

DUNKIRK FREE LIBRARY PUBLIC COMPUTER CENTER

The Dunkirk Free Library Public Computer Center has recently completed its' one year anniversary marking a year of change, challenges and successes. Since April of 2011, the Computer lab has emerged as a community resource to assist patrons and community members with all aspects of digital literacy.

Creating Opportunities for Our Community

The PCC has worked closely with community partners, Jamestown Community College (JCC) and BOCES, to provide classes for our patrons. Three instructors from JCC and four instructors from BOCES have worked alongside our PCC Director, Michele Quatroche, and our lab attendants, Ricky Parenti and Tom Kramer. Two of the BOCES instructors have been Spanish speaking and have conducted classes for our Spanish population. Classes were carefully selected to provide patrons with a wide range of options to help

create resumes, search for jobs effectively, build and grow valuable job skills, and learn solid practical computer skills.

Since the PCC began classes in April 2011, there have been many series of different offerings:

- **Basic Computer Use**
- **Microsoft Office**
- **Internet Skills**
- **Communication**
- **Computer Care**
- **And more... Cont. on Page 2**

Focusing on the Visual:

**Video Conferencing connects PCC users
with the world beyond Dunkirk!**

A new and extremely exciting addition to the Computer center is new teleconferencing equipment. With a large screen TV and a full teleconferencing system, we have successfully been able to connect with statewide libraries to offer shared training for our patrons. This exciting

joint venture has allowed us to plan on offering even more classes and trainings by utilizing other libraries throughout the state. In the upcoming month, we will be participating in a system wide Conference on Open Meeting Laws, and we hope to add even more positive experiences with this equipment.

Fast Facts:

- 2011, the total computer use was 12,692 up 29% from 2010!
- 2012, computer use as of March 31 was 4,592—double that of 2011!
- PCC averages 1,058 users monthly
- Library visits are up 10 percent with 50,103 in 2011
- One on one sessions have helped 336 patrons to date
- Open lab use from April 2011– April 2012 was 14,182



Continued from Page 1

Basic Computer Use:

Basic Computers (English)
Introduction to Basic Computers (Spanish)
Introduction to Windows 7
Using the Taskbar
Personalization
Windows Files and Folders
Using the Taskbar

Microsoft Office:

Let's Start with Word (English)
Intermediate Word
Introduction to Power Point
Introduction to Excel
Microsoft Word (Spanish)

Internet Skills:

Introduction to the Internet
Internet Safety
Google Maps
Google Features
Downloading from the Internet
On-Line security for banking and Security
The Ins and Outs of EBay
Weebly Website Development

Communication:

Email and Communication
Social Networking
Email Basics
Surviving the new Facebook
Learn to Skype

Computer Care:

Common Windows problems and Solutions
Windows Care and maintenance
Backing-up Personal files

Other Devices:

I-Pads
Learning about E-books
Downloading Digital Pictures

Employment:

Workplace Essential Skills
Pre-Employment

Misc. Classes:

Keyboarding
The Holidays are Coming

Visit us on the web at www.cclslib.org/dunkirk

From the desk of the PCC Director:

Of all of the things that happen in the Public Computer Center, one of the most rewarding is watching confidence swell with patrons and class participants as they become more comfortable while using a computer. Initially, individuals may hesitate in even approaching one, turning it on or knowing what to do once it is turned on. With all of the buttons, programs and accessories, someone who may not have a lot of computer experience may feel that they could break something or not know what to do at all.

One of our long time participants is such a story. While he was not prepared to use a computer on a regular basis, when his son

finally gave him an old laptop he was intrigued. He wanted to learn how to communicate with his children and grandchildren who lived quite a distance away from him. He wanted to see updated pictures of the family and share with his wife. He wanted to email friends and family and instantly share good news. First he had to conquer his own fears. He joined us for class. He learned how to turn on the computer and shut it off properly. He created an email address and sent notes and news to his friends. He received family pictures and shared them with his wife. He set up a Skype account and learned to make and receive video calls. This man joins us for classes every month and his next challenge is to learn even more...and have his wife join us!