



West Fargo Public Library Board of Directors
Regular Meeting Agenda
Thursday, March 20, 2025 5:00 PM
Join the meeting via [Microsoft Teams](#)

Regular Agenda

1. Call to Order
2. Approve Order of Agenda
3. Digital Navigator Grant Discussion (**ACTION**)
4. Other Business
5. Adjourn



To: West Fargo Public Library Board of Directors
From: Jenna Kahly, Library Director
Date: March 20, 2025
Subject: Discussion of Digital Navigator Grant
Action: Direct staff on how to proceed with regard to the Digital Navigator Grant

**West Fargo Public Library
Board of Directors**

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Library Director

Jenna Kahly

The West Fargo Public Library has always been a place where people learn, connect, and grow. As our community evolves, so do the ways we meet their needs. Access to technology and digital literacy is increasingly essential for success in work, education, and daily life. Knowing this, last fall, we applied for the DN+ grant to add a Digital Navigator program that would expand our existing tech tutoring program and add staff dedicated to helping patrons with technology questions.

When we applied for this grant, we intended for the Digital Navigator program to allow us to expand our technology tutoring program and help ease the burden on circulation staff, who spend a significant amount of time helping patrons with technology issues. Staff funded through this grant could also serve as the highly needed in-house technology liaison, reducing reliance on overextended City IT and improving library technology services and coordination with our various technology vendors.

Another aspect of this program would be expanding access to internet and personal devices for those in need, particularly partnering with local organizations to reach underserved populations.

After hearing that we were recommended to receive the grant, the library leadership team has had numerous discussions about what this program could look like. A few concerns have come up, such as:

- Sustainability – Funding is uncertain at this point, as is timeline of funding availability. There's also no guarantee of ongoing financial support, and the reimbursement structure presents a risk. If funding is cut for whatever reason, the library may be forced to either absorb costs or eliminate services, frustrating staff and patrons.
- Staff Impact - The library is undergoing significant change with the satellite location launch. Adding another major initiative risks overburdening existing staff who are already overwhelmed.
- Space Needs – We struggle with adequate office space. Adding additional staff through this program may mean having to remove our small meeting room, which is heavily utilized by staff and patrons. A case could be made for the need for a dedicated computer lab or a third vehicle to support the proposed services.



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- Operational Risks - If the library starts the program and later needs to scale back or eliminate it due to lack of funding, it could damage community trust and lead to backlash from patrons who rely on the service.
- Timing Issues - The organization is still adjusting to the satellite branch and facing an uncertain legislative landscape. Current proposed legislation could impact operations and funding.
- Allocation of Resources - Our in-kind for the grant is management, oversight, and marketing of the program. There is a significant financial and staff commitment going toward this that could be used support other services if we do not move forward with the Digital Navigator program.

Due to the size of this grant, investment of staff time in oversight, supervision and marketing as in-kind donation, and strategic direction of the change it would entail, the board should discuss and decide what is best for our citizens and organization.