DIGITAL NAVIGATORS: DURHAM COUNTY LIBRARY

The Digital Navigator Model: A History

- Developed during the pandemic by 600 practitioners in collaboration with NDIA

- One-on- one phone service

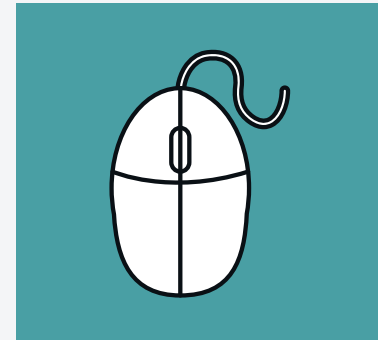- Serve as a reference to meet all three needs to close the digital divide

DIGITAL EQUITY

Affordable Broadband

A Device that meets the user's needs

Digital Literacy Skills

THE DIGITAL NAVIGATOR TOOLKIT

"Digital Navigators address the whole digital inclusion process —home connectivity, devices, and digital skills —with community members through repeated interactions. These hands-on guides are familiar with digital equity resources and can be volunteers or cross-trained staff who work at trusted community-based organizations such as social service agencies, libraries, or healthcare organizations."

SALT LAKE CITY LIBRARY

- ADDRESS THE WHOLE DIGITAL INCLUSION PROCESS

- PROVIDE ONE-ON-ONE PEER SUPPORT AS A REFERENCE

- BUILD RELATIONSHIPS WITH THE COMMUNITY

- MAKE ASSESSMENT BASED OFF CONVERSATIONS AND PROVIDE APPROPRIATE RESOURCES

- DRIVEN BY THE GOALS OF THE PATRON

WHAT DOES A DIGITAL NAVIGATOR DO?

Digital Navigator Model Continued

SALT LAKE CITY

CHARLOTTE

NORTH CAROLINA STATE LIBRARY

IN THIS COUNTY

Triangle Nonprofit and Volunteer Leadership Center

Questions?

What are the digital inclusion
needs of your community?
What kind of technology
questions are you asked in
the library?

Describe a typical member of
your community? Where do
they work? What do they need
help with?

COMMUNITY NEEDS

THE SHAPE OF DIGITAL NAVIGATOR SESSION

ESTABLISHING THE RELATIONSHIP. EX. NAMES. PRONOUNS. BRIEF 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

DEFINING NEED: EX. WHAT WOULD YOU LIKE TO WORK ON TODAY? WHAT ARE YOUR TECHNOLOGY GOALS? (SHOW THEM THE INTAKE FORM ABOUT THREE LEGS IN THE STOOL..

COLLABORATING ON THE PROBLEM. EX. WORK TOGETHER TO FILL OUT PAPERWORK FOR ACP.

CONFIRMING THEIR QUESTIONS HAVE BEEN ANSWERED. EX) HAVE WE ANSWERED YOUR QUESTIONS TODAY? ANYTHING ELSE YOU WANT TO DISCUSS

EVALUATION FORM/INVITATION TO RETURN--WOULD YOU LIKE TO SCHEDULE ANOTHER MEETING? WE'D LOVE YOUR FEEDBACK

THE DIGITAL NAVIGATOR HANDBOOK

THE SHAPE OF A SESSION

PRACTICE

The Digital Navigator Handbook

THE DIGITAL NAVIGATOR SESSION

Digital Navigators don't solve technology problems,

Digital Navigators make better technology problem solvers through sustained one-on-one interactions.

THE DIGITAL NAVIGATOR SESSION

We have these resource guides to help in sessions, but a large part of being a digital navigator is finding and selecting the right resources that fits the patrons' needs. The best resource will not always be on the guide sheet. You are empowered to provide any resource that would help a patron in a session.

For the next 7 minutes or so and find digital literacy resources for:

- Someone seeking to improve their workplace computer skills for a job

- Internet safety resources for kid in elementary school

- An older adult who wants to learn more about social media

NOTE: For the sake of practice, try to find at least one resource you haven't used before. Share links to your resources into the chat.

We are going to look at three different digital navigator sessions. These conversations are based on real problems patrons brought to CWS volunteers teaching computer classes in the library, but we modified to fit DN and to hide their identity. In these practice sessions. I would like us to:

- List all the questions we would ask to find out more about their needs.
- List all the resources we might provide depending on all the possible answers.
- Go to and explore the forms/ websites we might need to fill out with the patrons to get their needs meet,

PRACTICE

Sandra has been taking computer classes at the library a couple of Saturdays a month. She comes up to you after class one day and tells you she can't practice at home because she doesn't own a computer. The computers at the store cost too much. You know she works long sporadic shifts at the hospital as a CNA because she told you this a few weeks ago. You've mentioned a program that offers free computers for people who are willing to take a four-week class, but she's told you this is not an option for her because she can't guarantee she will be able to show up to class at the time it is offered.

What do you do? Describe your process for helping Sandra from beginning to end. What are her options for getting a device? How can you help her?

A father calls you on the phone at the library because he has heard that you are the digital navigator. His daughter (age 9) recently received a Chromebook as part of a one to one device program at her school so that she can finish her class assignments online. He describes his daughter "as very good with a computer," but he feels overwhelmed with her classes' increased use of technology. Teachers are now posting her grades and writing comments on her work online. He wants to help her with her homework, but he doesn't always understand what to do. He wants to understand more about using the internet and computers so he can participate in his daughter's learning.

Your colleague overheard a patron participating in their programming that they had been using their phone as their hotspot in their home. It worked okay for just one person, but it was always hard when their kids needed to complete homework. Your colleague mentioned the Digital Navigator program and how they could help people sign up for the internet. Now this patron is coming to you.

GOALS:

- UNDERSTANDING COMMUNITY NEEDS
- PRACTICING FLEXIABLITY
- MAPPING RESOURCES
- DEFINING DCL'S PROGRAM

REVIEW: THE SHAPE OF DIGITAL NAVIGATOR SESSION

I3 CONNECTIVITY EXPLORER

WHAT DOES THE DIGITAL DIVIDE LOOK LIKE IN DURHAM COUNTY?

I3 CONNECTIVTIY EXPLORER

Data is never the whole story--It's one snap shot of a larger narrative. Our goal with using the I3 Connectivity Explorer it to begin to collect a few puzzle pieces about digital equity in Durham County. It won't put together the whole puzzle or give us the whole picture of one family or one person's needs. But here's one entry point of what we want to investigate...

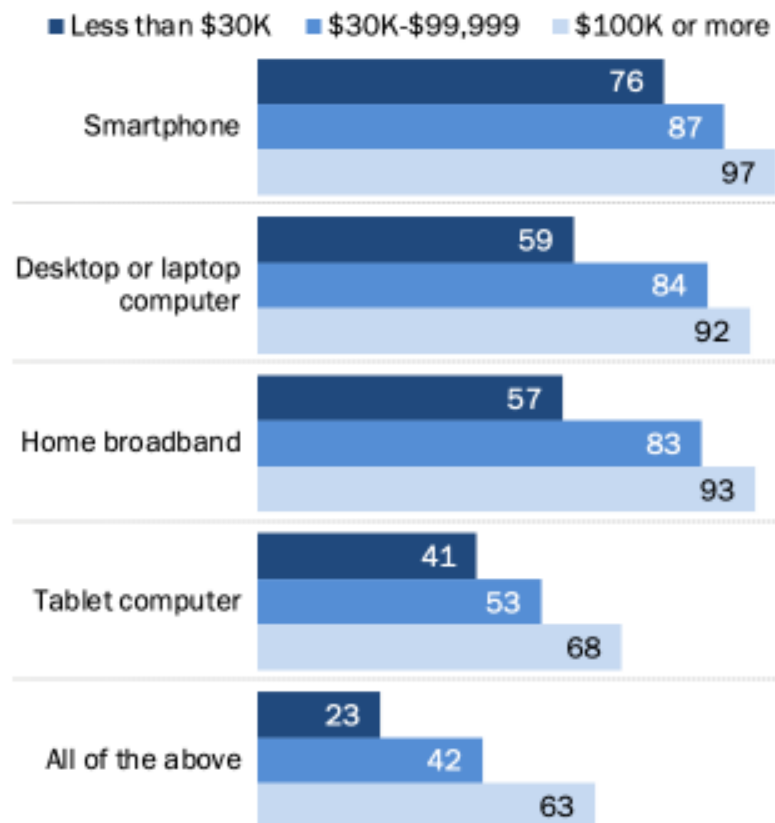How many households are without a computer?

How many households are without an internet subscription?

I3Connectivity Explorer:

https://internet-is-infrastructure.org/i3-connectivity-explorer/

Americans with lower incomes have lower levels of technology adoption

% of U.S. adults who say they have each of the following, by household income

■ Less than $30K ■ $30K-$99,999 ■ $100K or more

Smartphone
- 76
- 87
- 97

Desktop or laptop computer
- 59
- 84
- 92

Home broadband
- 57
- 83
- 93

Tablet computer
- 41
- 53
- 68

All of the above
- 23
- 42
- 63

Note: Respondents who did not give an answer are not shown.
Source: Survey of U.S. adults conducted Jan. 25-Feb. 8, 2021.

PEW RESEARCH CENTER
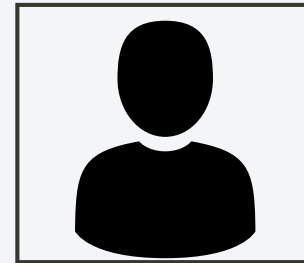
Network Mapping

Network Mapping

Who else in Durham county is working on digital Inclusion?
What are their services?
Who are they partnered with? Do their partners offer a service that could be used by patrons too?

BUT WHAT ABOUT DURHAM COUNTY LIBRARY?

Now that you've heard about digital navigator programs, what do think Durham County Library's Digital Navigator program could look like?
What could be challenges we experience as we launch a digital navigator program?

Network Mapping

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THANK YOU NDIA
& Salt Lake City Public
Library