



DNHV Office Hours

Digital Navigator Meeting Notes

AGENDA - Sep 26, 2024

Join Zoom Meeting

<https://us02web.zoom.us/j/82635239846?pwd=SBzpcjhe2bGv59uQ7mhNZibQodp17J.1>

Purpose

Check-in with DNHV, leadership from participating Hudson Valley library sites, and NDIA in preparation for their Digital Navigator programs.

- **Intros!**
- **Updates**
 - The fall cohort is open:
<https://www.senylrc.org/services/digitalnavigators/application/> (this is the last one in this model.)
 - **Requirements timeline to finish your contract**
- **Discussion:**
 - How do you organize your digital life?
 - [be organized from the very beginning – librarian.net](#)
- **Activity:**
 - What is something you've learned about yourself while participating in this program?
 - What is something you've learned about your clients?

Reminders:

- **NDIA Resources To Know About**
 - [The Digital Inclusion Program Manual](#)
 - [The Digital Navigator Model](#)
 - [The Honor Roll of Low-Cost Internet Plans](#)
 - [Asset Mapping Tool](#)



- [Research & Data](#)
- **Digital Navigator Working Group @ NDIA**
 - Email abi@digitalinclusion.org

Notes:

Fall cohort applications are open - please apply if you want to do this again.
Please email Carolyn if you need to check on your requirements or request an extension.
Please do the EXIT SURVEY.

If you missed today's meeting, please read the notes here and send them to carolyn@senylrc.org with the subject line: *I read the DNHV notes from September 26!* Then I will give you credit for being caught up.

How do you keep organized / help others do so?

Email & photos:

- Have folders in your inbox
- In gmail, you can change the gold star to mark different levels of emails. (You can do this through settings - there is a list of different kinds of levels you can place on your inbox.)

Add more star options

You can add stars of different colors, or other icons.

1. On your computer, open [Gmail](#).
2. In the top right, click Settings **See all settings**.
3. Scroll down to the "Stars" section.
4. Drag stars between "Not in use" and "In use."
5. Optional: To select a preset, click:
 - **1 star**
 - **4 stars**
 - **all stars**
1. At the bottom of the page, click **Save Changes**.



- Sorting photos - how do you go through 28,000 images?
- Using Google's filters is one way to start, and then make folders of themes.
- There are AI tools for organizing photos.
- Unsubscribe from emails to clean out the email inbox. Encourage patrons not to subscribe to every newsletter. Tip! You can search for the word "unsubscribe" in your email to get rid of all the junk. Then select all and delete.

Question:

In order to keep collecting data for Digital Navigators after the cohort...

The library has always offered tech help as part of reference. But asking for their personal information can kind of ruin the vibe.

From a program standpoint: a big reason to get the data is so that you as the navigator can do follow-up with the client in case they need to come in for follow-up. All the fields are optional, but it helps to make sure you're able to tell the story of seeing the same person change over time.

(Sometimes you just need to get the basic demographic information. You can get all their contact information when you're setting up the appointment.) You can wait and see if you have rapport with people before you get their data and write it down. Some if it will come up in conversation.

Quick poll: most people are using the paper forms and have them printed out - it's easier for the client and it doesn't take time away from the device you're working on.

Another navigator takes all the information at the end of the interaction when they are sure that they are comfortable.

Having the forms and the data helps the program grow and improve.

Is there anything you have learned about yourself through this program?

- It takes some time to grow and learn in this program.
- Advertising via word of mouth worked best to get new clients to come in for tech help
- It can be hard to get off the desk, shed light on how busy it is from day to day. It would be good to have more time to put into the program.
- It's fun to learn with other people and grow together. The bi-weekly check-ins help to keep on track.
- It pushed me to do research on my client's behalf that I probably wouldn't have done otherwise, so it sharpened those neglected research skills.
- Learned that we know a lot more than we thought we did, there is such a need and some of it is for very basic help. (like clients who are still learning how to click on a link.) Having the title makes it helpful to make the time to sit with people for 20 minutes or more.



- It gives you insight into the community where you live, and people start looking for you more specifically to see a Digital Navigator. Some of them are not even regular library users.
- Having starting information going into appointments has been helpful - even having them make appointments allows the DN to take some time to do research on the topic.
- When feeling nervous about being able to solve a problem: try to switch it up to a "let's research this together" moment, and then figure it out.
- Even if you don't resolve the exact issue that the person came in for, you might end up resolving about 4 other issues. At some point you might need to cut them off and give them a time limit. Setting up another appointment can help with that moment.

Does anyone have tips for helping patrons advocate to reinstate their internet service?

- Sometimes it helps to get local government involved. A call or letter from them could get you a little further.