resource/northstar-digital-literacy/

Digital Navigators

Want help connecting to these digital literacy resources? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers low cost internet? Let us know!

Digital Durham

DCo Library

Digital Literacy Resources

Smart Phones & Tablets

Android

This tutorial walks you through the basics of how to use an android smartphone, including how to manage contacts, use Apps, and security.

https://edu.gcfglobal.org/en/androidbasics/

iPhone

This tutorial walks you through the basics of how to use an iPhone, including how to manage contacts, use Apps, and security.

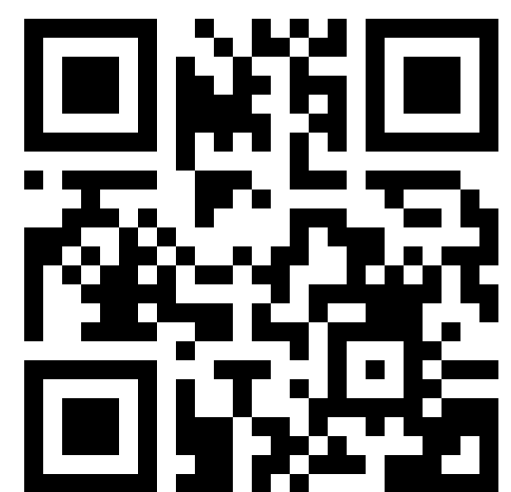https://edu.gcfglobal.org/en/iphonebasics/

iPad

This tutorial walks you through the basics of how to use an iPad, including its parts, how to use apps, take photos and more

https://edu.gcfglobal.org/en/ipadbasics/getting-started-with-the-ipad/1/

Digital Navigators

Want help connecting to these digital literacy resources? Call our digital navigators! This a free program offered by the Durham County Main Library. Call 919-560-0116 to make an appointment. Are you a nonprofit that offers low cost internet? Let us know!

Digital Literacy Resources

Social Media

Facebook

This resource reviews what facebook is, how to set up an account, privacy concerns, and the basic functionality of the site.

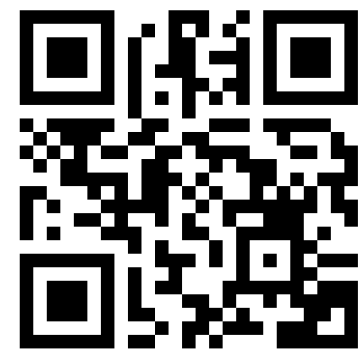https://edu.gcfglobal.org/en/facebook101/

Twitter

This resource reviews what facebook is, how to set up an account, privacy concerns, and the basic functionality of the site.

edu.gcfglobal.org/en/twitter/

Instagram

This resource reviews what Instagram is, how to set up an account, privacy concerns, and the basic functionality of the site.

edu.gcfglobal.org/en/instagram/

TikTok

This resource reviews the basics of TikTok, including what the platform is and how to use it.

blog.hootsuite.com/how-to-use-tiktok/

Digital Navigators

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Digital Literacy Resources

Video Chat Software & Apps

What is Video Chat?

This article talks about what video chat is and what tools you need to participate.

edu.gcfglobal.org/en/beyondemail/video-chat-and-group-calls/1/

Google Meet

This resource will teach you about joining a google meet, hosting a meeting and using google meet on your phone.

edu.gcfglobal.org/en/google-meet/

Zoom

This tutorial reviews what zoom is, how to create an account and the basic features of how to use it.

edu.gcfglobal.org/en/zoom-basics/

Digital Navigators

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Digital Literacy Resources

Durham Nonprofits & Organizations that support Job Seekers

NC Works Career Center--Durham County

Through NC Works people can, find job openings, receive job seeking advice, post resumes, attend career fairs, build skills, and more.
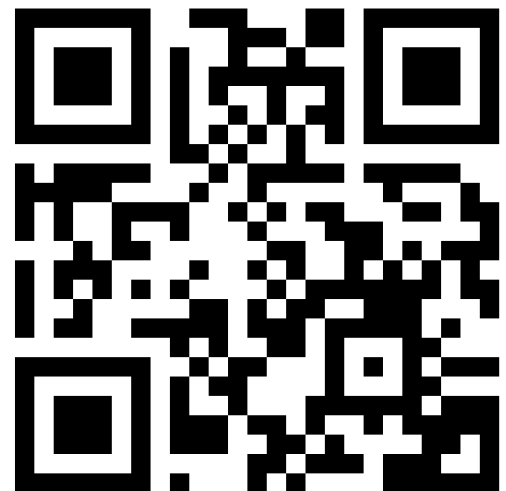
ncworks.gov/vosnet/Default.aspx

919-560-6880   ncworks.3000@nccommerce.com

InStepp

This community based nonprofit provides job seeking support and training to women who have "major individual and economic challenges to self-sufficiency."

919.680.8000   info@instepp.org   www.instepp.org

CAARE The Healing Center

This community based nonprofit provides diverse services, including job seeking support, to individuals and families to improve "the quality of life for members of vulnerable populations. "

info@caare-inc.org   www.caare-inc.org   (919) 683-5300

Digital Navigators

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Digital Durham

INSTITUTE of Museum and Library SERVICES | SLNC State Library of North Carolina

Supported by grant funds from the Institute of Museum and Library Services under the provisions of the federal Library Services and Technology Act (LSTA) as administered by the State Library of North Carolina, a division of the Department of Natural and Cultural Resources (IMLS grant number LS-249980-OLS-21)

DCO Library

Do I Qualify for a Low Income Program?

If you are unsure if you qualify for a low income program that provides free laptops or the internet, the best thing you can do is review *their* guidelines and to reach out to the organization and ask. Each program might have different rules for who qualifies, so just because you don't qualify for one does not mean you won't qualify for another. However, below is a current

Poverty Guidelines for the 48 Contiguous States and the District of Columbia	
Persons in Family/household	**Poverty Guidelines**
For families/households with more than 8 persons add, add $8,960 for each additional person.	
1	$25,520
2	$34,480
3	$43,440
4	$52,400
5	$61,360
6	$70,320

This Information is taken from: https://files.nc.gov/ncdhhs/HHS-Poverty-Guidelines.pdf. These guidelines were pulled from 2022 resources and may change. This chart is meant to serve as a starting point. *You may still qualify for some programs. The only way to know your eligiblity is to reach out to the organization.*

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Digital Durham

DCo Library

The Shape of A Session

A Flexible Guide for Digital Navigators

Digital Navigators don't simply solve technology problems. Digital Navigators collaborate and support users to become better technology problem solvers.

ESTABLISH THE RELATIONSHIP

Greet the patron & Names. Pronouns. Briefly explanation of how a Digital navigator can help (ie we can help you access free/low cost computers, free/low cost internet, provide gateway digital literacy skills, or refer them to a class/provide resources. Invite them to fill out the intake form.

DEFINE A FOCUS

With the patron pick one to two things to work on for the hour. For example, if they tell you they want a home computer, write down that they want to find a home computer and then begin to work on providing them the resources they need to find a device. If they tell you they want a home computer because they want to do more with online banking and they want to know how to safe online while banking online, work *with them* to narrow the focus of the session. Let them decide on the session's focus. Finding a device, going over online banking, and offering a privacy session could each be an hour session.

COLLABORATE ON THE PROBLEM

Ex. Work together to fill out paperwork for Affordable Connectivity Program.

THE LAST 10 MINUTES

Confirm their questions have been answered. Make sure they have any resources they need to move forward, like handouts or forms. ex) Have we answered your questions today? Anything else you want to discuss?

EVALUATION FORM & INVITATION TO RETURN

Ask the patron to fill out an evaluation form and invite them to return for another session.

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Digital Durham

DCo Library