



## PROGRESS REPORT • May 1, 2012

**Who We Are** *BE:Lab* is the free computer & technology training and job resource program of the Southeast Steuben County Library.



Our BTOP program is known as **BE:Lab**, which stands for *Broadband Experience: Library Accessible Broadband*. Just before the program began, the library, which is an association library supported by the city of Corning and the Towns of Corning, Campbell, Caton, Erwin, Hornby and Lindley, negotiated new contracts with all of those entities but met with resistance from some the rural communities. The library leadership felt that *BE:Lab* should emphasize its new services to these rural communities (where broadband access is very limited) as a way of stressing the value of supporting the Library to these communities.

To that end *BE:Lab* became a de facto mobile PCC, taking our fleet of 14 laptops and other devices to the town halls of Caton, Hornby and Campbell, where they held classes, one-on-one training and open access at each location one day every week. *BE:Lab* also installed wireless routers in these town halls public access when *BE:Lab* was not there. The other two days of the work week were spent at the Library, holding classes and working with patrons one-on-one.



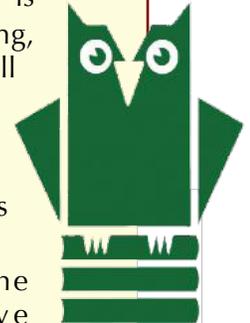
This was the schedule for the first nine months of 2011.

By September it was determined that the Town Hall program wasn't serving enough patrons, although the patrons it was reaching were served well. *BE:Lab* would focus its efforts at bringing patrons to the library. In addition, *BE:Lab* added Saturday hours, giving six full days of patron one-on-one access weekly.

### The Southeast Steuben County Library is

located in Corning, New York, a small city of about 12,000 and home to the Corning Museum of Glass and Corning, Inc.

Over 30% of the population have college degrees, compared to less than 20% for Steuben County overall. Before the grant, our Library already had a very robust PCC with 27 public access computers and over 48,000 users annually (and this number does not include the patrons who log into our public access wireless network on their own devices.) Although the population of our Library's entire service area is about 34,000, we have over 238,000 people through the doors every year.



**BE:Lab in 2011** organized 139 computer classes; 18 resume & job interview workshops; 1 public seminar about social media for business; 2 visits to senior/assisted living centers; & 100 open computer labs at three town halls. That comes to 260 formal classes/events/programs for 2011, without counting one-on-one assistance sessions at the library.



**BE:Lab and the Future:** In the first three months of 2012 *BE:Lab* reached twice as many patrons at the library as it had at the Town Halls in all of 2011. *BE:Lab* is actively forging collaborations with other agencies and organizations, including CSS Workforce NY, Corning Chamber of Commerce, City of Corning, Corning Painted Post Area School District, BOCES, Corning Rotary, and our sister BTOP libraries at Alfred, Wayland and STLS.

# What We Offer

- Intro to Windows 7
- Word 2010 Course I
- Word 2010 Course II
- Excel 2010 Course I
- Excel 2010 Course II
- Excel 2010 Project: Creating a Budget
- Excel 2010 Course III
- PowerPoint 2010 Course I
- PowerPoint II: Reinventing the Family Slide Show
- Intro to Macintosh Computers
- Macs & More Open Lab
- Intro to Facebook

## OUR CLASSES & WORKSHOPS INCLUDE SKILLS DEVELOPMENT IN THE FOLLOWING AREAS:

- Exploring Social Media
- Computers and Photographs
- Editing Digital Photos
- How to Set Up & Use Email
- Computer & Internet Safety
- Intro to Skype & Video Calling
- Buying & Selling Safely Online
- Downloading Library eBooks
- Intro to Digital Music
- Websites 101: Making Your Own
- Keyboard Shortcuts
- Sharing Photos Online
- Making Your Own Blog

Plus the following special holiday classes:

- Excel II: Mailing & Gift Lists
- Creating Custom Photo Cards
- Be a Super Shopper: Black Friday and Cyber Monday
- Test Drive Before You Buy/ Technology Petting Zoo
- Holiday Show & Tell

Additionally we bring Workforce consultant **Lynn Paige** to the Library each month for free workshops on **Creating an Effective Resume and Mastering Job Applications and Interviews**



Although BE:Lab has always and will always offer classes on a wide range of technology and job preparedness subjects, our greatest response and effectiveness has turned out to be one-on-one patron assistance & training.

Patrons can come to BE:Lab to 'test drive' the latest technology, including eReaders, tablets, computers and software.

Our class schedule is posted at the library & on the library website. It can also be found in local newspapers and on local radio and television websites

Patrons can use our 27 PCC desktops or log on to free broadband wifi at the library or the 3 town halls.



BE:Lab offers a range of classes and one-on-one training in the MS Office suite of software, as well as Mac and open source solutions.

The library's business class broadband speed is rated at 10 Mbps down, 1 Mbps up

Patrons can find BE:Lab on Facebook: facebook/pages/BELab and on Twitter: @MyBELab

BE:Lab strives to assist those in need to learn necessary computer skills, update and improve their resumes, and gain the confidence to apply for work online. To date, 10 patrons have come back to us to report that they found employment after attending our training.



**BE:Lab** staff are Marshall Hyde, manager & trainer and Jennifer Gaylor, senior trainer

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Library hours:	Summer hours
10-6 M-W-F	(May 27-Sept 8)
10-8 T-Th	9-6 M-W-F
10-4 Sat	9-8 T-Th
11-4 Sun	9-4 Sat
	closed Sun