

Mahopac Library – OBE Narrative

Interpretation of Findings

From a purely numbers perspective we achieved our target goals. Quality of service, content, and ratings of the program, including staff and instructors were in the 98.5% range. Personal observation of each student allows us to conclude that they achieved their reason for coming. Whether it was to setup an e-mail account, connect to the internet and search for jobs, learn additional office technology skills, or just connect a media device to a PC, they walked away with a solution and understanding. Some patrons came back several times to refresh their memory, but in most cases they left more knowledgeable and productive than when they came.

Progress Regarding Target Audiences Course Offering, Scheduling Etc.

Five of our BTOP purchased computers were available during all open library hours. The lab which consisted of 13 computers provided open lab hours, computer based training, instructor led training, one-on-ones, and our career classes were held both in the lab and another room, as appropriate.

We offered morning, afternoon and evening sessions to accommodate patrons with different time commitments. We adjusted offerings and content based on attendance patterns and patron requests. All in all I think we provided a broad spectrum of services and available times to the community.

Observations Regarding Digital Literacy

The majority of patrons participating in the various lab programs had little or no computer skills. Most were non-professionals, typically in previous administrative, services, or the health field. Our career workshops attracted more corporate types of professional looking for career guidance and job help.

What was disturbing is that many people do not own a PC, or access to one outside the library. The ability to practice and retain what they learned was lost. Perhaps the next government program should be “Making PC’s Affordable”. Providing broadband to people who do not own PC’s really defeats the purpose.

Best Practices

There needs to be a broad offering of services to accommodate not only different learning abilities, and skills, but also to accommodate the various intelligence levels and personalities that are represented by the patrons. We implemented one-on-ones to accommodate those who felt more comfortable in a one-on-one session, or for those we thought might be disruptive in a class environment.

Lessons Learned

1. Expect the unexpected,
2. Must have instructors with a broad range of technical skills and people skills.
3. If you have classes that require registration, you must follow up and confirm.
4. All presentations must have handouts to take away.
5. Be patient, yet firm. Remember you are running the class, it's not the other way around

OBE PLAN

General outcome #1: PCC/E-Mobile Unit users gain digital literacy skills.					Evaluation time period: May 2011 to Dec 2011
Custom outcome:	Target audience:	Target audience per training:	Data source:	Target achievement level:	Actual achievement level:
<p>Basic Internet and Computer Use</p> <p>The MPL-PCC offers the following training programs to improve patrons proficiency in office and technical skills:</p> <p>Open Computer Lab – “walk-in” lab offering “on-demand” computer help.</p> <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 • Patrons report positive experience <p>One-on-One Computer Help – for patrons requiring more advanced help, a 1-2 hour PC session can be scheduled with a trainer.</p> <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 • Patrons report positive experience 	1841	12	<p>FB Form/Observe</p> <p>FB Form/Observe</p> <p>FB Form/Observe</p> <p>FB Form/Observe</p> <p>FB Form</p>	<p>7.2 or 60% per training</p> <p>2.4 or 20% per training</p> <p>9 or 75% per training</p> <p>1.8 or 15% of training</p> <p>100% per training</p>	<p>618 Total Trained</p> <p>415 or 67.5%</p> <p>80 or 12.9%</p> <p>525 or 84.9%</p> <p>95 or 15.4%</p> <p>21 Total Trained (program started Nov)</p> <p>21 or 100%</p> <p>21 or 100%</p> <p>432 Total Trained</p>

<p>CBT (Computer Based Training) courses are available to help patrons develop PC Office skills.</p> <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. <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 Patrons report positive feedback <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. Patrons report positive feedback 	1841	12	FB Form/Observe	6 or 50% per training	432 or 100%	
					26 or 6.01%	
		1841	12	FB Form/Observe	5 or 41% per training	200 Total Trained 200 or 100%
		1841	4	FB Form	100% per training	193 or 96.3% 64 Total trained
			FB Form/Observe	2 or 50% per training	64 or 100%	
			FB Form		64 or 100%	
<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>	

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:
Overall satisfaction with all services provided included in Sections 1 & 2 <ul style="list-style-type: none"> • Patrons rate services at good or excellent • Patrons will repeat using services • Patrons will recommend services to friends 					1896 Total Trained 99.5% 99.5% 99.5% Patrons rating programs excellent or good...
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:
<p>Community Relationships</p> <p>We have developed relationships with the following community organizations:</p> <p>SCORE Mahopac-Carmel Chamber of Commerce Cornell Cooperative Extension Mental Health Association Rotary Workforce One – local office</p>					
Evaluation time period:					
<p>Please indicate your level of agreement/disagreement with the following statements:</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #1 (users gain digital literacy skills). <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree - AGREE</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #2 (users are better prepared for the workforce). <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree - AGREE</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #3 (users are satisfied with services). <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree - AGREE</p> <p>The PCC/E-Mobile Unit was successful in achieving outcome #4 (partners are aware of services). <input type="checkbox"/> Strongly agree <input type="checkbox"/> Agree <input type="checkbox"/> Disagree <input type="checkbox"/> Strongly disagree - AGREE</p>					
<p>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.</p>					

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