

## **Olean Public Library Public Computing Center OBE Final Report Narrative**

### **Digital Literacy and Workforce Development Best Practices**

During the course of the grant we found more demand for digital literacy and workforce development skills. When we first started the one on one computer tutoring we had many time slots that did not fill up, now all slots fill up very quickly and we usually have a waiting list of patrons asking to be called for cancellations. Advertising was very important. We advertised our services by posting flyers at local businesses and organizations, advertising in the newspaper and on tv, posting on our webpage, Facebook, and Twitter. However, word of mouth was our best advertisement.

Satisfied patrons recommended our classes and one on one tutoring to their friends. Most patrons had very positive things to say about our tutors and instructors. Hiring the right people to tutor and teach classes was very important to the success of this grant. We not only hired people with technology skills, but people who were kind, patient and flexible. Many of the patrons we tutor are older people with little or no computer skills. It was very important that our tutors could meet them at their own skill level and teach them at the pace they were comfortable with. Assuring patrons that they could not break the computers and that it takes time to learn computer skills helped them gain confidence. As a consequence we have many patrons who come for tutoring regularly to enhance the skills they've learned and to learn new skills.

During this grant period we've seen an increase in local companies laying off employees. Many of these people were not computer literate and had no idea how to fill out online job applications or create resumes. Our Reference staff was instrumental in identifying these people and helping them. The Reference staff helped patrons navigate the Internet to find jobs, fill out job applications, and introduced them to the resume databases and software we purchased through the grant. Reference staff also explained to those who needed additional help that we offered classes and one on one tutoring for both computers and job search skills. We signed many people up for these additional services this way. We also made sure our Circulation, paging, technical services, and Children's staff was aware of the services we had to offer so they could promote our programs and refer patrons.

When the grant first began we made contact with our local One Stop. We didn't want to duplicate services with them, but rather offer services that complimented each other. We visited their office. They gave us a tour and showed us the services they had to offer patrons. We shared with them what we offered. This relationship proved to be very beneficial for both of us. We refer patrons to them who need more

assistance in writing resumes and job searching than we can provide. They refer patrons to us who need computer access and digital literacy skills.

We started out the grant concentrating on teaching computer skills. We found that people wanted more. They came to us needing help with smart phones, tablets, eReaders and other electronic devices. We adapted to the needs of our patrons. We purchased these types of devices for our library with the grant. This allowed our tutors and Reference staff to gain experience with these devices to better help patrons. We were also able to provide Technology Petting Zoos to show patrons the different electronic devices available. Patrons were able to try out these devices and ask questions about them from our staff. It helped them make decisions about what devices they wanted to buy for themselves. We are also planning to offer technology training for all our library staff in these devices to better serve patrons.

In the beginning all the Microsoft Office classes were popular. As time went on Word dropped off, but Excel's popularity remains constant. Also, classes dealing with digital cameras/photography have become more popular in the past year. When it comes to tutoring, questions on using tablets have become more popular since the beginning of the grant period.

We learned that you need to offer a variety of programs and times. At the beginning we offered classes in different time slots on different days until we found which were the most well attended and most convenient for patrons. We also had to come to terms with the fact that not all programs will fill up, even ones that were specifically asked for by the patrons. Be willing to drop classes you thought would be popular if they aren't and try something new.

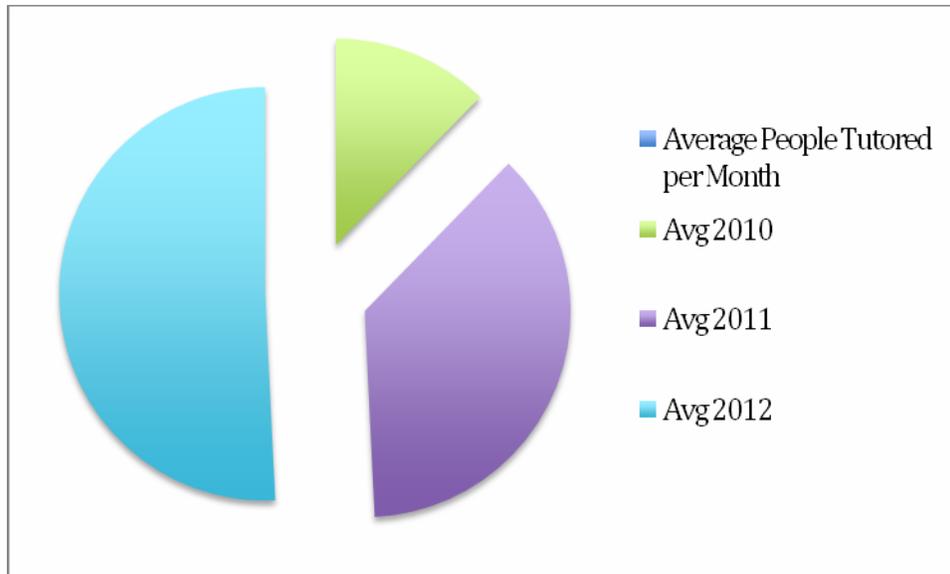
### **Book A Librarian Service**

Our one on one tutoring program, locally known as "Book A Librarian" proved to be the most popular aspect of this grant. We are committed to keep this going for years to come. Patrons make an appointment to have a one on one tutoring session regarding computers or workforce development with one of our librarians.

The attendance of our one on one tutoring has continued to increase each year:

- **268 Tutoring Sessions in 2011**
- **320 Tutoring Sessions in 2012**

We started the program in 2010 before our official "grand opening." In 2010 we averaged 8 people tutored a month. In 2012 our average had gone up to 33 people tutored a month with a waiting list for cancellations.



Patrons like hands on instruction. They like to be able to try to duplicate a task and have the knowledge of the tutor available to help them figure out where they are doing something wrong.

## Demographics

When we started the grant, we were expecting the largest demographic to be out of work middle to late middle age people who had to refresh their computer skills and needed help searching for jobs and writing resumes after not having to do so for years. We made sure that we advertised in the local food pantry and homeless shelters, in the mall, at the local One Stop, and even on cable television.

We have had a diverse group of people who have used the PCC in the past 2 years. Our biggest user group is women over the age of 50. Older men do attend some of the classes, but tend to like the one on one tutoring the best. We hardly ever see a younger man in classes or utilizing tutoring. We are on the border of NY and PA and we do have many PA residents who come to the classes. After having a PA resident comment to me on the fact that we should advertise more in PA, I started sending the class list to the Bradford Job Link office.

The women over 50 demographic changed some of our advertising approaches as well as some of our classes. We started to make sure the local churches were aware of our classes as well as the senior center and the Office of the Aging. Basic classes grew in popularity. We even held classes on how to buy a computer and basic maintenance after we started to receive many questions at the Reference desk or in tutoring sessions on that topic. We also offered Facebook and digital camera classes. Many of the patrons commented on how these skills were enabling them to keep in touch with grandchild in other parts of the country. The patrons also

commented that they felt less isolated, especially in the winter, when they could communicate online.

The retired patron demographic also impacted the times that we offered classes. We knew that the main users of the PCC would not be driving after dark during the winter (we experienced that first hand a few times) and refrained from having classes that were held later during the winter months. We tried the weekends, but we had many comments that this was their day to stay in and sleep late or do their shopping, so, after an initial trial, we did not hold classes on the weekend. Also, around holidays many people would go away and we found that it was futile to try to hold any classes in December. People would still sign up and attend tutoring sessions, which usually had a holiday theme to the appointments, but they did not want to take time out of the holiday bustle to take a class. Even with the adjustments we made, classes still did not fill up at certain times. There always seemed to be some new obstacle that popped up and we just had to learn to be flexible.

## **Scheduling**

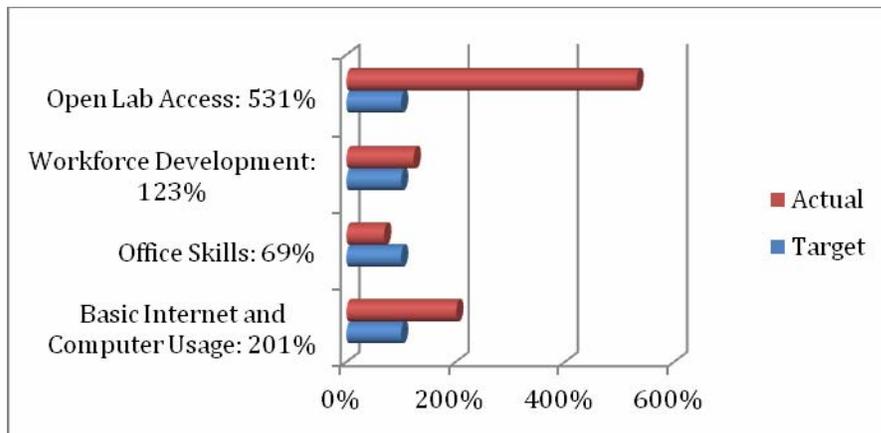
Scheduling was a bit of a challenge for us. Because of a lack of space at our library with no room to remodel, we purchased a portable computer lab with laptop computers, moveable furniture, Smart Board, and projector for our classes. The space we use to set up our lab is a space shared by other library and community programs, so scheduling classes was not always easy. We also had to take in to consideration the schedules of the instructors from JCC who taught as well as the preferred hours of our patrons. Though this was challenging at times, we employed a very capable, flexible staff to make this work.

The open computer lab was the easiest. The computers were available every day the library was open. We have a computer based reservation program in place. Patrons received one hour a day on the computer. If we found that someone had an application to fill out or a test to take for a class that would run longer than 1 hour, we would put them on one of our four tutoring/handicap accessible computers so they had the time that they would need to finish their task. A librarian was always at the Reference Desk available to answer questions of the patrons using the computers.

One on one tutoring was a smooth scheduling process as well. At the beginning of the month, a schedule would be posted for all the available slots for tutoring. Patrons were limited to one slot a week and slots filled up on a first come first serve basis. Initially, we had some people forgetting their appointments, so we made up cards similar to those given out at medical offices, with the date, time, and tutor's name as well as the phone number of the library in case the patron needed to cancel. These cards seemed to work and we ended up using them with class sign ups as well.

## Targets Achieved

Our expectations for the grant have been met and exceeded in most categories. As previously stated, our public access computer usage exceeded expectations and was 531% of our target number set at the beginning of the grant. Our attendees for Basic Computer and Internet skill classes are at 201% of our target number and our Job and Workforce Development skills are at 123% of our target number. The grant was a very successful endeavor in these categories.



## Community Impact

We enabled many patrons to gain new technology skills. Most patrons using our services evaluated the services positively and stated that they felt more knowledgeable after the class or tutoring session than they did before.

One example is a patron who came to us who did not want anything to do with computers. He was very intimidated by them and felt he was too old to learn how to use them. We set him up for regular tutoring sessions. He now can use email, search the Internet, and use Craigslist to sell used items and bring in extra income.

We have many interesting patrons of the PCC. We have a Franciscan Sister Motherhouse in the neighboring community. One of the patrons of our PCC is a 73-year-old nun who was learning new computer skills to help with her job at the Motherhouse.

We received some nice feedback from a patron who stated: "I cannot thank you enough for offering this service. When I started, I did not know how to turn the computer on – much less anything else. Over these last months, I have taken advantage of as many hours as I could. I have worked with four different teachers; all of them are saints! They were able to teach me – and that says a lot. Since I started, I have been given my son's old laptop – it is slow, but I am slower. This past month, I got DSL at home so now I can work on my computer skills from home. I

now e-mail my kids, grandkids, and brothers and sisters. Every time I have a class, I learn something new. They are all so patient and so encouraging. I plan to keep coming as often as possible. Thanks a million again."

As a result of this grant an impromptu morning group of older laptop owners has popped up in the library. They bring in their laptops and set at two of our long tables. They all help each other and when they cannot figure it out on their own, they come get me to help. They all met when they were taking PCC classes together. It is nice because not only do they seem to have overcome any sort of technological anxiety, but also they have become a social group, which is important especially as one gets older.

One of the nicest compliments a patron gave us was "I am so impressed by the Olean Public Library. For a library of this size in a city like Olean, you guys are always on the cutting edge of technology. It is something that the community should be proud of."

One frequent visitor to our PCC let us know that he had received his teacher certification. He had been working on it online using our resources. He told us that he did not have the Internet at home and the library had been a lifesaver. Not only was he able to use our computer resources, but also we were able to save him over \$400 in textbook costs.

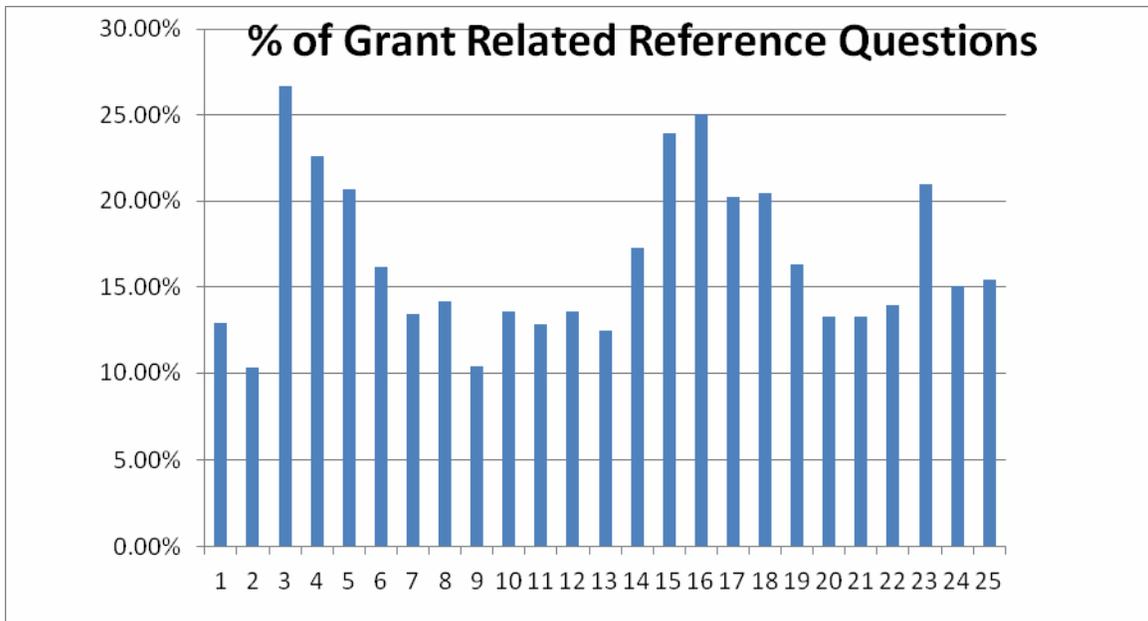
Another story I would like to share happened on the first day of August 2012. A gentleman came in who was totally computer illiterate but was offered a job, which would start immediately as long as he was able to get the application in online before 5pm. We were able to set him up with one of our tutors (who stayed later than he was scheduled) to help the gentleman fill out the application. The gentleman now has a job and is very grateful to the library for all its help.

15 people have reported back that they have obtained positions with the PCC's help. 3 people have reported using the PCC to help with their small business. One person has been using our computer resources to print out advertisements and maintain inventory on his newly opened toy store. Another couple attends all of our social networking classes in order to learn how to integrate those tools in to marketing their small business.

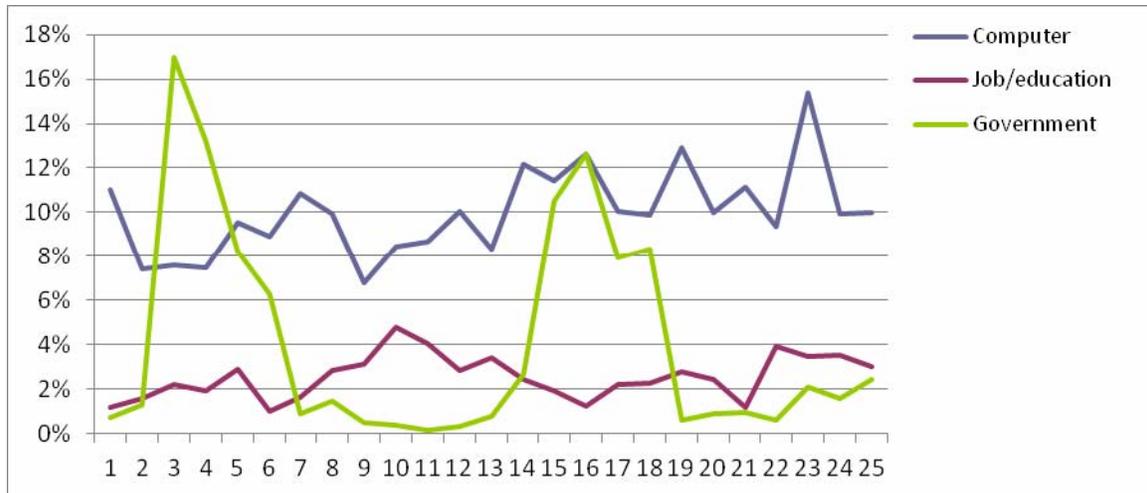
We have helped many people, especially older patrons, become more educated when it comes to computers enabling them to communicate with their family easier, fill out online forms, and do their banking online. In contrast to the nuns, we also have a few halfway houses located in the area which have brought us a few patrons. When we look at the patrons of the PCC, we definitely can see a microcosm of the larger world around us. I believe the PCC has had a positive impact within the community.

## Impact on Existing Services

Since the beginning of the grant, we have tracked reference questions dealing with grant topics to see if there was any change. Since 2010, the amount of questions dealing with technology, jobs/education, and government has risen from a level of below 10% of the reference questions received to over 15% of the reference questions received. The average number of users of the PCC and its resources has increased by approx. 100 users a week between 2011 (632 a week) and 2012 (730 a week). Our public computer usage has also increased quite significantly. In the first month of the grant the public computer usage was a bit over 800 a month. Since that time, the public computer usage has been over 1000 users a month with a peak of over 1900 in several months in 2012. This does not include wireless access which has also increased over the two years of the grant.



## Grant Related Reference Questions Broken Down by Subject



## Lessons Learned

The most important lesson learned was that we needed to be flexible. We needed to listen to what our patrons were telling us and adapt accordingly. When classes in certain subjects didn't fill up, we changed what we offered and tried new things until we found what worked. When the one on one tutoring became popular we offered more sessions. When patrons needed help with electronic devices we'd never used before, we learned how to use them. Our staff were constantly challenged with new devices and requests for help. Our tutors began the grant with the expectation that they would be teaching basic computer and Internet skills and assisting job searchers. They learned that patrons wanted help setting up Facebook accounts, creating websites, selling on eBay and Craigslist, downloading eBooks to their eReaders and pictures from their cameras, and help paying their bills online. They wanted to learn how to Skype, email, text and instant message their children and grandchildren.

Another lesson we learned is no matter how much planning and prep you do, nothing can control WNY weather, no matter the season. We have had to cancel things due to snow, tornado warnings, broken boiler and cold weather. Also, in the winter, in this area, we try to schedule classes in the afternoon or early evening because people tend to be more concerned about driving at night in bad weather. Again, we need to be flexible at all times.

Finally, people quit, especially when they know it is a grant position for a limited time. People will also accept other permanent employment while still working at the PCC which puts a limit on some of the hours tutoring and classes are available.

Adjustments will have to be made in order to accommodate new schedules while still serving our patrons as best as we can.

<b>General outcome #1:</b> PCC/E-Mobile Unit users gain digital literacy skills.					<b>Evaluation time period:</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b>Basic Internet and Computer Use</b></p> <p>PCC offers the following training:</p> <p><b>Keyboarding Basics</b></p> <ul style="list-style-type: none"> <li>Participants will explore the keyboard to gain familiarity with it.</li> <li>Participants will gain familiarity with using the home row</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Computer Basics</b></p> <ul style="list-style-type: none"> <li>Participants report being more comfortable with basic computer terminology</li> <li>Participants will be able to correctly turn a computer on and off</li> <li>Participants will be able to use a mouse</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Windows 7</b></p> <ul style="list-style-type: none"> <li>Participants will be able to use the Start Button</li> <li>Participants report being comfortable with sizing and moving windows</li> <li>Participants report understanding drivers &amp; folders.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Internet Basics</b></p> <ul style="list-style-type: none"> <li>Participants will be comfortable with basic internet terms</li> <li>Participants will be comfortable navigating to a website</li> <li>Participants will be comfortable with exploring a website</li> <li>Participants will be comfortable with using a search box</li> <li>Participants will be comfortable using a site map</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Internet Basics II</b></p> <ul style="list-style-type: none"> <li>Participants will be able to search the internet using Google or Yahoo</li> </ul>	505				1017 people
		5	Observation by trainer Post-workshop survey Post-workshop survey	4 or 80% per training 4 or 80% per training 4.25 or 85% per training	5 people 67% 67% 100%
		5	Post-workshop survey Observation by trainer Observation by trainer Post-workshop survey	4 or 80% per training 4 or 80% per training 3.75 or 75% per training 4.25 or 85% per training	7 people 74% 97% 97% 93%
		7	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	5.95 or 85% per training 5.6 or 80% per training 5.25 or 75% per training 5.95 or 85% per training	8 people 100% 75% 75% 95%
		5	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	4.25 or 85% per training 4.25 or 85% per training 4 or 80% per training 4 or 80% per training 3.75 or 75% per training 4.25 or 85% per training	7 people 91% 82% 82% 80% 75% 100%
		5	Post-workshop survey	4.25 or 85% per training	11 people 71%

<ul style="list-style-type: none"> <li>Participants will be able to find driving directions</li> <li>Participants will be able to find local news or weather forecasts</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	5	Post-workshop survey Post-workshop survey Post-workshop survey	4 or 80% per training 4 or 80% per training 4.25 or 85% per training	86% 100% 93%
<p><b>Internet Searching Tips</b></p> <ul style="list-style-type: none"> <li>Participants will be able to narrow or broaden search terms using Google</li> <li>Participants will be able to use Google Advanced search</li> <li>Participants will be able to search Google images, video, maps, news and books</li> <li>Participants will be able to bookmark favorite sites</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	5	Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	4.25 or 85% per training 4 or 80% per training 4 or 80% per training 4.25 or 85% per training 4.25 or 85% per training	7 people 67% 50% 50% 60% 100%
<p><b>Google Web Pages 1</b></p> <ul style="list-style-type: none"> <li>Participants are able to locate Google Sites</li> <li>Participants will be able to sign in to Google Sites</li> <li>Participants will be able to choose a template</li> <li>Participants will be comfortable adding content to the page</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	7	Observation by trainer Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey	6.3 or 90% per training 6.3 or 90% per training 5.95 or 85% per training 5.6 or 80% per training 5.95 or 85% per training	5 people 100% 100% 100% 100%
<p><b>Google Web Pages 2</b></p> <ul style="list-style-type: none"> <li>Participants will be comfortable with changing the layout of the page</li> <li>Participants will be able to insert a table</li> <li>Participants will be comfortable formatting their site</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	7	Post workshop survey Post workshop survey Post workshop survey Post workshop survey	5.6 or 80% per training 5.25 or 75% per training 5.25 or 75% per training 5.95 or 85% per training	3 people 100% 50% 50% 100%
<p><b>Digital Cameras</b></p> <ul style="list-style-type: none"> <li>Participants will be able to download pictures from their cameras</li> <li>Participants will be able to save pictures to their computer</li> <li>Participants will be able to upload pictures from their computer to e-mail or websites</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	7	Post workshop survey Post workshop survey Post workshop survey Post workshop survey	6.65 or 95% per training 6.65 or 95% per training 5.6 or 80% per training 5.95 or 85% per training	12 people 85% 91% 93% 100%
<p><b>Store and Share Pictures Online</b></p> <ul style="list-style-type: none"> <li>Participants report being comfortable with using the Flickr web site</li> <li>Participants will be able to upload their photos online</li> <li>Participants will be able to share photos via the internet</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	7	Post workshop survey Post workshop survey Post workshop survey Post workshop survey	6.3 or 90% per training 6.3 or 90% per training 5.95 or 85% per training 5.95 or 85% per training	6 people 75% 100% 100% 100%

<p><b>Twitter for Beginners</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to create an account</li> <li>• Participants will understand basic Twitter lingo</li> <li>• Participants will be able to create and send a tweet</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p>	<p>6.65 or 95% per training 5.95 or 85% per training 6.3 or 90% per training 5.95 or 85% per training</p>	<p>6 people 100% 100% 100% 100%</p>
<p><b>Skype</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to install Skype on their computer</li> <li>• Participants will be able to create a Skype account.</li> <li>• Participants will be able to use Skype to make a call</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p>	<p>6.3 or 90% per training 6.3 or 90% per training 5.95 or 85% per training 5.95 or 85% per training</p>	<p>7 people 100% 100% 100% 100%</p>
<p><b>Blogging</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to register and set up a free blog account</li> <li>• Participants will be able to add a blog entry</li> <li>• Participants will be able to edit or delete a blog entry</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Observation by trainer  Post-workshop survey Post-workshop survey Post-workshop survey</p>	<p>6.3 or 90% per training  6.3 or 90% per training 5.95 or 85% per training 5.95 or 85% per training</p>	<p>3 people 100%  100% 100% 100%</p>
<p><b>Myfitnesspal.com</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to set weight loss goals.</li> <li>• Participants will be able to track calories</li> <li>• Participants will be able to use more advanced tools on the web site</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	5	<p>Post-workshop survey Post-workshop survey Post-workshop survey  Post-workshop survey</p>	<p>4 or 80% per training 4 or 80% per training 3.75 or 75% per training  4.25 or 85% per training</p>	<p>2 people 100% 50% 50%  100%</p>
<p><b>Using Your Online Calendar</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to set up an online calendar</li> <li>• Participants will be able to use various advanced settings</li> <li>• Participants will be able to add events</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	5	<p>Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey</p>	<p>4 or 80% per training 4 or 80% per training 3.75 or 75% per training 4.25 or 85% per training</p>	<p>6 people 100% 100% 100% 100%</p>
<p><b>Organize Your E-mail</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to set up folders to organize e-mail</li> <li>• Participants will be able to set up filters to go into specific folders</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	5	<p>Post-workshop survey Post-workshop survey  Post-workshop survey</p>	<p>4 or 80% per training 4 or 80% per training  4.25 or 85% per training</p>	<p>3 people 100% 100%  100%</p>
<p><b>WNY Outdoors!</b></p> <ul style="list-style-type: none"> <li>• Participants report familiarity with web resources about local events/attractions</li> <li>• Participants report being able to find local tours</li> <li>• Participants report being able to find accommodations online</li> <li>• Participants report satisfaction with workshop</li> </ul>	7	<p>Post-workshop survey  Post-workshop survey Post-workshop survey  Post-workshop survey</p>	<p>6.3 or 90% per training  6.3 or 90% per training 5.95 or 85% per training  5.95 or 85% per training</p>	<p>7 people 100%  100% 100%  100%</p>

content/trainer					
<p><b>Planning You Summer Road Trip</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to make their own road trip map using map wizards</li> <li>• Participants report being able to find campgrounds and parks along their routes.</li> <li>• Participants are able to use online road trip planners</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>6.3 or 90% per training</p> <p>6.3 or 90% per training</p> <p>5.95 or 85% per training</p> <p>5.95 or 85% per training</p>	<p>2 people</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>	
<p><b>Locating and Evaluating Consumer Health Info Online</b></p> <ul style="list-style-type: none"> <li>• Participants report comfort with using online finding tools</li> <li>• Participants are able to create more advanced searches</li> <li>• Participants are able to evaluate a web site for credibility, timeliness, and usefulness</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>6.3 or 90% per training</p> <p>6.3 or 90% per training</p> <p>5.95 or 85% per training</p> <p>5.95 or 85% per training</p>	<p>3 people</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>	
<p><b>Finding Recipes Online</b></p> <ul style="list-style-type: none"> <li>• Participants report being able to find recipe web sites.</li> <li>• Participants are able to use recipe sharing or make-your-own cookbook sites</li> <li>• Participants are able to use tools such as measurement and temperature conversion</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>6.3 or 90% per training</p> <p>6.3 or 90% per training</p> <p>5.95 or 85% per training</p> <p>5.95 or 85% per training</p>	<p>2 people</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>	
<p><b>Evaluating Alternative Health Information Online</b></p> <ul style="list-style-type: none"> <li>• Participants report being comfortable using online finding tools</li> <li>• Participants are able to find dependable herbal supplements</li> <li>• Participants are able to evaluate web site for credibility, timeliness, and usefulness</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	7	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>6.3 or 90% per training</p> <p>6.3 or 90% per training</p> <p>5.95 or 85% per training</p> <p>5.95 or 85% per training</p>	<p>1 person</p> <p>100%</p> <p>100%</p> <p>100%</p>	
<p><b>Using Hotmail</b></p> <ul style="list-style-type: none"> <li>• Participants are able to read and respond to messages</li> <li>• Participants report feeling comfortable managing messages and folders</li> <li>• Participants are able to create a contact list</li> <li>• Participants are able to open attachments</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	5	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>4 or 80% per training</p> <p>3.75 or 75% per training</p> <p>4.25 or 85% per training</p> <p>4 or 80% per training</p> <p>4.25 or 85% per training</p>	<p>2 people</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>	
<p><b>Online Travel Planning</b></p> <ul style="list-style-type: none"> <li>• Participants report being able to book flights, transportation, and hotels</li> <li>• Participants are able to locate discount packages and tours</li> <li>• Participants report comfort with exploring destinations</li> <li>• Participants report satisfaction with workshop</li> </ul>	7	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>6.3 or 90% per training</p> <p>6.3 or 90% per training</p> <p>5.95 or 85% per training</p> <p>5.95 or 85% per training</p>	<p>7 people</p> <p>80%</p> <p>80%</p> <p>100%</p> <p>96%</p>	

<p>content/trainer</p> <p><b>Searching For Books and Periodicals Online</b></p> <ul style="list-style-type: none"> <li>• Participants are able to search for books and periodicals by author, title, subject, and keyword</li> <li>• Participants are able to navigate search results and individual book records</li> <li>• Participants are able to place holds on materials</li> <li>• Participants are able to review and maintain their accounts online</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>One-on-One Computer and Internet Basics Help Session</b></p> <ul style="list-style-type: none"> <li>• Participants report new/improved computer or internet basic skill</li> <li>• Participants report satisfaction with session</li> </ul> <p><b>Office Skills</b></p> <p>PCC offers the following training:</p> <p><b>Microsoft Word 2010 1A</b></p> <ul style="list-style-type: none"> <li>• Participants feel comfortable creating a document</li> <li>• Participants will be comfortable with saving a document</li> <li>• Participants will be comfortable editing a document</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Microsoft Word 2010 1B</b></p> <ul style="list-style-type: none"> <li>• Participants will be comfortable cutting, copying, &amp; pasting text</li> <li>• Participants will be comfortable to using the spell &amp; grammar checkers</li> <li>• Participants will be comfortable using the thesaurus</li> <li>• Participants will be comfortable proofreading their document</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Microsoft Word 2010 1C</b></p> <ul style="list-style-type: none"> <li>• Participants will be comfortable setting tabs.</li> <li>• Participants will be comfortable adding page numbers to a document.</li> <li>• Participants will be comfortable changing the margins on a document.</li> <li>• Participants will be comfortable importing a graphic into their document and editing it.</li> </ul>	<p>673</p>	<p>5</p> <p>1</p> <p>10</p> <p>10</p> <p>10</p>	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-session survey</p> <p>Post-session survey</p> <p>Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey Post-workshop survey</p> <p>Post-workshop survey</p>	<p>4.25 or 85% per training</p> <p>4.25 or 85% per training</p> <p>4.25 or 85% per training 4 or 80% per training</p> <p>4.25 or 85% per training</p> <p>.85 or 85% per training</p> <p>.85 or 85% per training</p> <p>8.5 or 85% per training 8.5 or 85% per training 7.5 or 75% per training 8.5 or 85% per training</p> <p>8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training 7.5 or 75% per training</p> <p>8.5 or 85% per training</p> <p>8 or 80% per training 8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>7.5 or 75% per training</p>	<p>3 people 100%</p> <p>100%</p> <p>100% 100%</p> <p>100%</p> <p>1 person 80%</p> <p>100%</p> <p>461 people</p> <p>7 people 75% 88% 75% 100%</p> <p>8 people 100%</p> <p>100%</p> <p>86% 86%</p> <p>100%</p> <p>10 people 86% 100%</p> <p>63%</p> <p>25%</p>
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<ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>			Post-workshop survey	8.5 or 85% per training	100%
<p><b>Microsoft Word 2010 1D</b></p> <ul style="list-style-type: none"> <li>Participants will be comfortable changing alignment and case of text</li> <li>Participants will be comfortable finding and replacing text.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul>	10		Post-workshop survey	7.5 or 75% per training	4 people 100%
			Post-workshop survey	8 or 80% per training	100%
			Post-workshop survey	8.5 or 85% per training	83%
<p><b>Microsoft Word Mail Merge</b></p> <ul style="list-style-type: none"> <li>Participants will be able to make multiple copies of a letter with different addresses</li> <li>Participants will be able to change greetings and personal information within a letter.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	8		Post-workshop survey	6.4 or 80% per training	5 people 100%
			Post-workshop survey	6 or 75% per training	100%
			Post-workshop survey	6.8 or 85% per training	100%
<p><b>Microsoft Word Publishing I – Flyers</b></p> <ul style="list-style-type: none"> <li>Participants will be able to change background colors.</li> <li>Participants will be able to insert page borders.</li> <li>Participants will be able to enhance images.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	8		Post-workshop survey	7.2 or 90% per training	10 people 100%
			Post-workshop survey	6.8 or 85% per training	89%
			Post-workshop survey	6 or 75% per training	89%
			Post-workshop survey	6.8 or 85% per training	96%
<p><b>Microsoft Word Publishing II – Newsletters</b></p> <ul style="list-style-type: none"> <li>Participants will be able to work with columns.</li> <li>Participants will be able to work with templates.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	8		Post-workshop survey	6.8 or 85% per training	11 people 100%
			Post-workshop survey	6.8 or 85% per training	75%
			Post-workshop survey	6.8 or 85% per training	100%
<p><b>Microsoft Word Publishing III – Brochures</b></p> <ul style="list-style-type: none"> <li>Participants will be able to set up page borders.</li> <li>Participants will be able to insert text boxes.</li> <li>Participants will be able to use shapes.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	8		Post-workshop survey	6.4 or 80% per training	9 people 83%
			Post-workshop survey	6.4 or 80% per training	83%
			Post-workshop survey	6 or 75% per training	83%
			Post-workshop survey	6.8 or 85% per training	100%
<p><b>Resume Writing in Word</b></p> <ul style="list-style-type: none"> <li>Participants will be able to locate Word Resume Templates</li> <li>Participants will be able to use and modify bullets</li> <li>Participants will be able to use columns and set margins</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul>	5		Post-workshop survey	4.25 or 85% per training	3 people 50%
			Post-workshop survey	4 or 80% per training	50%
			Post-workshop survey	4 or 80% per training	50%
			Post-workshop survey	4.25 or 85% per training	100%
<p><b>Microsoft Excel 2010 1A</b></p> <ul style="list-style-type: none"> <li>Participants will be comfortable selecting and editing cells.</li> <li>Participants will be able to use the autosum feature.</li> <li>Participants will be comfortable formatting numeric entries.</li> <li>Participants will be able to save a workbook file.</li> <li>Participants report satisfaction with workshop</li> </ul>	10		Observation by trainer	8.5 or 85% per training	12 people 95%
			Post-workshop survey	8 or 80% per training	98%
			Post-workshop survey	8 or 80% per training	98%
			Observation by trainer	8.5 or 85% per training	98%
			Post-workshop survey	8.5 or 85% per training	100%

content/trainer.					
<p><b>Microsoft Excel 2010 1B</b></p> <ul style="list-style-type: none"> <li>• Participants will feel comfortable modifying a worksheet.</li> <li>• Participants will feel comfortable filling a range of cells.</li> <li>• Participants will feel comfortable creating, modifying, and enhancing charts.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>7.5 or 75% per training</p> <p>8.5 or 85% per training</p>	<p>9 people</p> <p>98%</p> <p>98%</p> <p>98%</p> <p>100%</p>	
<p><b>Microsoft Excel 2010 1C</b></p> <ul style="list-style-type: none"> <li>• Participants report being able to format a table</li> <li>• Participants report being able to protect cells</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>7.5 or 75% per training</p> <p>7.5 or 75% per training</p> <p>8.5 or 85% per training</p>	<p>12 people</p> <p>96%</p> <p>96%</p> <p>100%</p>	
<p><b>Microsoft Excel 2010 1D</b></p> <ul style="list-style-type: none"> <li>• Participants report being able to calculate numbers between different worksheets</li> <li>• Participants understand conditional formatting</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>7.5 or 75% per training</p> <p>7.5 or 75% per training</p> <p>8.5 or 85% per training</p>	<p>12 people</p> <p>80%</p> <p>95%</p> <p>100%</p>	
<p><b>Budgeting with Microsoft Excel I</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to use the autosum feature.</li> <li>• Participants will be able to use formulas across multiple pages</li> <li>• Participants will be able to format tables</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>8 or 80% per training</p> <p>7.5 or 75% per training</p> <p>8 or 80% per training</p> <p>8.5 or 85% per training</p>	<p>9 people</p> <p>100%</p> <p>100%</p> <p>80%</p> <p>100%</p>	
<p><b>Budgeting with Microsoft Excel II</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to copy worksheets.</li> <li>• Participants will feel comfortable exploring the sorting features of tables</li> <li>• Participants will be able to use cell and range names to make formulas easier to read</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>8 or 80% per training</p> <p>8.5 or 85% per training</p> <p>8.5 or 85% per training</p> <p>8.5 or 85% per training</p>	<p>8 people</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p>	
<p><b>Microsoft PowerPoint 2010 1A</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to add slides to their presentation</li> <li>• Participants will be able to add text to their presentation</li> <li>• Participants will be able to change the background color of slides.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>8.5 or 85% per training</p>	<p>8 people</p> <p>92%</p> <p>92%</p> <p>100%</p> <p>96%</p>	
<p><b>Microsoft PowerPoint 2010 1B</b></p> <ul style="list-style-type: none"> <li>• Participants will be able to modify text in their presentation</li> <li>• Participants will be able to add pictures to slides</li> <li>• Participants will be able to change the theme of the</li> </ul>	10	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>8.5 or 85% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>9 people</p> <p>94%</p> <p>100%</p> <p>100%</p>	

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<p>PowerPoint presentation</p> <ul style="list-style-type: none"> <li>Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Microsoft PowerPoint 2010 1C</b></p> <ul style="list-style-type: none"> <li>Participants will learn how to change transitions</li> <li>Participants will be able to add simple animation</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Microsoft PowerPoint 2010 1D</b></p> <ul style="list-style-type: none"> <li>Participants will develop a PowerPoint presentation about their work experience and skills</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Microsoft Publisher 2010</b></p> <ul style="list-style-type: none"> <li>Participants will be able to use templates.</li> <li>Participants will be able to insert clip art.</li> <li>Participants will be able to modify text.</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>Anywhere, Anytime Computer Skills Courses</b></p> <ul style="list-style-type: none"> <li>Participants will be able to locate the LearningExpress Library database from the library's website</li> <li>Participants will be able to log in to the database and select the appropriate Office courses</li> <li>Participants will be able to use the course video controls and bookmarks.</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>One-on-One Microsoft Office Help Session</b></p> <ul style="list-style-type: none"> <li>Participants report new/improved Microsoft Office skill</li> <li>Participants report satisfaction with session</li> </ul>			Post-workshop survey	8.5 or 85% per training	100%	
	10		Post-workshop survey Post-workshop survey Post-workshop survey	8 or 80% per training 7.5 or 75% per training 8.5 or 85% per training	10 people 100% 88% 100%	
	10		Post-workshop survey Post-workshop survey	8 or 80% per training 8.5 or 85% per training	7 people 91% 100%	
	5		Post-workshop survey Post-workshop survey Post-workshop survey Post-workshop survey	4.5 or 90% per training 4.25 or 85% per training 4.5 or 90% per training 4.75 or 95% per training	3 people 100% 100% 100%	
	10		Observation by trainer Post-workshop survey Post-workshop survey Post-workshop survey	9.5 or 95% per training 9 or 90% per training 8.5 or 85% per training 8.5 or 85 % per training	5 people 95% 100% 85% 98%	
	1		Post-session survey Post-session survey	.85 or 85% per training .85 or 85% per training	1 person 100% 100%	
	<b>General outcome #2:</b> PCC/E-Mobile Unit users are better prepared for the workforce.					<b>Evaluation time period:</b>
	<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>

<p><b>Workforce Development</b></p> <p>PCC offers the following training:</p> <p><b>Using the Web to Land a Job</b></p> <ul style="list-style-type: none"> <li>• Participants report confidence in performing a job search online.</li> <li>• Participants report awareness of networking opportunities online.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Job and Career Accelerator</b></p> <ul style="list-style-type: none"> <li>• Participants are able to locate and log into Job &amp; Career Accelerator database.</li> <li>• Participants are able to create &amp; edit a profile</li> <li>• Participants are able to complete the occupation matcher questionnaire.</li> <li>• Participants are able to locate occupations that fit their interests.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Powerful Speaking with PowerPoint</b></p> <ul style="list-style-type: none"> <li>• Participants are able to develop a powerful verbal opening for a presentation</li> <li>• Participants are able to organize a presentation around central points</li> <li>• Participants are able to deliver central points using story</li> <li>• Participants are able to design a strong finish to the presentation</li> <li>• Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>PowerPoint for Employment</b></p> <ul style="list-style-type: none"> <li>• Participants are able to identify factors to consider depending on the audience</li> <li>• Participants are able to identifying a goal/purpose</li> <li>• Participants are able to organize a presentation to reach audience and achieve goal.</li> <li>• Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Using LinkedIn</b></p> <ul style="list-style-type: none"> <li>• Participants are able to create an account.</li> </ul>	<p>151</p>	<p>8</p> <p>8</p> <p>8</p> <p>8</p> <p>8</p>	<p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey &amp; observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey &amp; observation by trainer</p> <p>Post-workshop survey &amp; observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey &amp; observation by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p> <p>Post-workshop survey &amp; observation by trainer</p>	<p>6.4 or 80% per training</p> <p>6 or 75% per training</p> <p>6.8 or 85% per training</p> <p>6.8 or 85% per training</p> <p>6.8 or 85% per training</p> <p>6 or 75% per training</p> <p>6.8 or 85% per training</p> <p>6.4 or 80% per training</p> <p>6.8 or 85% per training</p> <p>6.8 or 85% per training</p> <p>6.4 or 80% per training</p> <p>6.8 or 85% per training</p> <p>6.8 or 85% per training</p> <p>7.2 or 90% per training</p> <p>5.2 or 65% per training</p> <p>6.8 or 85% per training</p> <p>7.6 or 95% per training</p>	<p>187 people</p> <p>2 people 100%</p> <p>100%</p> <p>100%</p> <p>6 people 93%</p> <p>93%</p> <p>93%</p> <p>86%</p> <p>100%</p> <p>9 people 100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>1 person 0%</p> <p>100%</p> <p>100%</p> <p>100%</p> <p>5 people 100%</p>
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<p><b>Who Are You Without a Job? Redefining a Successful Life</b></p> <ul style="list-style-type: none"> <li>Participants will be able to identify their core strengths</li> <li>Participants will be able to refine their definition of success</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>Gender and the Workplace</b></p> <ul style="list-style-type: none"> <li>Participants will be able to appreciate the strengths of other genders in the workplace</li> <li>Participants will report understanding the daily experiences of men</li> <li>Participants will report understanding the daily experiences of women</li> <li>Participants report satisfaction with workshop content/trainer.</li> </ul> <p><b>How to Ace an Interview</b></p> <ul style="list-style-type: none"> <li>Participants report knowing what to wear to an interview</li> <li>Participants report knowing when to call after an interview</li> <li>Participants report being comfortable with what to say during an interview</li> <li>Participants report satisfaction with workshop content/trainer</li> </ul> <p><b>One-on-One Workforce Development Session</b></p> <ul style="list-style-type: none"> <li>Participants report an improved job search related skill</li> <li>Participants report satisfaction with session</li> </ul>	5		Post-session survey Post-session survey Post-session survey	4.25 or 85% per training 4.25 or 85% per training 4.25 or 85% per training	3 people 100% 100% 100%
	8		Post workshop survey  Post workshop survey  Post workshop survey  Post workshop survey	7.6 or 95% per training  7.2 or 90% per training  7.2 or 90% per training  6.8 or 85% per training	6 people 100%  100%  100%  100%
	5		Post workshop survey Post workshop survey Post workshop survey  Post workshop survey	4.25 or 85% per training 4.25 or 85% per training 4.25 or 85% per training  4.25 or 85% per training	2 people 100% 100% 100%  100%
	1		Post-session survey Post-session survey	.85 or 85% per training .85 or 85% per training	1 person 100% 100%
	<p><b>General outcome #3:</b> PCC/E-Mobile Unit users are satisfied with services.</p>				
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<p><b>Open Lab Access</b></p> <ul style="list-style-type: none"> <li>Users rate services at good or excellent</li> <li>Users report that they would recommend services to a friend</li> <li>Users report they plan on using the service again</li> </ul> <p><b>See also custom satisfaction outcomes for training under outcomes #1 and #2.</b></p>	1,618	NA	User Survey User Survey User Survey  (313 is the sample size)	266 or 85% of responses 266 or 85% of responses 266 or 85% of responses	8,599 people  90% 100% 90%

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<b>General outcome #4:</b> Community partners are aware of PCC/E-Mobile Unit services.					<b>Evaluation time period:</b>
<b>Custom outcome:</b>	<b>Target audience:</b>	<b>Target audience per training:</b>	<b>Data source:</b>	<b>Target achievement level:</b>	<b>Actual achievement level:</b>
<u>Partners</u> Partners are able to state two or more services offered by the PCC. Partners report they have referred clients/members to the PCC Partners report they have developed client/member activities that incorporate PCC services.	20	NA	Partner Survey Partner Survey Partner Survey	20 or 100% of responses 10 or 50% of responses 5 or 25% of responses	67% (87% were able to list one or more) 73% 10%

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<b>Evaluation time period:</b> June 1, 2011 – December 31, 2012					