

## Press Release: SCPL Introduces Digital Navigator Program

The Smyth County Public Library system is now offering Digital Navigator service to residents of Smyth County to assist them in identifying an affordable home broadband internet plan, determining what devices best meet their needs, using existing devices (phone, tablet, or laptop), and in accessing the internet safely to achieve their goals. Residents can request an appointment with one of the Library's Digital Navigators for 1-on-1 assistance with any technology question by calling 276-783-2323 or by submitting a request through the "Ask a Librarian" form on the library's website ([scplva.net](http://scplva.net)). A Digital Navigator will set up a mutually agreeable time, discuss the client's goals, and provide help at the first meeting. Clients will be encouraged to return as often as needed. "Learning new skills takes time and repetition" noted SCPL Director Rose Likins who added that "everyone feels left behind by technology at some point. We want clients to feel comfortable so they can achieve their objectives." SCPL may also arrange group classes if there are topics of common interest. Client meetings can take place in any library location or other public space.

The Digital Navigator program was made possible by a \$10,000 pilot Digital Opportunity grant from the Virginia Department of Housing and Community Development (DHCD). The SCPL grant was one of ten awarded statewide and is intended to test methods of assisting Virginia residents to access and use broadband services, especially in areas where broadband is being introduced for the first time. Additional grant funding to continue and expand the Digital Navigator program in Smyth County will be possible as the state implements its digital equity strategy using federal funds authorized in the Digital Equity Act.

Point of Contact: Rose Likins, SCPL Director, [rosel@scplva.net](mailto:rosel@scplva.net), 276-783-2323.

### Questions about Technology?

### SCPL Can Help!

### New Digital Navigator Program

- 1:1 assistance
- Appointments to fit your schedule
- Available in multiple locations

Call for an appointment  
276-783-2323

