



Libraries Strengthening Connections

Digital Opportunity Project

NCLA Paraprofessional Conference 2025

State Library Presenters

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Agenda



1. Libraries Strengthening Connections (LSC) project & Digital Divide
2. Stages of the project & activities
3. Northstar Online Learning platform

Why rural library staff is the focus of the LSC project?



Rural library staff is the focus because...



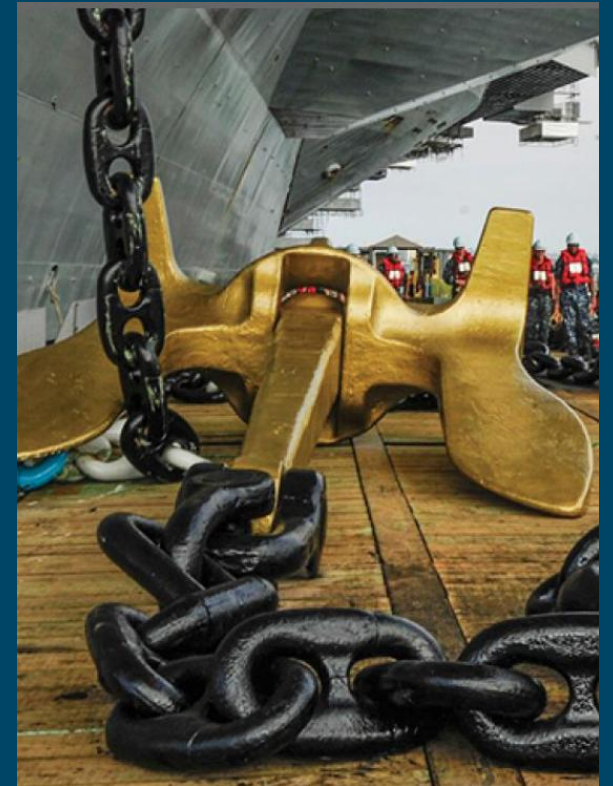
- Rural libraries are anchor institutions in communities
- Library staff want and need to provide excellent service
- To the public, everyone who works in a library is a librarian.



Digital Anchors help close the Digital Divide

The rural public library anchors the people of their community to digital environments.

Library staff do the work of creating connections between information, learning, and digital environments.



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Tech/digital pack mule



“The person(s) that everyone in the library calls on when a tech thing needs fixing or a user needs tech/digital specific help.”

OUTCOMES

GOAL: Rural public library staff are able to provide point-of-service support to meet the digital needs of their community members and work in a rapidly evolving digital landscape.

STAFF

1. Identify, navigate, and successfully interact with digital technology.
2. Be confident in their ability to navigate and interact with digital technology and focus populations.
3. Transfer knowledge and skills learned during training to real problems.
4. Staff will identify digital navigation and support resources in the community and refer individuals to those resources.
5. Recognize the value of their work toward meeting the digital needs of the individuals, especially those who have felt excluded from library services.

COMMUNITY

1. Identify, navigate, and successfully interact with digital technology.
2. Be confident in their ability to navigate and interact with digital technology.
3. Access available library digital resources.
4. Be confident in their invitation and welcome in public library spaces.

Stage 1 Capacity Building

Use Northstar to measure knowledge and enhance skills.

Schedule staff learning time

Practice your knowledge by assisting patrons with tech questions.

Model the benefits of technology proficiency to patrons (With not for...)

Provide accommodations to support digital accessibility and learning for those who need physical or educational support

Stage 2 Sustainability Planning

Institute digital professional development for current and new staff.

Identify staff for enhanced digital training and digital leadership at each branch

Use and add to NCDIT local digital resource

Create and/or maintain a technology inventory

Create in-library and outreach digital skills programming or training

Stage 3 Implementation

Activate your plans

Evaluate the effectiveness of your work

Make changes as needed



Navigating Northstar Online Learning

- Log in using the username and password you have been provided by the digital facilitator.
- Answer question as to where you are.
- Click “Take Assessments” in menu or click on the individual button for the desired group of lesson to be taken.
- Take assessments prior to engaging in the practice sessions.
- To earn an official certificate, your assessment must be proctored.

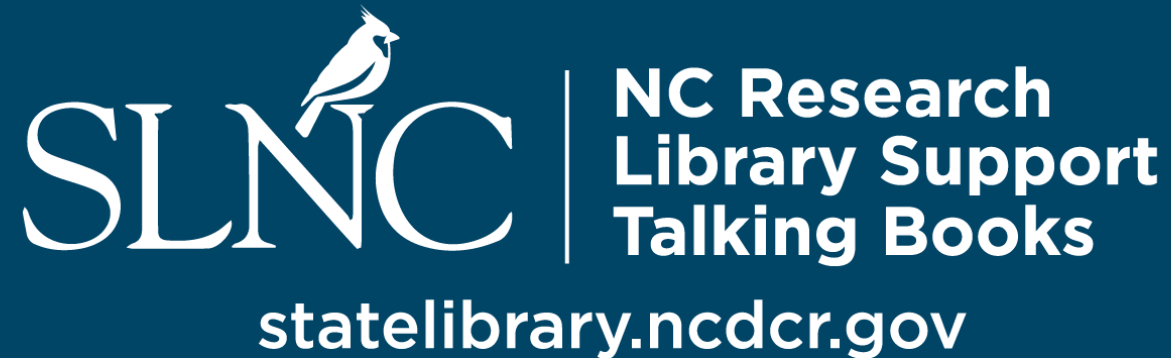
Northstar

Northstar Digital Literacy

Ask your library director or manager for the Northstar link
for your library.

Northstar Assessment Taking Tips

- Watch the orientation video at the beginning of each assessment.
- Listen and read the questions carefully.
- Take your time. Assessment is not timed.
- Use a mouse—not a trackpad.
- You can change answers before submitting.
- Take assessments as many times as needed—the goal is learning!



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