

CUSTOM OBE PLAN – MAHOPAC PUBLIC LIBRARY

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period:
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
Basic Internet and Computer Use					
The MPL-PCC offers the following training programs to improve patrons proficiency in office and technical skills:					
Open Computer Lab – “walk-in” lab offering “on-demand” computer help. <ul style="list-style-type: none"> Patrons learn how to create e-mail accounts, send and receive e-mail Patrons learn to create social network accounts and learn privacy protection Patrons learn how to use the internet and perform search. Patrons are assisted with any other PC problems they may be encountering 	1841	12	Feedback Form Personal Contact	60% per training	
One-on-One Computer Help – for patrons requiring more advanced help, a 1-2 hour PC session can be scheduled with a trainer. <ul style="list-style-type: none"> Patrons learn how to use advanced functions in MS-Office products Patrons are given one-one help in submitting on-line job applications Patrons learn how to use Linked In and other Social Networking tools to perform a job search 	92	1	Feedback Form Personal Contact	100% per training	
CBT (Computer Based Training) courses are available to help patrons develop PC Office skills. <ul style="list-style-type: none"> Patrons acquire beginner, intermediate and advanced skills in MS Office and QuickBooks. Each level of measures proficiency level attained through lab exercises, and a Certificate of Completion is given at the end of the course. 	1841	12	Feedback Form Course Completion Certificates	50% per training	

<p>Instructor Led Courses – 3 instructors teach various courses. Courses are created in house, and offered several nights per week</p> <ul style="list-style-type: none"> • Structured patron learning for beginning to advanced level patrons in the following courses. Excel, Word, PowerPoint, Internet, Windows, E-mail, Search, Social Networking • Instructors provide immediate feedback and assistance to increase patrons learning experience <p>Multimedia – 3rd quarter courses will be offered for patrons wanting to learn how to transfer their music, and pictures from their portable devices to the PC, and how to organize them.</p> <ul style="list-style-type: none"> • Allow patrons to become more proficient and comfortable with in using mobile devices and cameras to store and organize their pictures and music. 	<p>1841</p>	<p>12</p>	<p>Course Evaluation Forms Instructor Evaluation Feedback</p>	<p>80% per training</p>	
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p>Evaluation time period:</p>
<p>Custom outcome:</p>	<p>Target audience:</p>	<p>Target audience per training:</p>	<p>Data source:</p>	<p>Target achievement level:</p>	<p>Actual achievement level:</p>
<p>Job Planning and Assistance</p> <p>The Mahopac Library has a Job Information Office, which has a close working relationship with the local Workforce office, and the business community. Combining the PCC services, with the Job Information Office services provides a broader array of services to our patrons seeking job help, and skills training.</p> <p>Job Information Workshops Objective: Each of the following programs has been designed to provide patrons with the necessary tools to search, apply, interview for a new job opportunity.</p>	<p>1841</p>	<p>15</p>	<p>Feedback Form Personal Contact Post Training Meetings</p>	<p>60% per training</p>	

<p>Overall satisfaction with all services provided included in Sections 1 & 2</p> <ul style="list-style-type: none"> • Patrons rate services at good or excellent • Patrons will repeat using services • Patrons will recommend services to friends 	7849	NA	<p>User Questionnaire User Questionnaire User Questionnaire</p>	<p>377*85% = 320 377*85% = 320 377*85% = 320</p>	
<p>General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.</p>					<p>Evaluation time period:</p>
<p>Custom outcome:</p>	<p>Target audience:</p>	<p>Target audience per training:</p>	<p>Data source:</p>	<p>Target achievement level:</p>	<p>Actual achievement level:</p>
<p>Community Relationships</p> <p>We have developed relationships with the following community organizations, and expect to see referrals, and joint sessions utilizing the PCC</p> <p>SCORE Mahopac-Carmel Chamber of Commerce Cornell Cooperative Extension Rotary Workforce One – local office</p>	100	NA	<p>Customer feedback form and personal contact will be used objectives with each group</p>	70%	

Evaluation time period:

Please indicate your level of agreement/disagreement with the following statements:

The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services).

Strongly agree Agree Disagree Strongly disagree

The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services).

Strongly agree Agree Disagree Strongly disagree

If you indicated disagree or strongly disagree for any of the above outcomes, please explain. List any changes being made to the program and/or evaluation plan to ensure these outcomes are achieved.

Please share any additional findings. Include a few specific quotes or accounts from users/partners that support outcomes.