

OBE Narrative
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Baldwinsville Public Library
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Interpretation of findings:

After reviewing all the evaluations and looking at the number of people attending each type of training, several things were apparent:

- The most popular classes with our patrons are Microsoft classes, whether it is to learn the operating system or one of the applications. In addition, it seems they are most popular with all three target audiences (seniors, jobseekers and the small business community). These are continually requested on evaluations as well. We will continue to offer these on a regular basis as the demand continues.
- Gaining popularity by the day are classes for eReaders. We had anticipated this after holidays, however even prior to December classes for downloading material into eReaders were quite popular. The library did purchase one Nook to train additional staff so that more staff members can help the growing number of questions. There is also some discussion regarding purchasing eReaders that can circulate.
- Social media classes (Facebook, Skype), were popular initially. However as the last year progressed, less people were attending sessions and so these types of classes have not been offered in the last few months. We will schedule one series in spring to see if there is a renewed interest.
- Even though the classes were offered prior to the BTOP grant, basic computer courses are still needed by many patrons. Classes such as Email Basics and How to Search the Internet are still popular, especially with the senior population. Like the Microsoft classes, we will schedule classes on a regular basis while there remains a demand.

Progress regarding target audiences, course offerings, scheduling etc.

Many of the courses offered have appeal to more than one target audience. We see that the seniors and the jobseekers are taking advantage of many sessions. The evaluations indicate that they are gaining knowledge by attending these sessions.

In the past, some patrons, especially seniors, returned to the library several times for the same training. That seems to be subsiding, which we attribute to the additional time we give them in each class to “play” with their newly learned skills. They continue to attend more advanced training, indicating that they are moving forward in learning new skills.

The unemployed and under-employed are taking advantage of the several Microsoft training opportunities we have offered. Many take Level I training and progress on two Level II. They are also requesting other types of applications training, including Open Office, which we are beginning to cover

in our 2012 course offerings. They value the training they receive at no cost, as many could not afford to attend these classes if charged what is typically considered fair market value.

The small business owners took advantage of both Microsoft and QuickBooks 2011 classes in the past year. They were all very pleased to be able to attend these sessions at no cost and have indicated that they wish this type of training continue after the BTOP grant year has ended.

The staff continues to evaluate the responses to course offerings, ask for suggestions for new classes and monitor what other PCCs are offering in an attempt to bring a robust series of classes to all three target audiences. We are quite pleased with the progress we have made in successfully offering courses new to the community, such as social media classes, software applications, and topics regarding internet security and maintenance. Responses in the evaluations we receive indicate that the PCC is offering relevant courses that are of interest to our target populations. We only wish we had more money to offer an even more versatile schedule of classes.

During November 2009 through December 2011, most classes were scheduled during the 9 am to 5 pm, Monday through Friday business day. While this worked well for seniors and jobseekers, we felt we were not doing enough for the small business community. In December 2011, we began offering a series of Thursday night classes. These were well received and this will continue on in 2012. We will also be starting a series of classes on Tuesday evenings as well. On the 2012 post workshop evaluations and in our next survey for all using the PCC (open access) we will be asking if there is anything the PCC can do to make attending training easier.

Observations regarding digital literacy, workforce development, access (including one-on-one and open lab practices) plus all other essential elements of your program.

Helping patrons deal with digital literacy issues is an on-going battle in the PCC. Almost every day we help a handful of people still struggling with the most basic (so we think) digital skills, whether they are trying to apply for a job online, send email (with or without attachments), or search the web for information. An example of this occurred yesterday when two different people asked how to get to Google when they logged into a PCC computer, as our computers use the Baldwinsville Public Library page as the homepage. The question was, "Don't you have Google here?"

Another aspect of digital literacy is knowledge of the electronic resources available through the library web site. Despite efforts to demonstrate the electronic offerings, both in workshops and during one-on-one sessions and putting notices on the web site; many patrons are still unaware of the useful information contained in resources such as Learning Express and Jobs Now. The PCC staff promotes these resources and yet usage is below what staff would like to see. This is very frustrating and our PCC would like to know how other PCCs deal with this issue.

Our jobseekers are continuing to ask for assistance in developing their resumes, writing cover letters and applying for jobs online. We have heard back from several that they have been successful, but we

continue to see many of the same as well as new people each week. The word has spread around the community that the PCC is helping people look for employment, as many of the new jobseekers tell us that they were referred to us either by others who have used the service or by PEACE, Inc., one of the partnerships we have developed since the project began.

The statistics for open lab usage remain steady at about 600-700 uses each month for job seeking activity. The computer dedicated to jobseekers and small business owners is frequently used, as it has a two hour minimum time limit. Many people seeking employment are aware of this computer and choose it when available. It is located in the Business Resource Center.

The Business Resource Center, which was created after the project began, has been a good addition to the library. This section holds all the print materials and other media purchased for the jobseekers and small business community. Previously purchased material was also re-located to this area. This is where the computer dedicated to small business owners and jobseekers is located. The materials in the Center are beginning to circulate with more frequency, as we feature titles on the Small Business Resources page of our library web site and bring materials to workshops to show new acquisitions.

Best Practices

- Scheduling regular appointments at set times seems to decrease the number of cancellations and no-shows for one-on-one training. If it is possible to get a patron to identify a specific time that is best for them, this helps with an on-going issue we have.
- Along the same lines, handing out a business card with the date and time of the next appointment serves as a reminder to the patron that they have scheduled an appointment and gives them your name and number if they must cancel or re-schedule.
- Bringing relevant material from our circulation collection to all classes/workshops has increased usage of materials in the Business Resource Center. A free and easy way to promote the collection.
- Asking students what they hope to gain from the class they are attending prior to beginning has been very helpful. The instructor can somewhat alter the class to best meet everyone's needs and if the PCC staff was off the mark as to how the class was marketed (what would be covered) we are able to find this out quickly and make adjustments.

Lessons Learned

- No matter when you schedule classes, people will complain that the time is not good for them. Solution: we are offering classes on two evenings during the week to see if this accommodates those who cannot attend at the times we have been offering classes.
- No matter how much people tell you they want a particular topic, they will not necessarily sign up for a class if offered. Solution: draw-up contracts with all outside speakers which allow for classes to be cancelled without monetary penalty.

YOUR TURN! CREATING A CUSTOM OBE PLAN

Please use this form to create a custom OBE plan for your PCC or E-Mobile Unit. Complete all white sections of the form and submit to Mary Ann Stiefvater (mstiefva@mail.nysed.gov) by Friday, May 27, 2011. The gray sections of the form are for reporting your evaluation findings. You will complete and submit these sections at a later date.

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: November 2010-December 2011
Custom outcome: Users achieve independence in using computers to enhance their quality of life.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<u>Basic Internet and Computer Use</u>					
PCC offers the following training					
Facebook 101	1125	10	Observation	6 or 60% per training 8 or 80% per training	10 total trained 10 or 100% 10 or 100%
<ul style="list-style-type: none"> Participants are able to setup a Facebook account Participants have a better understanding of the uses of Facebook Participants report satisfaction with workshop content/trainer 			Post-workshop evaluation		
File Types and What to do With Them	1125	10	Observation	6 or 60% per training	16 total trained 15 Or 94%
<ul style="list-style-type: none"> Participants gain a general knowledge of the different files types in Windows 7 and how they differ from one another Participants report satisfaction with workshop content/trainer 			Post-workshop evaluation	8 or 80% per training	15 Or 94%
Make a Photo Calendar!	1125	10	Observation	6 or 60% per training	7 total trained 7 or 100%
<ul style="list-style-type: none"> Participants are able to use Word 2007 to create simple 12 month calendar (showing alternative uses for Word) Participants can successfully import digital photos into their photo calendar. Participants report satisfaction with workshop content/trainer 			Observation	6 or 60% per training	7 Or 100%
			Post-workshop evaluation	8 or 80% per training	7 Or 100%
Skype- Don't Phone	1125	10	Observation	5.4 or 60% per training	32 total trained 27Or 84%
<ul style="list-style-type: none"> Participants are able to download software, setup account and successfully communicate outside the library Participants have a better understanding of the uses of Skype Participants report satisfaction with workshop 			Post-workshop evaluation	7.2 or 80% per training	27 or 84%
			Post-workshop evaluation	7.2 or 80% per training	27 or 84%

content/trainer					
<p>Share Photos on Facebook</p> <ul style="list-style-type: none"> Participants are able to successfully upload photos into Facebook Participants can successfully create an online album in Facebook Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>6 or 60 % per training</p> <p>6 or 60 % per training</p> <p>8 or 80 % per training</p>	<p>4 total trained 3 or 75%</p> <p>3 or 75 %</p> <p>3 or 75%</p>
<p>Track Gifts with Basic Excel 2007</p> <ul style="list-style-type: none"> Participants learn the basic use of Excel and how it can be used Participants learn how to navigate around in Excel Participants report satisfaction with workshop content/trainer 	1125	3	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>6 or 60% per training</p> <p>8 or 80% per training</p>	<p>3 total trained 3 or 100%</p> <p>3 or 100%</p> <p>3 or 100%</p>
<p>Windows 7</p> <ul style="list-style-type: none"> Participants are able to navigate and perform basic functions within the Windows 7 environment Participants have a better understanding of how to operate within the Windows 7 environment Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>31 total trained 24 or 77%</p> <p>24 or 77%</p> <p>25 or 81%</p>
<p>Email Basics</p> <ul style="list-style-type: none"> Participants are able to set up and email account and demonstrate basics skills Participants feel comfortable navigating within an email service Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>16 total trained 13 or 81%</p> <p>13 or 81%</p> <p>13 or 81 %</p>
<p>Web Basics</p> <ul style="list-style-type: none"> Participants are able to access the web independently using a browser Participants gained a greater understanding of what the internet is and how it can be used in everyday life Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 Or 80%</p>	<p>13 total trained 10 or 77%</p> <p>10 or 77 %</p> <p>10 or 77%</p>
<p>Searching the Web</p> <ul style="list-style-type: none"> Participants learned in-depth features of 4 major search engines Participants can make an informed choice when choosing a search engine in the future Participants report satisfaction with workshop content/trainer 	1125	10	<p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 Or 80%</p> <p>8 Or 80%</p> <p>8 or 80%</p>	<p>13 total trained 13 or 100%</p> <p>13 or 100%</p> <p>13 or 100%</p>

Finding Healthcare Information on the Internet <ul style="list-style-type: none"> Participants are made aware of reliable healthcare information on the internet Participants are able to search for healthcare information independently Participants report satisfaction with workshop content/trainer 	1125	10	Observation	6 Or 60 % per training	3 total trained 3 or 100%
			Observation	6 or 60% per training	3 or 100%
			Post-workshop evaluation	8 Or 80% per training	3 or 100%
Privacy and Safety Online <ul style="list-style-type: none"> Participants gain a greater understanding of safety issues surrounding the internet – what is fact and what is fiction Participants are able to choose appropriate anti-virus software Patrons can choose appropriate privacy settings Participants report satisfaction with workshop content/trainer 	1125	10	Post-workshop evaluation	8 Or 80% per training	10 total trained 9 or 90%
			Post-workshop evaluation	8 or 80% per training	9 or 90-%
			Post-workshop evaluation	8 or 80\$ per training	9 or 90%
			Post-workshop evaluation	8 or 80% per training	10 Or 100%
Buying and Selling on eBay <ul style="list-style-type: none"> Participants learn to navigate the eBay web site and can set up their own account Participants report that they can believe they can successfully buy and sell on eBay Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	10 total trained 10 or 100%
			Post-workshop evaluation	8 or 80% per training	8 or 80%
			Post-workshop evaluation	8 or 80% per training	10 or 100%
Newspaper Databases <ul style="list-style-type: none"> Participants are familiarized with newspaper database offered through the county library system Participants demonstrate ability to find information using newspaper databases Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	2 total trained 2 or 100%
			Observation	8 or 80% per training	2 or 100%
			Post-workshop evaluation	8 or 80% per training	2 or 100%
Basic PC Troubleshooting <ul style="list-style-type: none"> Participants became familiar with a variety of topics related to troubleshooting basic PC problems Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	7 total trained 7 or 100%
			Post-workshop evaluation	8 or 80% per training	7 or 100%
Email Attachments <ul style="list-style-type: none"> Participants can successfully attach a variety of documents to an email from a number of different sources (desktop, thumb drive, folder etc..) Participants felt they could do this successfully at home or work. Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 Or 80% per training	10 total trained 8 or 80%
			Post-workshop evaluation	8 or 80% per training	8 Or 80%
			Post-workshop evaluation	8 or 80% per training	8 or 80%

<p>Twitter and Tweets</p> <ul style="list-style-type: none"> Participants successfully understood the variety of uses of Twitter Participants were able to successfully setup a Twitter account and Tweet Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	<p>3 total trained 2 or 67%</p>	
	1125		Observation	8 or 80% per training		2 or 67%
			Post-workshop evaluation	8 or 80% per training		2 or 67%
<p>Very Basic Word</p> <ul style="list-style-type: none"> Participants became familiar with the basic functions of word Participants were able to create a simple one page document and save it\ Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	<p>9 total trained 8 or 89%</p>	
			Observation	8 or 80% per training		8 or 89%
			Post-workshop evaluation	8 or 80% per training		8 or 89%
<p>Making Posters with Word 2007</p> <ul style="list-style-type: none"> Participants were able to successfully find and attach graphics to Word document Participants created a simple poster using Word 2007 Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	<p>2 total trained 2 or 100%</p>	
			Observation	8 or 80% per training		2 or 100%
			Post-workshop evaluation	8 or 80% per training		2 or 100%
<p>Shopping Online</p> <ul style="list-style-type: none"> Participants learned safety issues surrounding online shopping Participants were introduced to online shopping web sites Participants felt they could use this information successfully in the future Participants report satisfaction with workshop content/trainer 	1125	10	Observation	8 or 80% per training	<p>4 total trained 4 or 100%</p>	
			Observation	8 or 80% per training		4 or 100%
			Post-workshop evaluation	8 or 80% per training		4 or 100%
<p>One-on-One Computer Assistance</p> <ul style="list-style-type: none"> Participant demonstrates new/improved computer skills Participants report satisfaction with the individual session 	1125	1	Observation	1 or 100% per training	<p>113 total trained 113 or 100%</p>	
			Post-session interview	1 or 100 % per training		113 or 100%
		10				

<p><u>Multimedia</u></p>	1125				
<p>Ebooks!</p>					
<ul style="list-style-type: none"> • Participants are familiarized with the different types of eBook readers available • Participants learn how to download the collection on the library website • Participants report satisfaction with workshop content/trainer 	1125	10	<p>Observation</p> <p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>15 total trained 15 or 100%</p> <p>13 or 87 %</p> <p>15 or 100%</p>
<p>Managing Digital Photos</p> <ul style="list-style-type: none"> • Participants learned to save, move, rename and sort photos • Participants felt that they could successfully work with their digital photos at home • Participants report satisfaction with workshop content/trainer 		10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post –workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 Or80% per training</p> <p>8 or 80% per training</p>	<p>9 total trained 5 or 56 % 5 or 56%</p> <p>75 or 56 %</p>
<p><u>Office Skills</u></p>	200				
<p>Facebook for Business</p>					
<ul style="list-style-type: none"> • Participants gain a knowledge of how Facebook can be used to promote their business • Participants learn the differences between a Fan Page and a Group Page • Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>6 or 60% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>1 total trained 1 or 100%</p> <p>1 Or 100%</p> <p>1 Or 100%</p>
<p>MS Word Mail Merge</p>					
<ul style="list-style-type: none"> • Participants were able to successful complete a mail merge exercise • Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>3 total trained 2 or 67%</p> <p>2 or 67%</p>
<p>Microsoft Word 2007</p>					
<ul style="list-style-type: none"> • Participants are able to use Microsoft Word 2007 to create basic documents • Participants feel comfortable navigating through Word 2007 to create documents • Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80 % per training</p> <p>8 Or 80% per training</p>	<p>20 total trained 20 or 100%</p> <p>19 or 95 %</p> <p>19 or 95 %</p>

<p>Microsoft Excel 2007</p> <ul style="list-style-type: none"> Participants are able to use Microsoft Excel 2007 to create basic documents Participants feel comfortable navigating through Excel 2007 to create documents Participants report satisfaction with workshop content/trainer <p>QuickBooks 2011</p> <ul style="list-style-type: none"> Participants are comfortable navigating through QuickBooks 2011 in order to perform basic accounting functions Participants feel confident in their skills Participants report satisfaction with workshop content/trainer 	200	10	<p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p> <p>Observation</p> <p>Post-workshop evaluation</p> <p>Post-workshop evaluation</p>	<p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p> <p>8 or 80% per training</p>	<p>20 total trained 19 or 95%</p> <p>19 or 95%</p> <p>19 or 95%</p> <p>18 total trained 17 or 94%</p> <p>17 or 94%</p> <p>18 or 100%</p>
<p>General outcome #2: PCC/E-Mobile Unit users are better prepared for the workforce.</p>					<p>Evaluation time period: November 2010 – December 2011</p>
<p>Custom outcome: Jobseekers have a good working resume that can be updated easily and skills to help them in future employment.</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>One-on-One resume writing session</p> <ul style="list-style-type: none"> Participants develop a new/updated resume 	600	1	Observation	1.0 or 100%	115 total trained 115 or 100%
<p>Learning Express Library</p> <ul style="list-style-type: none"> Participants became familiar with all features of Learning Express Library Participants felt that Learning Express Library could assist them in developing the skills they need to be prepared for future employment Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	6 or 60% per training 8 or 80% per training 8 or 80% per training	2 total trained 2 or 100% 2 or 100% 2 or 100%
<p>Microsoft Word 2007</p> <ul style="list-style-type: none"> Participants are able to use Microsoft Word 2007 to create basic documents Participants feel comfortable navigating through Word 2007 to create documents Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	20 total trained 19 or 95% 19 or 95% 19 or 95%
<p>Microsoft Excel 2007</p> <ul style="list-style-type: none"> Participants are able to use Microsoft Excel 2007 to create basic documents Participants feel comfortable navigating through Excel 2007 to create documents Participants report satisfaction with workshop content/trainer 	600	10	Observation Post-workshop evaluation Post-workshop evaluation	8 or 80% per training 8 or 80% per training 8 or 80% per training	20 total trained 19 or 95 % 19 or 95 % 19 or 95 %

General outcome #3: PCC/E-Mobile Unit users are satisfied with services.					Evaluation time period:
Custom outcome: The PCC provides convenient and plentiful access to high speed internet and a wide variety of quality resources.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:

<p>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.</p> <p>See also custom satisfaction outcomes for training under outcomes #1 and #2</p>	2000	N/A	User survey* User survey* User survey* <p>The number of survey responses must be at least 323 (based on target audience of 2000)</p>	275 or 85% of responses 275 or 85% of responses 275 or 85% of responses	165 total responses 147 or 89% 147 or 89% 153 or 93 %
General outcome #4: Community partners are aware of PCC/E-Mobile Unit services.					Evaluation time period: November 2010-December 2011
Custom outcome: The PCC will forge an on-going relationship with community partners to collaborate on projects and share services.	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:

<p><u>Partners</u></p> <ul style="list-style-type: none"> Partners report they have referred clients/members to the PCC. The tow partners are PEACE Inc. and the Greater Baldwinsville Chamber of Commerce. 	2	N/A	Interview with partners	2 or 100% of partners	2 or 100%
<p>Evaluation time period: November 2010-December 2011</p>					
<p>Please indicate your level of agreement/disagreement with the following statements:</p>					

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.

Participant in Email Basics class: "These classes are important to me to keep building on the previous class. The knowledge is cumulative.

Participant in QuickBooks 2011 class: Keep this up! I love the job-oriented classes.

