The Alfred Box of Books library ePLACE OBE plan for the BTOP grant project

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit.

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					**Evaluation time period:** **June 1 – Dec 31 2011**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:** ***(results given as aggregated % for all training in the specific category)***
Basic Internet and Computer Use: *ePLACE training in this category:*	**295**				
Introduction to Facebook (class) • Participants report increased knowledge of setting/modifying privacy settings • Participants demonstrate the ability to navigate the Facebook user interface • Participants report satisfaction with class content/trainer		**4**	• Post-class survey • Checklist by trainer • Post –class survey	• 3 or 75% per training • 2.4 or 60% per training • 3 or 75% per training	
One-on-one Facebook training • Participants demonstrate the ability to navigate the Facebook user interface • Participants report new/improved Facebook skills • Participants report satisfaction with training content/trainer		**1**	• Observation by trainer • Post session interview • Post session interview	• .75 or 75% per training • .8 or 80% per training • .8 or 80% per training	**100%** **100%** **100%**
Using Facebook Pages as a marketing tool for small businesses (class) • Participants report increased knowledge of how to use Facebook pages as a marketing tool to promote their business/club/organization • Participants report satisfaction with training content/trainer • Participants demonstrate the ability to navigate the Facebook pages user interface		**4**	• Post – class survey • Post – class survey • Checklist by trainer	• 3 or 75% per training • 3.2 or 80% per training • 3 or 75% per training	

One-on-one Facebook pages training • Participants report increased knowledge of how to use Facebook pages as a marketing tool to promote their business/club/organization • Participants report satisfaction with training content/trainer • Participants demonstrate the ability to navigate the Facebook pages user interface		**1**	• Post – training survey • Post – training survey • Checklist by trainer	• .7 or 75% per training • .8 or 80% per training • .75 or 75% per training	
Computer basics (class) • Participants demonstrate use of basic computer skills. • Participants report feeling more comfortable using a computer • Participants report increased knowledge of basic computer terminology • Participants report satisfaction of content/trainer.		**4**	• Checklist by trainer • Post class survey • Post class survey • Post class survey	• 2.2 or 55% per training • 2.4 or 60% per training • 3 or 75% per training • 3.2 or 80% per training	
One-on-one computer basics training • Participants demonstrate use of basic computer skills. • Participants report feeling more comfortable using a computer • Participants report increased knowledge of basic computer terminology or functions • Participants report satisfaction of content/trainer.		**1**	• Checklist by trainer • Post session survey • Post session survey • Post session survey	• .6 or 60% per training • .75 or 75% per training • .8 or 80% per training • .80 or 80% per training	**100%** **100%** **100%** **100%**
Introduction to Windows 7 (class) • Participants demonstrate basic use of the new Windows 7 interface. • Participants report increased knowledge of Windows 7 interface. • Participants report satisfaction of workshop content/trainer.		**4**	• Checklist by trainer • Post class survey • Post class survey	• 3 or 75% per training • 3.2 or 80% per training • 3.2 or 80% per training	**100%** **100%** **100%**
One on one Windows 7 training • Participants demonstrate basic use of the new Windows 7 interface. • Participants report increased knowledge of Windows 7 interface. • Participants report feeling more comfortable with the operating system • Participants report satisfaction of workshop content/trainer.		**1**	• Checklist by trainer • Post class survey • Post class survey • Post class survey	• .6 or 60% per training • .8 or 80% per training • .6 or 60% per training • .8 or 80% per training	**100%** **100%** **67%** **100%**
Introduction to email (class) • Participants set up an email account and demonstrate basic email skills • Participants report increased knowledge of using email • Participants report satisfaction of content/trainer		**4**	• Checklist by trainer • Post class survey • Post class survey	• 3 or 75% per training • 3 or 75% per training • 3.2 or 80% per training	

One-on-one email training • Participants demonstrate basic/new email skills • Participants report increased knowledge of using email • Participants report satisfaction of content/trainer		**1**	• Observation by trainer • Post session survey • Post session survey	• .75 or 75% per training • .75 or 75% per training • .85 or 85% per training	**75%** **75%** **100%**
Internet 101 class • Participants report increased understanding of what the Internet is and the relationship to world wide web • Participants demonstrate their ability to use basic browser buttons (Explorer) • Participants report increased knowledge of how to conduct basic searches on search engine (Google), esp. using "web," video, image searches • Participants report satisfaction of content/trainer		**4**	• Post class survey • Observation by trainer • Post class survey • Post class survey	• 2.6 or 65% per training • 3 or 75% per training • 2.6 or 65% per training • 3.2 or 80% per training	
One-on-one internet use/access assistance • Participants report increased knowledge of searching the internet • Participants report satisfaction of content/trainer		**1**	• Post session interview • Post session interview	• .75 or 75% per training • .80 or 80% per training	**88%** **100%**
Internet access from home (class) • Participants report increased knowledge in understanding which IA choices are possible from their home after using links provided in the class • Participants report increased knowledge of relevance of speed to IA choices • Participants report that they feel more confident in knowing whom to contact to acquire access and how to converse with salesperson • Participants report satisfaction of content/trainer		**6**	• Post session survey • Post session survey • Post session survey • Post session survey	• 4.5 or 75% per training • 4.5 or 75% per training • 3.6 or 60% per training • 4.8 or 80% per training	
Internet security class ***(outside instructor)*** • **Participants report an increase in knowledge of:** o **Better understanding of common risks to an internet end user** o **An appreciation of the necessary steps to better assure secure online purchasing** o **Recognition of the best practices when it comes to securing personal email messages** o **A better understanding of secure web browsing techniques** o **An enhanced recognition for the need to secure certain personal online activities**		**10**	• Post session survey (for all)	• 60% • 60% • 60% • 60% • 60%	**100%** **100%** **100%** **100%** **100%**

How to use StarCat (class) • Participants demonstrate basic StarCat search skills • Participants report increased knowledge of how to use StarCat • Participants place a hold on at least one item • Participants report satisfaction of content/trainer		**4**	• Observation by trainer • Post session survey • Observation by trainer • Post session survey	• 2.6 or 65% per training • 3.2 or 80% per training • 2.4 or 60% per training • 3.2 or 80% per training	
One-on-one StarCat training • Participants demonstrate basic StarCat search skills • Participants report increased knowledge of how to use StarCat • Participants place a hold on at least one item • Participants report satisfaction of content/trainer		**1**	• Observation by trainer • Post session survey • Observation by trainer • Post session survey	• .75 or 75% per training • .8 or 80% per training • .75 or 75% per training • .8 or 80% per training	**100%** **100%** **100%** **100%**
Online Coupon Hunting for Savvy Shoppers (class) • Participants demonstrate basic online coupon internet skills • Participants report increased knowledge of online coupon hunting • Participants report satisfaction with content/trainer		**4**	• Checklist by trainer • Post class survey • Post class survey	• 2.4 or 60% per training • 3 or 75% per training • 3.2 or 80% per training	**100%** **100%** **100%**
Ebay for beginners (class) • Participants demonstrate new/improved eBay user interface/navigation skills • Participants gain knowledge of using eBay • Participants report satisfaction with content/trainer		**4**	• Checklist by trainer • Pre-/post- class quiz • Post class quiz	• 2.4 or 60% per training • 4.8 or 80% per training • 4.8 or 80% per training	**100%** **100%** **100%**
Ebay for sellers (class) – *outside instructor* • Participants report increased knowledge of using eBay to sell an item • Participants report feeling more comfortable using eBay to sell an item • Participants report satisfaction with content/trainer		**4**	• Post class survey • Post class survey • Post class survey	• 2.4 or 60% per training • 3 or 75% per training • 4.8 or 80% per training	• **75%** • **75%** • **100%**
One-on-one eBay training • Participants report new/improved ebay skills • Participants report satisfaction with session		**1**	• Post session interview • Post session interview	• .8 or 80% per training • .9 or 90% per training	**100%** **100%**
One-on-one website building assistance/training • Participants report increased knowledge of how to begin or continue working on a website • Participants report satisfaction of content/trainer		**1**	• Post session survey • Post session survey	• .75 or 75% per training • .8 or 80% per training	**100%** **100%**
One-on-one general computer use training • Participants report new/improved computer skills • Participants report satisfaction with session		**1**	• Post session interview • Post session interview	• .8 or 80% per training • .9 or 90% per training	**100%** **100%**

Individual self paced study – Lynda.com basic internet and computer use training (online training tool) • Participants report training was worthwhile • Participants report satisfaction with training received • Participants report increased knowledge of subject studied • Participants report they would recommend this service to a friend		1	• Post session survey • Post session survey • Post session survey • Post session survey	• .7 or 70% per training • .7 or 70% per training • .7 or 70% per training • .7 or 70% per training	
Office Skills: *ePLACE training in this category:*	375				
Microsoft Word 2010- an introduction (class) • Participants demonstrate basic word processing skills • Participants report increased knowledge of word processing • Participants report satisfaction with content/trainer		4	• Checklist by trainer • Post class survey • Post class survey	• 2.4 or 60% per training • 3 or 75% per training • 3.2 or 80% per training	
One-on-one Microsoft Word training • Participants demonstrate basic word processing skills • Participants report increased knowledge of word processing • Participants report satisfaction with content/trainer		1	• Checklist by trainer • Post session interview • Post session interview	• .70 or 70% per training • .75 or 75% per training • .8 or 80% per training	**71%** **86%** **100%**
Microsoft Excel 2010- an introduction (class) • Participants demonstrate new/improved Excel 2010 application skills • Participants gain knowledge of Microsoft Excel • Participants report satisfaction with content/trainer		4	• Checklist by trainer • Pre-/post- class quiz • Post class quiz	• 2.4 or 60% per training • 3 or 75% per training • 4.8 or 80% per training	**100%** **100%** **100%**
One-on-one Microsoft Excel training • Participants demonstrate new/improved Excel 2010 application skills • Participants report increased knowledge of Microsoft Excel • Participants report satisfaction with content/trainer		1	• Checklist by trainer • Post session interview • Post session interview	• .7 or 70% per training • .8 or 80% per training • .8 or 80% per training	**86%** **100%** **100%**
Microsoft Publisher 2010 – an introduction (class) • Participants demonstrate new/improved Publisher 2010 application skills • Participants gain knowledge of Microsoft Publisher • Participants report satisfaction with content/trainer		4	• Checklist by trainer • Pre-/post- class quiz • Post class quiz	• 2.4 or 60% per training • 3 or 75% per training • 3.2 or 80% per training	

One-on-one Microsoft Publisher training • Participants demonstrate new/improved publisher application skills • Participants report increased knowledge of Microsoft publisher • Participants report satisfaction with content/trainer		**1**	• Checklist by trainer • Post session interview • Post session interview	• .7 or 70% per training • .75 or 75% per training • .8 or 80% per training	**100%** **100%** **100%**
Microsoft PowerPoint 2010 – an introduction (class) • Participants demonstrate new/improved PowerPoint 2010 application skills • Participants create a simple power point presentation • Participants report increased knowledge of Microsoft PowerPoint • Participants report satisfaction with content/trainer		**4**	• Checklist by trainer • Observation by trainer • Post class survey • Post class survey	• 2.6 or 65% per training • 3 or 75% per training • 3 or 75% per training • 3.2 or 80% per training	
One-on-one Microsoft PowerPoint training • Participants demonstrate new/improved PowerPoint 2010 application skills • Participants create a simple power point presentation • Participants report increased knowledge of Microsoft PowerPoint • Participants report satisfaction with content/trainer		**1**	• Checklist by trainer • Observation by trainer • Post session survey • Post session survey	• .7 or 70% per training • .75 or 75% per training • .75 or 75% per training • 8 or 80% per training	
One-on-one productivity suite assistance *(includes assistance with Open Office, Google Docs and iWorks)* • Participants demonstrate new/improved productivity suite/application skills • Participants report increased knowledge of productivity software • Participants report satisfaction with content/trainer		**1**	• Observation by trainer • Post session interview • Post session interview	• .65 or 65% per training • .75 or 75% per training • .75 or 75% per training	**100%** **100%** **100%**
Individual self paced study – Lynda.com Office Skills Training (online training tool) • Participants report training was worthwhile • Participants report satisfaction with training received • Participants report increased knowledge of subject studied • Participants report they would recommend this service to a friend		**1**	• Post session survey • Post session survey • Post session survey • Post session survey	• .7 or 70% per training • .7 or 70% per training • .7 or 70% per training • .7 or 70% per training	**75%** **75%** **100%** **100%**
Multimedia: *ePLACE training in this category:*	**375**				
Learn how to download eBooks and audio books from the library's website (Overdrive training) – (class) • Participants download at least one ebook/audiobook • Participants gain knowledge of ebooks/audiobooks • Participants report satisfaction with class content/trainer		**6**	• observation by trainer • Pre/post-workshop quiz • Post workshop quiz	• 4.5 or 75% per training • 4.5 or 75% per training • 4.8 or 80% per training	**93%** **100%** **100%**

One-on-one eBooks/audio books download assistance/training • Participants download at least one ebook/audiobook • Participants gain knowledge of ebooks/audiobooks • Participants report satisfaction with class content/trainer		1	• observation by trainer • Pre/post-workshop Interview • Post workshop interview	• .9 or 90% per training • .75 or 75% per training • .8 or 80% per training	88% 100% 100%
One-on-one eReader training • Participants demonstrate basic operation of at least one of the following devices: Kindle/Nook/Sony eReader • Participants report increased knowledge of eBook reader devices • Participants report feeling more comfortable using an eReader device • Participants report satisfaction with session content/trainer		1	• Observation by trainer • Post session survey • Post session survey • Post session survey	• .75 or 75% per training • .75 or 75% per training • .65 or 65% per training • .8 or 80% per training	88% 100% 100% 100%
Tablet training – (Class) • Participants demonstrate basic operation of iPad (or similar tablet device) • Participants report increased knowledge of how to operate tablet device • Participants report feeling more comfortable using the device • Participants report satisfaction with session content/trainer		4	• Observation by trainer • Post session survey • Post session survey • Post session survey	• 3 or 75% per training • 3.2 or 80% per training • 3 or 75% per training • 3.2 or 80% per training	83% 100% 67% 100%
One-on-one tablet training • Participants demonstrate basic operation of iPad (or similar tablet device) • Participants report increased knowledge of how to operate tablet device • Participants report feeling more comfortable using the device • Participants report satisfaction with session content/trainer		1	• Observation by trainer • Post session survey • Post session survey • Post session survey	• .70 or 70% per training • .75 or 75% per training • .75 or 75% per training • .8 or 80% per training	100% 100% 75% 100%
One-on-one mp3 & WMA player training • Participants demonstrate basic operation of mp3 or WMA device • Participants report increased knowledge of how to operate their device • Participants report feeling more comfortable using the device • Participants report satisfaction with session content/trainer		1	• Observation by trainer • Post session survey • Post session survey • Post session survey	• .7 or 70% per training • .65 or 65% per training • .7 or 70% per training • .8 or 80% per training	
Digital photo basics – (Class) • Participants report increased knowledge of working with digital photo files • Participants report satisfaction of content/trainer • Participants report feeling more comfortable working with digital photo files		4	• Post session survey • Post session survey • Post session survey	• 3 or 75% per training • 3.2 or 80% per training • 3 or 75% per training	100% 100% 100%
One-on-one Digital photo assistance/training • Participants report increased knowledge of working with digital photo files • Participants report satisfaction of content/trainer • Participants report feeling more comfortable working with digital photo files		1	• Post session survey • Post session survey • Post session survey	• .75 or 75% per training • .8 or 80% per training •.75 or 75% per training	100% 100% 67%

Using Skype (Class) • Participants demonstrate basic Skype navigation/use • Participants gain increased knowledge of how to use Skype • Participants report satisfaction with session content/trainer		**4**	• Observation by trainer • Pre/Post session Quiz • Post session survey	• 3 or 75% per training • 3 or 75% per training • 3.2 or 80% per training	**91%** **100%** **100%**
One on one Skype training • Participants demonstrate basic Skype navigation/use • Participants gain increased knowledge of how to use Skype • Participants report satisfaction with session content/trainer		**1**	• Observation by trainer • Pre/Post session Quiz • Post session survey	• .75 or 75% per training • .75 or 75% per training • .8 or 80% per training	**100%** **100%** **100%**
One-on-one general assistance with other multimedia devices • Participants demonstrate basic operation of the device • Participants report increased knowledge of how to operate their device • Participants report feeling more comfortable using the device • Participants report satisfaction with session content/trainer		**1**	• Observation by trainer • Post session interview • Post session interview • Post session interview	• .65 or 65% per training • .65 or 65% per training • .7 or 70% per training • .75 or 75% per training	**67%** **100%** **100%** **100%**
One-on-one troubleshooting assistance with multimedia devices • Participants report increased knowledge of how to operate their device, or solve the issue • Participants report satisfaction with session content/trainer		**1**	• Post session interview • Post session interview	• .65 or 65% per training • .8 or 80% per training	**100%** **100%**
Individual self paced study – Lynda.com Multimedia Training (online training tool) • Participants report training was worthwhile • Participants report satisfaction with training received • Participants report increased knowledge of subject studied • Participants report they would recommend this service to a friend		**1**	• Post session survey • Post session survey • Post session survey • Post session survey	• .7 or 70% per training • .7 or 70% per training • .7 or 70% per training • .7 or 70% per training	**100%** **100%** **100%** **100%**

General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.					**Evaluation time period:**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:**
Workforce Development: *ePLACE training in this category:*	**225**				
One-on-one employment related computer assistance (questions we answer/or assistance during "open lab" periods relating to workforce development) • Participants report new/improved computer skills related to workforce development • Participants report satisfaction with session/trainer		**1**	• Post session interview • Post session interview	• .65 or 65% per training • .8 or 80% per training	**100%** **100%**
Creating an effective Résumé (class) ***Outside Instructor*** • Participants gain knowledge of how to write and format an effective résumé • Participants report satisfaction with session/trainer		**6**	• Pre/Post session Quiz • Post session Quiz	• 4.5 or 75% per training • 4.8 or 80% per training	**100%** **100%**
One-on-one resume writing/advice session • Participants develop new/updated resume • Participants report satisfaction with session/trainer		**1**	• Observation by trainer • Post session interview	• .6 or 60% per training • .75 or 75% per training	**100%** **100%**
One-on-one online job search/application assistance • Participants report new/improved online job searching skills • Participants apply for at least one job online • Participants report satisfaction with session/trainer • Participants report participation resulted in job interview • Participants report participation resulted in job offer		**1**	• Post session interview • Observation by trainer • Post session interview • Post session survey (3 mo) • Post session survey (3 mo)	• .6 or 60% per training • .65 or 65% per training • .7 or 70% per training • .2 or 20% per training • .05 or 5% per training	**100%** **100%** **100%** **n/a** (followed up – but no response from patron...) **n/a**
How to search for and apply for a job online (class series ***2 sessions*****)** • Participants report new/improved online job searching skills • Participants apply for at least one job online • Participants report satisfaction with session/trainer • Participants report participation resulted in job interview • Participants report participation resulted in job offer		**4**	• Post series survey • Observation by trainer • Post series survey • Post series survey (3 mo) • Post series survey (3 mo)	• 2.4 or 60% per training • 2 or 50% per training • 2.8 or 70% per training • .6 or 15% per training • .2 or 5% per training	

<u>Individual self paced study – Lynda.com Workforce Development Training</u> (online training tool) • Participants report training was worthwhile • Participants report satisfaction with training received • Participants report increased knowledge of subject studied • Participants report they would recommend this service to a friend		**1**	 • Post session survey • Post session survey • Post session survey • Post session survey	 • .7 or 70% per training • .7 or 70% per training • .7 or 70% per training • .7 or 70% per training	 **100%** **100%** **100%** **100%**

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					**Evaluation time period:**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:**
Open lab access: • **Users rate services at good or excellent** • **Users report they would recommend services to a friend** • **Users report they plan to use services again** ***See also custom satisfaction outcomes for training under outcomes #1 and #2.***	**500**	N/A	• User survey* • User survey* • User survey and trainer observation* * The number of survey responses must be at least 100 (based on target audience of 500). [*This number was selected based on advice by the OBE statistical expert, Dr. Kathleen Ebert, at Alfred State College.*]	• 85 or 85% of responses • 85 or 85% of responses • 85 or 85% of responses	12 responses to date* 12 or 100% 12 or 100% 12 or 100% *(note: the number of responses has not yet reached the goal of 100)* ** This really is due to Amanda failing to remind staff to hand these out to patrons until November. We have improved this data collection policy.*

General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					**Evaluation time period:**
Custom outcome:	**Target audience:**	**Target audience per training:**	**Data source:**	**Target achievement level:**	**Actual achievement level:**
Partners • Partners/community members state two or more services provided by the PCC (*This would be a random sample from local community members. We estimate that this would be based on an adult population of about 800*)	**80** ***(total target over two years)***	N/A	• Questionnaire to residents and potential clientele (any community member/or local employee over 18)	• 48 or 60% percent	47% (this figure represents the actual achievement from only 18% of our target audience and was collected early this fall. Additional data will be collected over the coming months until we reach our target audience goal of 80 valid responses over 2 years)
• Partners report they have referred clients/members to the PCC • Number of referrals sent to ePLACE by partners *(target 10 referrals overall per year – our goal is to reach 80%)* • Communication, and assistance in developing ePLACE activities (1 per quarter...assisting with developing, or suggesting one new thing each quarter)	**5** ***(our advisory board is the primary target audience however we also will include referrals from outside agencies such as ACESS-VR or other employment training center agencies)***		• Focus group or referral follow up with outside agency • Focus group or referral follow up with outside agency • Focus group *(including minutes from focus group sessions)*	• 5 or 100% percent • 8 referrals or 80% of referral goal • 1 per quarter or 100% percent	**80%** **9 referrals** (2 of the 9 were from outside agency partners) **100%** *(Advisory board members provide very valuable feedback and suggestions each quarter!)*

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.

One on One training sessions:

- We believe that our one-on-one training has been very successful due to the personalized training that happens during each session. While we can reach larger numbers of patrons in a classroom setting, the one-on-one training allows us to specifically tailor the instruction to meet the needs of the individual. Many of our patrons have been very pleased with this service and have shared comments to reflect this on the data collections tools that we use during our training sessions.
    - "I liked the one on one learning and the ability to ask questions as we went along" - K. Miles Oct 2011
    - "Thank you for the help. Great service." – E. Goodrich Dec 2011
    - "Thank you. Very Worthwhile" – R. Shore Dec 2011
    - "A great resource, very helpful" – J. Felip Oct 2011
    - "I am so happy this resource is available" – M. Cartledge June 2011
    - "Mandy was fabulous! Extremely knowledgeable, very patient, great 1 on 1, willing to go to great lengths to solve the problem, She is better

than the Apple Genius Bar!" - C. McLaughlin - Jan 2012 *(this was a one on one training session to help Cindy learn how to troubleshoot issues on her iPad 2 – she had visited the Apple Store and they were not able, or willing, to help her…..so even though this just recently happened we really wanted to share this quote and story!)*

- Looking at the data that has been collected over all training categories, it is clear to see that when the topic is a little more involved patrons may not feel as if they are comfortable completing the tasks on their own after just one training session. One of the greatest barriers that we need to overcome when working with an individual is teaching them to feel comfortable working with technology. This lack of confidence is evident especially with patrons that have not grown up working with digital tools every day, or may have worked exclusively with only one particular software program at work or home. The fear of "breaking something" comes to the surface early in many of our training sessions, and we work with a patron to help move them closer to feeling comfortable exploring new technology, and learning simple troubleshooting. If we can teach them a few simple fixes to common issues that they may encounter, this helps to quiet some of the unrest and fear….but it is not an easy task. A large part of digital literacy training, and even workforce development training deals with overcoming fear – the fear of making a mistake, the fear of "breaking something", the fear of asking a "stupid question". Again, one of the greatest benefits to the individualized training that is possible through the work that we do here at the ePLACE is the fact that we can address the concerns of the individual, concerns that they may not reveal in a larger group setting. In fact, we have seen patrons sign up for an individual training session following a larger class so that they can come in when no one else is around to ask what they consider to be "stupid questions", and to share with us some of their own concerns with learning a new skill or multimedia device.

Additional quotes from class setting training sessions:

- "It is nice to get computer help at the library" – T. Galezzo Sep 2011
- "Lots of helpful information" – B. Slack July 2011
- "Thank you for the class. It was very helpful and I am excited to start using eBay!" S. Braaten Sept. 2011
- "Mandy, as always, was so informative and clear in her instruction" A. Rossington Nov 2011
- "Everything was just right. Instructor knowledge and presentation excellent" T. Olshan Sept. 2011
- [iPad class] "Prior to this class, I did not know anything about iPad. Basically I became familiar with this instrument and at least I know what it's about " P. Burr Dec 2011

- "Very excited to find this training and get access to free books" – D. Lewis Oct 2011
- "Presentation was simple, and [topic presented] easy to use. Very happy with instructor – was very helpful" D. Miller - Oct 2011

More details on our response for general outcome #2:

- While the data shows that all of the patrons that have participated in our training sessions for workforce development have been very pleased with the help that they received, they reported that their knowledge increased, etc. I felt that we could not respond as "strongly agree" because I believe that we need to find a better way of reaching out to additional patrons that need this training. Our recently established partnership with ACCESS-VR has opened some new doors to assisting patrons with workforce development issues, and we are very pleased with the opportunity to reach a new group of individuals.

More details on our response for general outcome #4:

- Even though had been trying to promote the ePLACE through various media outlets and other promotional tools, the results from our initial collection of data from the random sample of community members was a bit discouraging. The survey asks the individual if they could name more than one service offered at the Box of Books library public computing center, and the results were not as encouraging as we had hoped. After we collected this data we have brainstormed new ways to reach out to the community, including modifying the format for our promotional material, utilizing new partnerships with strategic agencies or contacts, and writing new personal interest stories for the local papers. In a few weeks we will gather additional data, and we are hopeful that this will show an increase in the ability of community members to identify more than one service that we offer here at the ePLACE.