DIGITAL EQUITY AND SKILL-BUILDING 2024 IMPACT REPORT

Saint Paul Public Library provides computer and internet access in a welcoming and supportive environment for patrons facing disparities in digital access, connection, and experience. Library users learn English, prepare for citizenship tests, access online career resources, and build general digital skills to improve economic opportunities and civic participation.

By The Numbers

955 ↑36% from 2023
Open Lab sessions

732 ↑21% from 2023
Wi-Fi hotspots checked out

6,107 ↑17% from 2023
Lessons completed in essential skills training platform, Cell-Ed.

371
Passed online Northstar Digital Literacy assessments

Services

- Open Lab sessions help community members navigate online tools and find digital resources.
- Digital literacy lessons through Northstar to help patrons gain everyday digital skills needed to work and learn.
- Free fax, scan, Wi-Fi and low-cost printing and notary services are available to all patrons.
- Wi-Fi hotspots are available for checkout.
- Small business consultants help with planning, marketing, licensing, and more.
- Resume and interview online coaching is available seven days a week.

Spotlight

A digital navigator on the Mobile Library regularly addressed the digital needs of newcomers and older adults living in public housing complexes. One older patron with mobility challenges loved that the Mobile Library came to her. She frequently told staff "I really appreciate that there was a 'tech' person available."