



DIGITAL NAVIGATOR

CONNECTICUT STATE REGIONAL HUB



This project was made possible in part by the Institute of Museum and Library Services, National Leadership Grants - Libraries award LG-254838-OLS-23, administered by the Connecticut State Library

Positions Available: Digital Navigators (3)

The Connecticut State Regional Hub is a leader in bridging the digital divide by teaching people how to use digital/computer technology and connect to affordable internet. When available, we are able to provide large screen devices to those who need one. This project is made possible through a leadership grant from Institute of Museum and Library Services as administered by the Connecticut State Library.

Position Overview:

The Digital Navigator coaches/tutors individuals or small groups on basic computer and digital skills in order to be effective internet users. The Navigator provides assistance to community members who need affordable home internet service and affordable internet capable devices. This assistance is provided primarily in person but could involve telephone support, email, text, video chat, and other communication methods that work for the learner. This is a teaching/coaching position that fosters greater participation in the digital world. As such, the ability to understand and relate to individuals' circumstances, and to guide beginner users is more important than having technical skills.

This is a regional service shared among eight library systems, teaching takes place in a variety of locales. Access to reliable transportation is required and adaptability to working in different libraries on different days is needed.

Many clients are not native English speaker, so comfort with using translation technology and also being fluent in another language [i.e. Spanish, Creole, Arabic, Cape Verdean Portuguese] is important.

Responsibilities and Duties:

- Receive, return or initiate telephone contact with clients seeking assistance or identified by our partners or self-identifying through the Library.
- Discuss with each client their home internet access or need for home internet access, technology experiences and their devices.

- Based on client's access to technology, digital skill level, connectivity needs, and internet use priorities, set goals with the client that will increase their digital competency.
- Develop client's computer skills through teaching and coaching.
- When necessary, counsel clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service.
- When necessary, counsel clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair.
- Coach clients as necessary to use their home internet services in order to meet their internet use priorities. This may include both in person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training.
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals.

Critical Skills and Aptitudes:

- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
- Excellent self-organization, language capacity, and cultural competency.
- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
- Ability to demonstrate a positive attitude, excellent interpersonal skills, cultural humility, and a sense of humor in working with diverse customers, coworkers, and community.
- Ability to creatively solve problems and negotiate and handle stressful situations in a positive manner.
- Ability to provide excellent customer service, establish appropriate boundaries with clients, and to demonstrate innovation and flexibility.

- Additionally, it would be beneficial if the navigator was bilingual [Spanish, Creole, Arabic, Cape Verdean Portuguese].
- Ability to develop and implement a reliable transit plan to ensure availability throughout the region. Please note some mileage is reimbursable.

To Apply:

Send a completed application and resume to Melissa Canham-Clyne, Library Director, email mcanhamclyne@hamdenlibrary.org or mail/drop-off at Miller Memorial Library 2901 Dixwell Avenue - Hamden, CT 06518 by Friday, March 15. **Make sure your email subject line is Regional Hub Application.**

We are committed to being an equal opportunities employer. It is our policy to recruit and hire qualified staff regardless of race, color, religion, gender, sex, national origin, sexual orientation, disability, and any other protected characteristic as established by law.



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Position: Digital Navigator

Name
Best contact information, include email
Current/Recent Employment
Are you bilingual? What language?

Briefly describe your previous experience of teaching, coaching, or assisting individuals in learning a complex task. [May include volunteer work.]

Briefly describe your experience of providing support to an individual as that person masters a skill.
[May include volunteer work.]

Why are you interested in this position?

Please submit a resume to Melissa Canham-Clyne, Library Director, mcanhamclyne@hamdenlibrary.org or mail/drop-off to Miller Memorial Library – 2901 Dixwell Avenue – Hamden, CT 06518 by March 15. We will ask for references at the time of your interview.

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