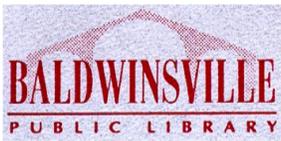


# BROADBAND EXPRESS

@ the



# SERVICES

- Small Business Advisory Committee
- Tech help drop-in 2 hours per week
- Weekly Job Seekers Lifeline Support Group
- Videoconferencing services
- Resume writing and online job application assistance
- Digital literacy classes (e.g., social media, online resources, navigating the Web, office applications)
- Workshops for small business owners
- Small Business Resource Center with books, DVDs, audio books, pamphlets and a computer
- Presentations about BTOP services to senior citizen groups, Rotary and Chamber of Commerce
- Small business resource page on the library website
- One-on-one computer training and resume help by appointment



# PARTNERSHIPS

The library has partnered with other local agencies to reach out to serve the unemployed, small business and senior communities. Partners include: PEACE, Inc, Greater Baldwinsville Chamber of Commerce, Canton Woods Senior Center, SCORE and the Small Business Administration.

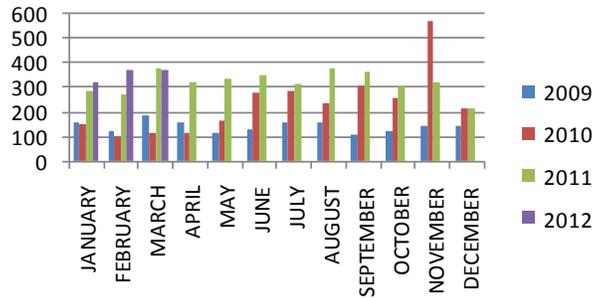


# SUSTAINABILITY

Future plans include:

- Making the project director a permanent full time staff person with a focus on public computer services
- maintaining the high speed FiOS connection
- reorganizing the public computer areas to allow for a dedicated training lab
- continuing to offer computer instruction and support
- maintaining videoconferencing service
- Adding new materials to the Business Resource Center

# THE NUMBERS



This chart shows the increase in the number of times a librarian provided one-on-one informal help for patrons using the computers.

|  |      |
|--|------|
| Formal training classes:               | 234  |
| Attendance at formal training classes: | 1163 |
| Formal one-on-one hour long training:  | 271  |
| Average computer users per week:       | 174  |

|   |    |
|---|----|
| Public use computers prior to grant:      | 18 |
| Public use computers after grant started: | 28 |
| Training computers prior to grant:        | 0  |
| Training computers after grant started:   | 11 |

In preparation for launching the grant, library hours were increased from 61 to 66 hours per week. The Internet connection was upgraded from 1mbps DSL line to 50mbps down/20mbps up FiOS.

## Business Resource Center →



33 East Genesee Street  
Baldwinsville, New York 13027-2575

315-635-5631 (voice)  
315-635-6760 (fax)

<http://www.bville.lib.ny.us>

Monday - Thursday 9AM - 9PM  
Friday 9AM - 5PM  
Saturday 10AM - 4PM  
Sunday 1PM - 5PM  
(September to June)

Broadbandexpress@your library is a project from the U.S. Department of Commerce National Telecommunications and Information Administration (NTIA) and the NYS Library, Division of Library Development

