Navigating the Digital Frontier

Empowering Idahoans to Thrive Online
Workbook – October 2023

ICfL Idaho Commission for Libraries

Goal 1: Increase adoption and affordability of broadband technology

Example programs and resources

- Hot spot lending programs
- Low-income broadband assistance programs
- Locations such as libraries that offer access to Wi-Fi and computers
- Places that provide small conference rooms equipped with a computer capable of videoconferencing for job interviews or telemedicine consultations

Existing programs and resources that can be leveraged

New actions, strategies, and programs

Timeline

Year 1	Year 2	Year 3	Year 4	Year 5

Goal 2: Improve online accessibility and inclusivity of public resources and services

Example programs and resources

- ICfL's e-branch help
- Evaluate websites for mobile compatibility
- Evaluate websites for federal accessibility standards
- Evaluate web content for plain language

Existing programs and resources that can be leveraged

New actions, strategies, and programs

Timeline

Year 1	Year 2	Year 3	Year 4	Year 5

Goal 3: Increase digital skills

Example programs and resources

- Free or low-cost classes on using the internet and common applications such as email or social media
- Individual support through digital navigators or mentors
- Tech support services through a virtual or "live" help desk or weekly sessions

Existing programs and resources that can be leveraged

New actions, strategies, and programs

Timeline

Year 1	Year 2	Year 3	Year 4	Year 5

Goal 4: Spread awareness of cybersecurity and online privacy

Example programs and resources

- Free or low-cost classes on online safety and privacy
- Individual support through digital navigators or mentors
- Tech support services through a virtual help desk or weekly sessions

Existing programs and resources that can be leveraged

New actions, strategies, and programs

Timeline

Year 1	Year 2	Year 3	Year 4	Year 5

Goal 5: Increase the availability and affordability of devices and technical support

Example programs and resources

- Individual support through digital navigators or mentors
- Programs that refurbish and distribute computers or other devices
- Programs that provide subsidies for devices for low-income folks
- School districts and libraries that provide devices

Existing programs and resources that can be leveraged

New actions, strategies, and programs

Timeline

Year 1	Year 2	Year 3	Year 4	Year 5

Resources:

Goal 1:

[Affordable Connectivity Program](#): libraries.idaho.gov/digital-inclusion/affordable-connectivity-program/
The Affordable Connectivity Program (ACP) is a discount on monthly internet bills for qualifying low-income households.

[Circulating Mobile Hotspots](#): libraries.idaho.gov/circulating-mobile-hotspots/
Many libraries in Idaho and elsewhere are circulating mobile hotspots to their communities. You may have heard this called "checking out the internet" or "lending Wi-Fi."

[E-rate & Broadband](#): libraries.idaho.gov/grants-funding/e-rate-broadband/
E-rate and EOR provide funding that, when combined, can fully cover a public library's internet service costs.

[Everyone On](#): everyoneon.org/programs
Everyone On's mission is to unlock opportunity by connecting families in underserved communities to affordable internet service, computers, and digital skills training.

[Public Wi-Fi Map](#): arcgis.com/apps/dashboards/d924979a626749be9568a6b3c35c2827
The ICfL is developing a map of all Idaho public libraries that provide free Wi-Fi access.

[Wi-Fi Hotspots for Education](#): google.com/maps/d/viewer?mid=1jQjUkSHFvy-2JkoRL6LLrh8EcnR__IdP&ll=45.43946031168275%2C-114.06954655&z=7
This map provides locations of Wi-Fi hotspots available to Idaho students needing internet.

Goal 2:

[Boise State University](#): boisestate.edu/webguide/accessibility/accessibility-guides-and-resources/
A collection of instructional videos and guides on mastering web accessibility.

[Idaho Assistive Technology Project](#): idahoat.org/
The Idaho Assistive Technology Project supports individuals with disabilities and older persons in selecting assistive technology as they live, work, and play in their communities.

University of Pittsburg: teaching.pitt.edu/resources-for-teaching/accessibility
The University of Pittsburg provides support articles on various accessibility topics, such as accessible links, color contrast, and captioning.

University of Washington: washington.edu/accesstech
The University of Washington has a collection of guides on accessibility for websites, documents, videos, online courses, and online meetings.

WAVE evaluation tool: wave.webaim.org/extension
The WAVE Chrome, Firefox, and Edge extensions allow you to evaluate web content for accessibility issues directly within your browser.

WebAIM: webaim.org
Web Accessibility in Mind (WebAIM) provides training and tools to check your content for accessibility. It has checklists, evaluation tools, quick reference guides, and more.

Goal 3 & 4:

Connect Arizona: https://connect-arizona.com/
Connect Arizona's Digital Navigators are a team of library staff from around the state who provide one-on-one phone assistance to help Arizona communities get online. They serve as a free tech support hotline for digital learning and information on accessing low-cost internet and computer offers.

Connected California: https://connectedca.org/ and
https://www.library.ca.gov/services/to-libraries/digital-navigators/
The free, virtual, bilingual (English & Spanish) Connected California Digital Navigators service helps Californians: Find low-cost internet service and devices, learn foundational computer skills, such as how to navigate the internet or how to set up an email account, and find and use online resources to improve their lives, including resources to assist with career development, guidance on the use of CAreer Pathways platforms, and more.

Digital Learn: digitallearn.org/
Digital Learn is a "one-stop shop" for computer and technology training for computer basics, hardware, software, applications, and basic job search resources. Lessons are available in English and Spanish.

Digital Navigator Toolkit: digitalinclusion.org/digital-navigator-model/
The Digital Navigator Toolkit from the NDIA walks through a case study at the Salt Lake City Public Library. It offers a guide to starting your program, from picking your target community, hiring a navigator, measurement, and assessment.

[GCF Learn Free: edu.gcfglobal.org/en/](edu.gcfglobal.org/en/)
GCF is a website with free resources and tools for learners to acquire the necessary skills for 21st-century life. Lessons are available in English and Spanish. It requires basic literacy skills.

[Google for Education, Applied Digital Skills: applieddigitalskills.withgoogle.com/s/en/home](applieddigitalskills.withgoogle.com/s/en/home)
Google for Education is a well-organized curriculum covering more than 1,000 topics. This platform offers an opportunity to integrate lessons into pre-existing Google Classrooms or to teach directly through the program. Courses are offered in English.

[Grow with Google: grow.google/](grow.google/)
This digital skills service combines free, self-paced career skills courses, and low-cost career certifications in a simple, browser-based portal. The program also offers partnership opportunities for libraries, including facilitated classes, outreach support, and opportunities for community members to participate in various digital skill-building.

[Idaho Digital Skills: idahodigitalskills.org](idahodigitalskills.org)
Idaho Digital Skills offers Idahoans free online learning tools to increase their digital skills. Various tools and resources are available, from lessons for using a mouse to help applying for jobs online. Lessons are available in English and Spanish.

[Mozilla Foundation: foundation.mozilla.org/en/initiatives/web-literacy/](foundation.mozilla.org/en/initiatives/web-literacy/)
Mozilla has free and open-source tools and resources for facilitators to lead reading, writing, and web participation sessions. Materials include web literacy basics, coding, data protection, and more. Recommendations for facilitation and community engagement are also included. The curriculum and courses are available in English.

[Niche Academy: my.nicheacademy.com/idaho](my.nicheacademy.com/idaho)
Niche Academy is an online learning platform built for libraries. It contains interactive tutorials on various topics.

[NorthStar Digital Literacy Assessment: digitalliteracyassessment.org/](digitalliteracyassessment.org/)
The digital skills assessment portion of this resource is free of cost, but for a subscription fee, a data portal can be created to collect data on the needs of community members, as well as provide access to curricula that can assist in instruction. Assessment and curricula are offered in English and Spanish.

[Seniors 2 Seniors Program: tri-countyrec.com/senior-2-senior-program/](tri-countyrec.com/senior-2-senior-program/)
Seniors 2 Seniors is a community program in which tech-savvy high school seniors teach senior citizens basic computer and internet skills.

[Texas Digital Navigators Grant Program: https://www.tsl.texas.gov/ldn/arpa/digital-navigators](https://www.tsl.texas.gov/ldn/arpa/digital-navigators)
The Texas Digital Navigators Grant Program helped libraries develop and implement a unique Digital Navigator program to close the digital divide in their area in a measurable way. Libraries were awarded funding and training to run programs in their communities.

[Techboomers: techboomers.com/](https://techboomers.com/)
Techboomers is a free educational website that teaches older adults and inexperienced internet users basic computer skills about websites. It provides many articles and tutorials on 21st-century online platforms, tools, and social media. Lessons are available in English.

[University of Idaho's Digital Economy Program: uidaho.edu/extension/digital-economy](https://uidaho.edu/extension/digital-economy)
The program provides learning opportunities for Idahoans focused on basic digital skills, retraining for remote work, and helping entrepreneurs and business owners access new markets and expand their sales using online venues.

Goal 5:

[Computer Reach: computerreach.org/](https://computerreach.org/)
Based in Pittsburgh, Computer Reach supports nonprofit organizations and government agencies that seek assistance distributing devices to their service communities.

[Human I-T: human-i-t.org/](https://human-i-t.org/)
Human I-T assists organizations and individuals interested in acquiring refurbished devices at low cost. Human I-T also distributes 4G LTE wireless services through Wi-Fi hotspots.

[ICfL's Grant Opportunities: libraries.idaho.gov/grants-funding/monetary-grants/](https://libraries.idaho.gov/grants-funding/monetary-grants/)
The ICfL provides various grant opportunities to libraries, some of which can be used to purchase computers and other internet-enabled devices.

[Idaho Statewide Contracts: purchasing.idaho.gov/statewide-contracts-list-view/](https://purchasing.idaho.gov/statewide-contracts-list-view/)
The Idaho Division of Purchasing provides statewide contracts that libraries can use to purchase computers and other internet-enabled devices at contracted amounts.

[PCs for People: pcsforpeople.org/](https://pcsforpeople.org/)
PCs for People is a computer refurbisher with a national network of partners and affiliates who work to provide communities with low-cost internet and affordable devices. PCs for People's pricing model works in three tiers, which they refer to as Good, Better, and Best.

[TechSoup's Refurbished Computers: techsoup.org/refurbished-computers](http://techsoup.org/refurbished-computers)
TechSoup has partnered with computer refurbishers to provide computers, tablets, and accessories at affordable costs to libraries and nonprofits.