

Austin Public Library



Hannah Terrell, Branch Services Division Manager

Emi Johnson, Innovations and Improvement

Texas Digital Navigator Update – 5/4/2022



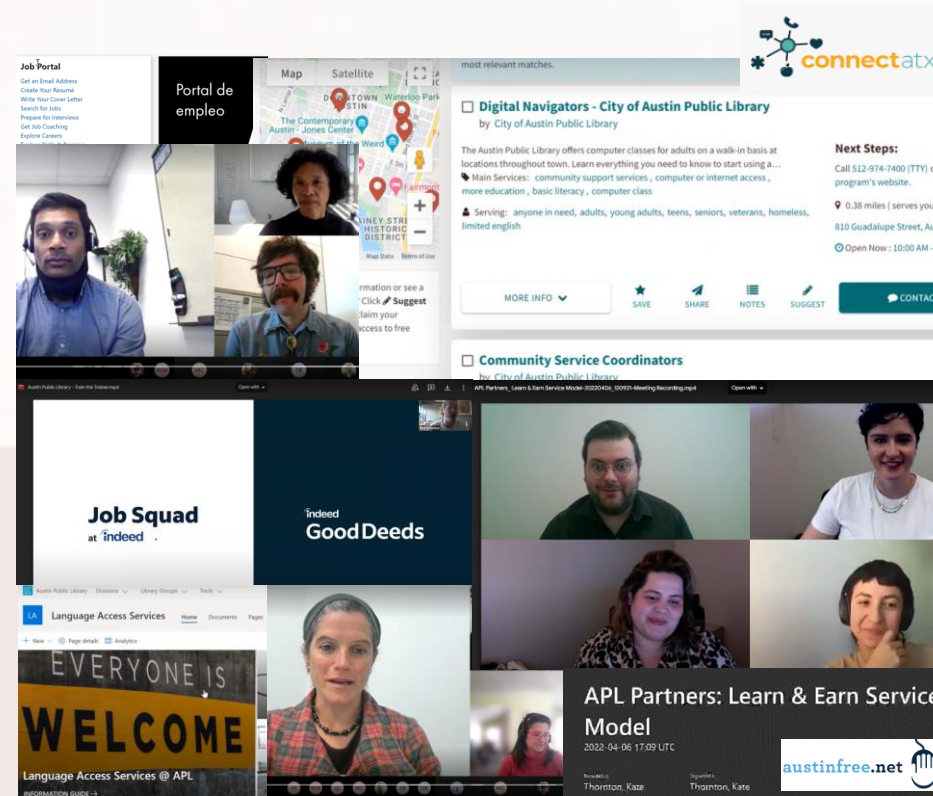
Where are we now?

Accomplishment #1

2 DIGITAL NAVIGATORS

Library Trainings

- ☐ Language Access Services
- ☐ Job Search Tools
- ☐ Social Services Platform
- ☐ Digital Literacy Resources



Where are we now?

Accomplishment #2 PARTNERSHIPS

<https://www.austinchronicle.com/news/2021-12-10/arpa-grants-help-austin-public-library-bridge-digital-divide/>

ARPA Grants Help Austin Public Library Bridge Digital Divide

Council approves \$450K for accessibility and outreach programs
BY LINA FISHER, DECEMBER 10, 2021, NEWS

Last week, City Council approved three resolutions that will direct \$450,000 in grant money from the American Rescue Plan Act to the Austin Public Library system's new public outreach and accessibility programs. With expanded language access, digital literacy, and telehealth programs, APL hopes to "have the community understand or see us as more than a library, and also a library without walls," says Emil Johnson, director of the library's Innovations and Improvement office.

More than half of the grant will go to the Texas Digital Navigators program, adding seven temporary employees that will teach digital literacy to populations that have difficulty accessing or using the internet at home. According to the city and UT-Austin's 2019 Digital Inclusion Survey, those who do not have home access are "far less likely



Our Discussions

THE CONVERSATION

IS THE RELATIONSHIP

Purpose
Reasonable Expectations
Commitment
Leveraging/Resource Sharing
Coordination
Data Collection
Program Planning
Sustainability
Advocacy



Where are we now?

Accomplishment #3 **TRAINING**

6 Participating Branch Libraries

- ☐ Northstar Introduction
- ☐ Storybranding Workshop



Northstar Digital Literacy:
Getting Started with Northstar

Theresa Sladek
Literacy Minnesota

Austin Public Library
[View more details →](#)

701 W Cesar Chavez
Central Library
Austin, TX 78701
[Get Directions](#)

Email: emi.johnson@austintexas.gov
Phone: 5129747546

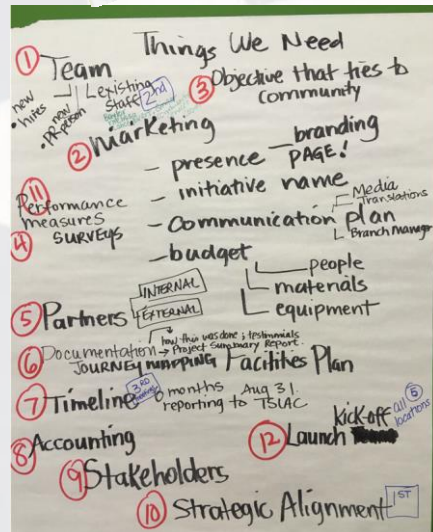
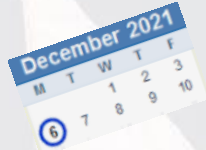
Assessments: ✓
Assessment certificates: ✓
Computer classes: ✓
NSOL learner accounts: ✓

We Are ON THE MAP

Austin



Where are we now?



Accomplishment #4 WORKFLOWS

- ☐ Collaboration
- ☐ Finance
- ☐ Programming
- ☐ Coordination



Digital Navigator and Telehealth Grant Program

Feb - Aug 2022

Community	Library
78744 Dove Springs Neighborhood	Southeast Branch
Alexander Oaks Apartments	Hampton at Oak Hill

Library Saturday + Town Hall Listening Session
Grant Period: Feb - Aug 2022

- Feb 26 Alexander Oaks
- Mar 5 cancelled
- Mar 26 Alexander Oaks
- Apr 2 Southeast Branch
- Apr 30 Town Hall Listening Session # 1 @ Southeast Branch
- May 7 Town Hall Listening Session # 1.2 @ Southeast Branch
- May 28 Alexander Oaks
- Jun 4 Southeast Branch
- Jun 25 Alexander Oaks
- Jul 2 Town Hall Listening Session # 2 @ Willie Mae Kirk
- Jul 30 Alexander Oaks
- Aug 6 Southeast Branch

Digital Navigation Telehealth Grant Program

Home | Page details | Analytics

Terrell, Hannah
Johnson, Emil
Scott, Ginger

Purchaser-Ginger and Approver-Hannah

- TDN 22002 Digital Nav \$250k
- TT 22002 Telehealth \$50k
- TSL 22003 Support \$150k

Create Six Community Resource Centers

- Little Walnut Creek Branch
- Built Branch
- St. John Branch
- Southeast Branch
- Willie Mae Kirk Branch
- Texas

HATC Residents

- Alexander Oaks (Hampton Branch)
- Eastern Oaks (holding @ Southeast Branch)

In the News

ARRA Grants Help Austin Public Library Bridge Digital Divide Council approved \$450k for...

Quick Links

- NIH Health Resources
- DigitalUS
- Northstar Curriculum Assessment
- NTEN Certificates

Digital Navigation and Telehealth Grant Program

Grant Navigators: Paola and Danny

	TUE	WED	THU	SAT
Location	9-8	9-8	9-8	9-5
Southeast				Weekly 10-3 Paola
Austin Free-Net	Danny 1-5PM Shift	Danny 1-5PM Shift	Danny 1-5PM Shift	
Alexander Oaks Last Saturday				10-3 Paola
Southeast First Saturday				10-3 Paola

Danny and Paola are assigned as 1:1 Coaches in the Library's Job Portal and Austin Free-Net.



Where are we now?

Accomplishment #5

TECHNOLOGY PURCHASED

EQUIPMENT	Estimated Cost
8 hotspots	3,135.92
15 chrome books public	14,370.00
8 Dell Laptops for staff	9,992.72
6 iPad's for Kiosks	2,388.00
6 CTA Premium floor stand Kiosks -Branch Resource Center	1,638.00
15 headsets	659.85
6 accessibility rollerball mouse	290.34
6 large key accessibility keyboards	143.88
6 Dell Monitors large screen - Branch Resource Center	2,017.02
1 Wall monitor for Little Walnut computer lab to present to class	5524.75
1 Security Camera at Little Walnut and Willie Mae Kirk in the Telehealth space	3,999.98

1 Security Camera at Little Walnut and Willie Mae Kirk in the Telehealth space	3,999.98
1 Wall monitor for Little Walnut computer lab to present to class	5524.75

We apologize for the delay.

Thank you for your recent order with Dell. We are working to ship your order as quickly as possible. The delivery date for your order to arrive has been updated to **MAY. 31, 2022**.

Your order is very important to us. We apologize for any inconvenience this change in delivery may cause.

For the most up to date information, please use the button below to track your order or initiate a cancellation request and avoid any charges. If a cancellation request is not made, your order will be delivered on the date noted above.

Please use the button below to track your order or initiate a cancellation request. We apologize for any inconvenience.

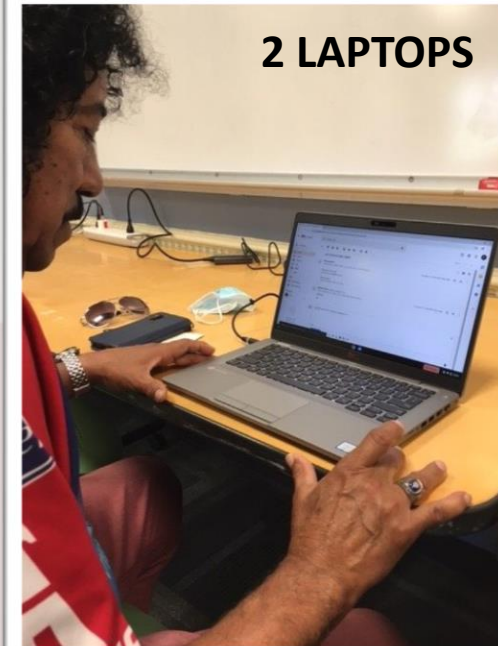
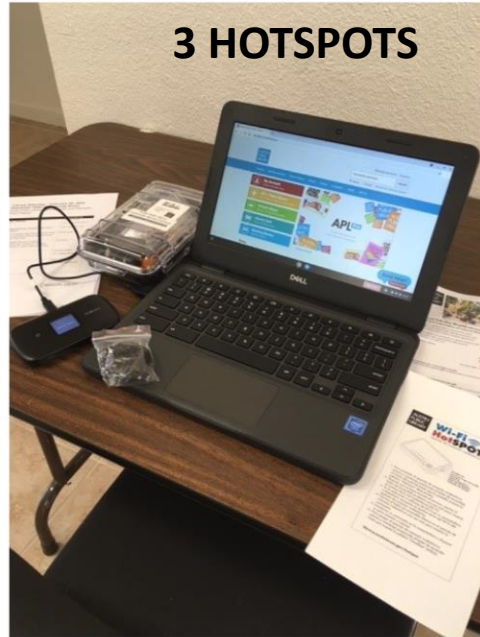
[View Purchase](#)



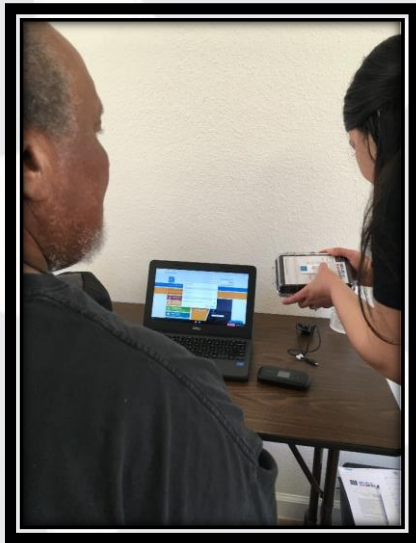
Where are we now?

Accomplishment #6

DEVICES DISTRIBUTED



Successes!

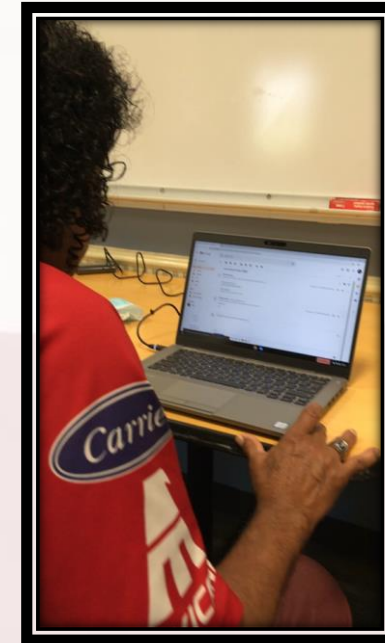


[Mr. Harris](#)



Hear their stories!

[Froylan](#)



Challenges

1. Staffing Capacity
2. Supply Chain Delays
3. Pandemic Ebb/Flow-Competing Priorities
4. TSLAC Contracts Executed in March 2022 - Delays Vendor Contracts and Purchasing

~~Challenges~~

Opportunities

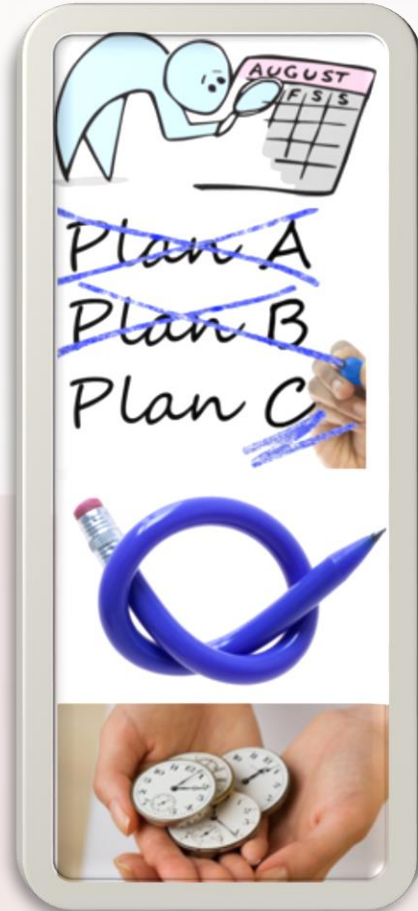
1. Co-location Service Model
2. Learn & Earn Pathways to Device Ownership
3. Multiple Entry Points to Access Navigation Services
4. Set up Vendor Contracts in Advance



We need ...

TIME TO...

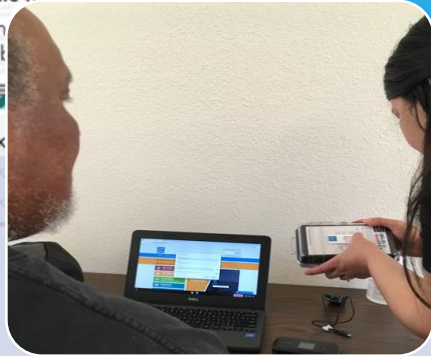
- ☐ respond to community and partner feedback
- ☐ monitor and adjust innovative strategies
- ☐ move resources where they are needed
- ☐ allow branch teams to set-up their services



TSLAC ARPA Grants

\$1.8 Million emergency pandemic funding

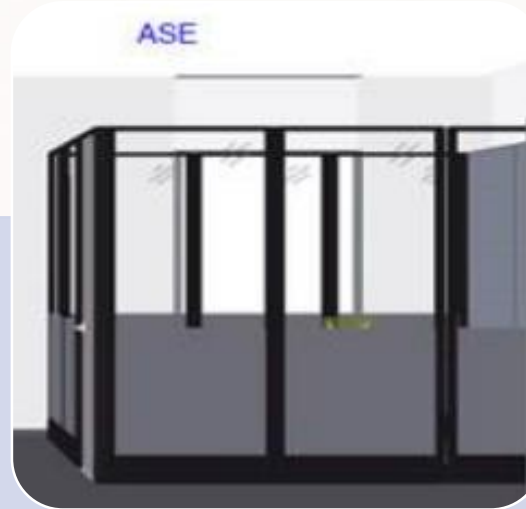
through the American Rescue Plan
via the Institute of Museum and Library Services



Digital Navigators

\$250k

Navigator Salaries
Resource Centers
Programs
Town Halls
Staff Training



Telehealth

\$50k

Walls Installation
Spent \$ Yay!



Support

\$150k

Media
Productions
Marketing
Translations

