



**EPL'S DIGITAL LITERACY FRAMEWORK:
EMPOWERING
COMMUNITIES TO THRIVE
IN A DIGITAL WORLD**

PRINCIPLES (WHY)

At Edmonton Public Library, we're committed to ensuring everyone has access to ideas, information, and stories, which is essential to a democratic society. This foundational principle is embedded in our mandate and mission, and reflected in the core values we live by every day.

In today's increasingly digital world, not everyone has the same opportunities to connect, learn, and create. The digital divide remains a significant barrier to meaningful participation in society. EPL is committed to closing this gap by championing digital literacy — ensuring every Edmontonian has the tools, skills, and confidence to thrive in a connected world.

SERVICE APPROACH (WHAT)

EPL's digital literacy services are designed to be empowering, inspiring, and inclusive. We support digital literacy and lifelong learning through:

- **Access** to technology and staff guidance.
- **Skill building** through classes, staff support, co-learning, and outreach.
- **Participation** in digital culture through creative, educational, and recreational experiences.

As technology evolves, so do community needs. EPL evaluates its services at least annually using our community-led framework to ensure they remain responsive and relevant. We pilot new tools, refresh programs, and discontinue outdated ones in response to emerging trends.



SERVICE DELIVERY MODEL (HOW)

Recognizing digital equity gaps across Edmonton, EPL prioritizes digital literacy resources and training based on greatest need.

- **Foundational services** are available at all branches.
- **Specialized services**, including advanced equipment and technology, are offered at designated branches where infrastructure allows, with the Makerspace at the Stanley A. Milner Library serving as EPL's hub for innovation, creativity, and hands-on exploration.
- **Advanced training** and emerging technologies are delivered through strategic partnerships with experts.



Access

- **Public computers** with high speed internet and commonly used software are available at all locations. High speed WiFi is also available at all branches.
- **Low-cost printing** and **free faxing** services are offered systemwide.
- EPL leverages **partnerships** to extend internet and technology access into customer homes for underserved communities.
- The **Makerspace at the Stanley A. Milner Library** is EPL's digital innovation hub — offering advanced services unavailable elsewhere and testing new services and tools to roll out across the system.
- **Makerspaces** at branches are developed when possible, using proven technology with established service models developed at the Stanley A. Milner Makerspace.
- **Emerging tools** may also be deployed to branches without Makerspaces based on feasibility and local demand.



Skill building

- Staff provide **point-of-need digital literacy guidance** at all branches, using a co-learning approach to help customers build the confidence and skills needed to solve issues on any device.
- **Computer Skills** is EPL's foundational adult digital literacy class, offered widely across EPL branches and continually refined through community feedback.
- **Established programs** like TechTime, Discovery Club, and STEAM Lab are offered based on local interest and demand.
- **STEAM learning tools** such as robots, circuit kits, iPad apps, etc. are available system-wide to engage learners of all ages during classes, outreach, and on-the-floor.
- New technologies are piloted under the Digital Literacy Team's guidance, with proven initiatives expanded to close geographic gaps and ensure consistent, high-quality service.



Participation

- EPL embraces **video gaming** as an important part of digital learning and engagement. All branches offer video game collections and access to online games on public computers. Select branches feature bookable game consoles and the Makerspace hosts dedicated gaming equipment.
- EPL fosters **digital curiosity and creativity** through larger scale events, speakers, and partnership programs.
- **Digital exhibits**, such as The Wall at the Stanley A. Milner Library, showcase the power of interactive digital experiences and celebrates digital creativity, including local expertise.
- EPL supports **digital creators and storytellers** through curated platforms like *Capital City Records*, *Capital City Press*, and *Voices of the Land*, offering trusted spaces for community expression and preservation.

Anyone in Edmonton can access technology at EPL, from WiFi to laser cutters, to connect, create, and explore new ideas. The opportunities are yours to imagine.



