



## Olean Public Library Public Computing Center

**Address:** 134 N. 2<sup>nd</sup> St., Olean, NY 14170

**Program Director:** Carol Ellen Kowalik

**Library Director:** R. Lance Chaffee

**Date of Official Opening:** January 22, 2011

**Number of Employees Paid by the Grant (Including JCC Instructors):** 7

**Numbers of Hours Open:** Monday – Friday: 57 hours. Saturdays (except July & August): 7 hours. Sundays (November – March): 3 hours.

### Computers Purchased with BTOP Funds

- 16 Dell Laptops
- 4 Handicap Friendly Desktops
- 2 MacBook Pro Laptops
- iPad 2
- Samsung Galaxy Tablet

\*A total of 32 workstations are available to the public (purchased with Non BTOP and BTOP funds)

### Number of Classes Offered (As of April 2012)

- Basic Computer & Internet Skills: 36 classes
- Microsoft Office Skills: 41 classes
- Workforce Development: 25
- Total Number of Classes Offered: 102

### Patrons Served

- Basic Computer & Internet Usage: 678 (505/134%)\*
- Office Skills: 356 (673/53%)\*
- Workforce Development: 107 (151/71%)\*
- Open Lab Access: 3394 (1,618/210%)\*
- Average use of PCC & PCC related services per week: 695\*\*

\* Number of people as of March 2012 (Target number set at beginning of grant /percentage of target)

\*\* Includes materials and services purchased with grant money such as databases and software.

### Book A Librarian Service

Patrons may make an appointment to have a one on one tutoring session regarding computers or workforce development with one of our librarians.

- **Most popular service we offer**
- **268 Tutoring Sessions in 2011**
- **101 Tutoring Sessions in 2012 as of the end of March**

### Teleconferencing

Purchased the Polycom HDX 7000 with multipoint software and 4 Polycolm M100 desktop conferencing licenses installed on the 4 large screen desktop computers we purchased with BTOP funds for use by individuals or small groups.

- **Partnering with Carthage Free Library PCC to offer 2 programs on the Rural Cemetery Movement and how to clean and repair grave stones.**
- **Partnering with James Prendergast and Dunkirk Library PCCs to offer an Open Meeting Law workshop system wide.**

## Known Results\*

### Employment

- 11 people have reported back that they have obtained positions with the PCC's help.
- A patron who had been a part time bus aide became a full time bus driver for the 2011-12 school year after using our resources to obtain her CDL license.
- One person who had been using our resources obtained a job in Arizona at the University of Arizona in Tucson.
- A Kohl's Department store has opened in the city of Olean. The PCC helped many people apply for positions at the store.

### Small Business

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

### Education

- We have helped many people, especially seniors, 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.
- One patron asked to speak with our library director to thank us. He has been working on his teacher certification. He does not have the internet at home and stated that we were a lifesaver in his situation. Also, we were able to get some of the books that he needed, thus saving him about \$400. He is starting his job search now.

\*As of April 1, 2012