

# **Western Plains Library System**

## **Department of Digital Inclusion & Social Benefits**

### **Standards**

“Providing access to tools and help.”

#### **Digital & Social Benefit Navigator Standards:**

1. Are embedded within a trusted community-based organization.
2. Are trained and equipped to provide digital inclusion services to their community on a variety of topics including: affordable and appropriate connectivity, device support, digital skills, guidance through resource application processes while maintaining a high level of confidentiality, and identifying resources to meet unmet needs.
3. Are up-to-date with information about local, state, national and Tribal resources used to holistically address digital inclusion and social benefit support.
4. Understand and recognize how their activities support building digital equity in their respective fields and communities.
5. Reliably assess client needs and goals to identify courses of action to fulfill needs.
6. Collect, document, and manage information about services provided during interactions with community members.
7. Develop the critical skills, aptitudes, and continue education to provide digital navigator and social benefit service, as listed in the job description.

## **Standards for WPLS Department of Digital Inclusion & Social Benefits:**

1. Are trusted within the community being served with a mission to provide access to tools and help.
2. Ensure digital and social benefit navigator services are holistically woven into the Western Plains Library System's mission "to connect people to information and entertainment through passionate service based on integrity and adventurous thinking".
3. Promote the Digital Inclusion and Social Benefits Department also known as Pathways, within the organization's marketing and communication plan.
4. Engage with the community to increase awareness of the program and ensure digital and social benefit navigator services meet community needs.
5. As the program grows, recruit digital and social benefit navigators from the communities they will serve.
6. Support the professional development of their digital and social benefit navigators to increase their digital inclusion and social awareness, knowledge, skills, and growth.
7. Provide digital and social benefit navigators with the opportunity to network and engage in communities of practice for peer support, exchange of ideas, and additional training.
8. Use a data management tool to track digital and social benefit navigator interactions with community members.
9. Maintain a current understanding of local, state, national and Tribal resources for digital inclusion and social benefits to seek resources to fill gaps as needed.
10. Participate in overall advocacy for the social and digital equity and inclusion needs of the communities they serve.