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ULC Press Contact

Paul Negron

(202) 750-8652

pnegron@urbanlibraries.org

***Digital Navigators Toolkit* Equips Libraries with a Proven Framework for Meeting the Full Spectrum of Local Digital Needs**

WASHINGTON – The new [*Digital Navigators Toolkit*](#) is now available at urbanlibraries.org. Developed by Salt Lake City Public Library, the toolkit provides a framework that libraries of any size can use to assist those in their community with limited internet access and experience with computers. The model combines personalized teleservices and one-on-one support to people who are at the beginning stage of using technology to accomplish personal and career-related activities online.

Since Fall 2020, the Urban Libraries Council has partnered with SLCPL and the National Digital Inclusion Alliance to support a 10-month pilot of the Digital Navigators model in Salt Lake City, and to share lessons learned across the library field. The *Digital Navigators Toolkit* builds directly on findings and successes from the SLCPL pilot, which supported 585 community members living in traditionally under-resourced ZIP codes.

“Per ULC’s [*Digital Equity Leadership Brief*](#), one of the most critical lessons we’ve learned from the pandemic is that digital inclusion service models will always fall short if they rely solely on people accessing the online world *only* at the public library,” said ULC President & CEO Susan Benton. “The new Digital Navigators Toolkit offers a critical roadmap for assisting people in getting online and building their skills from their homes. This model is especially valuable when libraries have had to close during the global pandemic.”

The new *Digital Navigators Toolkit* includes guidance and resources for determining community needs, training Digital Navigators, measuring and assessing progress, as well as communicating the value of a Navigator approach. This toolkit is now available at urbanlibraries.org, along with a [series of ULC blogs](#) highlighting Digital Navigators and community partners in Salt Lake City.

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About the Urban Libraries Council

The Urban Libraries Council is an innovation and impact tank of North America's leading public library systems. ULC drives cutting-edge research and strategic partnerships to elevate the power of libraries as essential, transformative institutions for the 21st-century. More than 150 urban member libraries in the U.S. and Canada rely on ULC to identify significant challenges facing today's communities and provide new tools and techniques to help libraries achieve stronger outcomes in education, digital equity, workforce and economic development, and race and social equity.



About the Salt Lake City Public Library System

The City Library consists of a Main Library and seven branch libraries with a staff of over 300 smart, compassionate and dedicated people who are deeply committed to supporting and advancing the success of every customer they serve and making lives better for residents of Salt Lake City. The City Library serves an engaged community where 80% of citizens hold library cards with a cardholder base of over 161,000. The Library plans and hosts roughly 4,600 events annually. The Main Library attracts visitors from around the world to take in the stunning architecture, attend cultural festivals and enjoy the 360-degree view of the city from its Rooftop Garden.



About the National Digital Inclusion Alliance

The National Digital Inclusion Alliance (NDIA) is a unified voice for home broadband access, public broadband access, personal devices and local technology training and support programs. NDIA works collaboratively to craft, identify and disseminate financial and operational resources for digital inclusion programs while serving as a bridge to policymakers and the general public. NDIA represents leaders of local community organizations, public libraries, municipalities and other institutions working to reduce digital disparities. NDIA affiliates total 500+ in 44 states, the District of Columbia and the US Virgin Islands.

**About the Institute of Museum and Library Services**

The Institute of Museum and Library Services is the primary source of federal support for the nation's libraries and museums. We advance, support, and empower America's museums, libraries, and related organizations through grantmaking, research and policy development. Our vision is a nation where museums and libraries work together to transform the lives of individuals and communities. To learn more, visit www.ims.gov and follow us on [Facebook](#) and [Twitter](#).