

Albany Public Library's WORKING KNOWLEDGE PUBLIC COMPUTING CENTER

Helps People Improve Work Skills and Find Jobs!

April 30, 2012

Our skilled trainers use hands-on classes, individual assistance, and open labs, to help people:

- ✓ Write a winning resume
- ✓ Practice job interviewing skills
- ✓ Train on basic computer skills necessary for many jobs
- ✓ Get personalized assistance with computer & job search



STATISTICS

- ➔ Started in May 2011
- ➔ Based at the Computer Lab in the Main Library
- ➔ Provide services at all 7 APL libraries
- ➔ Staffed full time by one manager and two trainers (chosen from APL's top employees)
- ➔ Provided assistance to over 2,000 people
- ➔ Work with over 40 people each week
- ➔ Conducted more than 1,525 hours of classes labs, and workshops
- ➔ Developed and offered 13 different courses during the first year

SUCCESS STORIES

In its first year, the Working Knowledge Public Computing Center has worked with more than 2,000 people to improve their skills and search for jobs. Here are 2 of our success stories:

Former Inmate Lands Job

"Steve" was recently released from prison after 10 years. He needed to improve his work skills and get help with a job search.

We helped Steve get a professional email address and craft a solid resume. He also took classes on computer basics and using the internet. Steve used our computers to take free online job readiness workshops and earn certifications. Our trainers prepared him for job interviews. He was offered two jobs and is now employed in a stable position with room for advancement.

"I've recently started my life over and this program has really helped me progress," he said. "I am computer literate now. I found a nice job and am moving on with my new life."

Senior Citizen Learns Computers

"Tom" has been a fixture at our libraries for years. He's one of our seniors and is a ray of sunshine. Tom's son recently bought him his first-ever computer.

Tom came to us for classes on how to navigate the internet, how to use email, and the basics of social networking. We also gave him one-on-one assistance to maximize his learning. Now he's using that computer to keep in touch with family and for entertainment.

Tom tells us that the Working Knowledge program has "just been fantastic for me." He's grateful for the trainers' help and "for all that I learned in such a short time."

For job-seekers, free e-training at Albany library

By SCOTT WALDMAN, Staff writer
October 11, 2011

ALBANY -- There are jobs, and now a new technology program will help the unemployed find them.

A joint effort by the [Albany Public Library](#), area nonprofits and technology firms will offer training and certification for the region's jobless in the type of computer programs that employers use. Up to 200 unemployed people will be trained in [Microsoft Office Specialist](#), Microsoft Technology Associate, Quickbooks, Adobe, Autodesk, or Comptia Strata.

About 30,000 people in the Capital Region are unemployed. The goal is to get people into the type of middle-level skill jobs that are still available in the tight job market because people are over- or under-qualified for them.

Some estimates put the number of national jobs left vacant because qualified workers cannot be found at 3 million.

The free Albany program could soon be a national model as a way to use technology to get people in jobs as quickly as possible, said [Brian Lee](#), CEO of [U.S. Wired](#) for Education, an Albany-based company that uses technology to train jobseekers.

"The theory is more certifications, more employability," Lee said.

Lee expects participants to include people who are underemployed, laid off factory workers trained in jobs that no longer exist and former white-collar employees who need new skills to boost their resumes.

Such training can cost up to \$900, Lee said. The program is operated through MetrixLearning, a provider of e-training for public workforce development.

The program is a collaboration with the library, the [Capital Region Workforce Investment Board](#) and New York Wired for Education.

Participants will complete 12 to 40 hours of training and then take a proctored exam at the library. On Monday, Oct. 17, there will be a training session at the library where experts will train 50 people an hour. Participants will then have 60 days to complete their online coursework and another 30 days to take the certification test.

Lee said an official certification listed on a resume can help an applicant stand out from the pack of jobseekers. For example, Lee said, a lot of small businesses need employees who know how to use Quickbooks, an accounting software.

Online mentoring and tutoring will be available for participants. Lee said he expects about 100 to complete the program and earn the certification.



Metrix class instructor Wayne Pombrio (standing) of Albany City youth and workforce services conducts computer training in the Albany Public Library's computer lab in September 2010.

Local News Story

PCC Monthly Calendar

MARCH OPEN LABS: Drop-In Help

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| MARCH 1 (Thurs) 10 am-12 pm @ Main Library | MARCH 16 (Fri) 10 am-5 pm @ Main Library |
| MARCH 2 (Fri) 10 am-5 pm @ Main Library | MARCH 19 (Mon) 9 am-5 pm @ Main Library |
| MARCH 5 (Mon) 9 am-5 pm @ Main Library | MARCH 20 (Tues) 1-5 pm @ Main Library |
| MARCH 6 (Tues) 12-2 pm @ Main Library 3-5 pm @ Bach Branch | MARCH 21 (Wed) 9 am-5 pm @ Main Library |
| MARCH 7 (Wed) 9 am-5 pm @ Main Library | MARCH 22 (Thurs) 3-5 pm @ Main Library |
| MARCH 8 (Thurs) 10 am-12 pm & 3-5 pm @ Main Library | MARCH 23 (Fri) 10 am-5 pm @ Main Library |
| MARCH 9 (Fri) 10 am-5 pm @ Main Library | MARCH 26 (Mon) 9 am-12 pm @ Main Library 12-2 pm @ Arbor Hill/West Hill Branch 12-2 pm @ Howe Branch 3-5 pm @ Delaware Branch |
| MARCH 12 (Mon) 9 am-12 pm & 3-5 pm @ Main Library 3-5 pm @ Delaware Branch | MARCH 28 (Wed) 9 am-12 pm & 1-5 pm @ Main Library 12-2 pm @ AH/WH Branch 3-5 pm @ Howe Branch |
| MARCH 13 (Tues) 1-3 pm @ Main Library 2-4 pm @ Pine Hills Branch | MARCH 29 (Thurs) 3-5 pm @ Main Library |
| MARCH 14 (Wed) 9 am-12 pm & 1-5 pm @ Main Library 12-2 pm @ Arbor Hill/West Hill Branch 3-5 pm @ Howe Branch | MARCH 30 (Fri) 10 am-5 pm @ Main Library |
| MARCH 15 (Thurs) 3-5 pm @ Main Library | |

MARCH CLASSES AND WORKSHOPS

All classes and workshop take place at the MAIN LIBRARY. Register at 427-4325.

JOB SEARCH SKILLS

METRIX LEARNING

Learn how to use this workforce training program and gain job skills. Attend an orientation and get free access to Metrix for three months. Intermediate computer skills and the ability to work individually required.

MARCH 19 (Mon)
6-8 pm

MOCK JOB INTERVIEWS

Learn good job interviewing techniques. Practice your new skills in a mock interview and get constructive feedback.

MARCH 29 (Thurs)
10 am-12 pm

COMPUTER BASICS

INTRO TO COMPUTERS

Learn how to use a computer, work the mouse, and navigate through Microsoft Windows.

MARCH 15 (Thurs)
10 am-12 pm

MARCH 26 (Mon)
3-5 pm

INTRO TO THE INTERNET

Learn how to use the internet for job searches, online purchases, banking, and entertainment.

MARCH 5 (Mon)
6-8 pm

MARCH 20 (Tues)
10 am-12 pm

ADVANCED INTERNET

Explore websites, online search engines, and others in more depth.

MARCH 6 (Tues)
10 am-12 pm

MARCH 22 (Thurs)
10 am-12 pm

DESKTOP TOOLS

INTRO TO WORD

Learn Microsoft Word to type a resume, create a flier, or prepare a letter. Basic mouse and keyboard skills required.

MARCH 1 (Thurs)
1-3 pm

MARCH 15 (Thurs)
1-3 pm

INTRO TO POWERPOINT

Learn to create and deliver a Microsoft PowerPoint presentation. Intermediate mouse and keyboard skills required.

MARCH 8 (Thurs)
1-3 pm

MARCH 22 (Thurs)
1-3 pm

INTRO TO EXCEL

Learn how to create and format spreadsheets using Microsoft Excel. Basic mouse and keyboard skills required.

MARCH 12 (Mon)
1-3 pm

MARCH 29 (Thurs)
1-3 pm