

# Cheektowaga Library Public Computer Center

## Accomplishments

The Julia Boyer Reinstein Public Computer Center staff began operations on February 2, 2011 and offered its first class on February 19<sup>th</sup>. The staff is comprised with one FT Manager, two PT Librarian Trainers and one PT IT Specialist/Trainer. We offer 30 classes on the topics Computer and Internet use, Microsoft Office Software and Job Search assistance.

8 additional desktop computers have been added to the main library increasing internet access to our community. It is now rare for anyone to wait to use a computer. Our 13 laptops are used to give training classes and we have recently added video conference capabilities.

In January 2012, we opened our second location at the Reinstein Memorial Library without extra staff or funding. We have 10 new laptop computers, with staff every Tuesday and Thursday and give 8 to 10 classes monthly.

We have had wonderful support from our local job service agencies. Supportive Services and the Department of Labor supply our brochures to their clients bringing in many students who need training to reenter the workforce. Buffalo Employment and Training Center, ECC One Stop and our Cheektowaga Chamber of Commerce help us inform the public of our services.

## Statistics

We serve a population of 88,000 residents in two public library spaces where 25% are lacking Computer, Office or GED skills.

In 2011:

- 98 % overall student satisfaction rating
- 103 classes were held
- 921 students attended classes
- 115 students received individual instruction
- 445 students attended Workforce Development Classes (Word, Excel, Access, Job Interview Strategies) comprising 48% of our students
- 70 out of 71 classes targeting census based community needs met an 80% achievement level or higher based on Broadband Technology Opportunities Program (BTOP) Criteria.

In 2012 (January 9 – March 31):

- 2 locations
- 96 % overall student satisfaction rating
- 51 classes were held
- 398 students attended classes
- 18 students received individual instruction
- 234 students attended Workforce Development Classes (Word, Excel, Access, Job Interview Strategies) comprising 59% of our students
- All 51 classes targeting census based community needs met an 80% achievement level or higher based on Broadband Technology Opportunities Program (BTOP) Criteria.

## Feedback

*"I am very impressed with the Computer Training Classes and Job Help Programs at (the) Julia Boyer Reinstein library. Classes are available for different skill levels. There is an instructor and also another person who walks around the room and works with anyone who is falling behind or has a question. Some of the classes that I took refreshed my skills and others taught me new skills. The interview class that I took was very helpful. I appreciated the instructor looking at my resume and giving it the final tweak it needed. I found the classes helpful in looking for and finding a new job."* Suzanne W., Success Story

*"A great opportunity to learn computer skills between jobs. I would hope that this program would be extended in the future. The librarian staff is excellent at training."* Patricia J., One-on-One Instruction

*"Excellent Class! There aren't very many places that often have classes that create great opportunities."* Michael B., Excel Intermediate

*"Very informative class, would recommend to anybody looking for a job or researching a certain company!!"* William F., Job Search Strategies

## Future Objectives

We have been able to reach hundreds of students from Cheektowaga and neighboring areas. Teaching them the skills they need to retain their jobs or seek new opportunities has been our calling card. We hope to be able to expand our operations and build on our successes. Specifically, we plan to:

- Expand our Job Help program with classes and services
- Use our videoconferencing equipment to offer additional educational programs
- Provide GED preparation and career counseling
- Create Advanced Microsoft Office software classes
- Offer services for new business owners

Contact us

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Please contact us online at [www.jbrpcc.org](http://www.jbrpcc.org) or in person at:

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All classes are brought to you through the *American Recovery Reinvestment Act (ARRA) Broadband Technology Opportunities Program*

