

BTOP Reporting Information – January 2012

Summarized results of your surveys. Instructor observations etc.

Outcome #1 – PCC users gain digital literacy skills

The NRPL is pleased to report that we met or exceeded the achievement level of 80% in all categories except for the Internet Skills class which was offered in Spanish. We learned that the clients' dissatisfaction stemmed from having an instructor who was not bi-lingual. We have addressed this issue by offering more frequent bi-lingual Internet Basic classes and less frequent Spanish only classes.

Outcome #2 – PCC users are better prepared for the workforce

The NRPL achieved a level of 82% or higher in all categories except "Participants report participation in Job Readiness Coaching series resulted in a successful job interview" (67%). We noted that patrons were less responsive to questionnaire on successful job interviews. Most patrons failed to return evaluation forms once they have achieved proficiency skills in resume preparation and were satisfied with the one-on-one job coaching and interviewing skills training provided at the BTOP Help Center. We intend to address the slow response rate in the future by enclosing a giveaway, such as a pen or flash drive with NRPL BTOP imprint, with the evaluations to encourage people to return them. We may also consider collecting data electronically from our patrons through e-mail and their mobile phones since many attendees become tech-savvy after using BTOP services.

Outcome #3 – PCC Users are satisfied with service

Eighty-five percent of our patrons rated the PCC service as good or excellent. Eighty-two percent will recommend the service to a friend; and 88% were satisfied with the internet sessions.

Outcome #4 – Community partners are aware of PCC services

A questionnaire/user survey was distributed to our forty partners and we learned that: 90% were able to state two or more services provided by the PCC; 25% reported that they have referred clients/members to the PCC; and, 25% reported that they have developed client/member activities that incorporate PCC services. (About 50% of the community partners serve clients that can utilize our services.)

Interpretation of findings

The NRPL PCC is meeting the internet, computer and workforce development needs of the community. Additional effort is needed to reach other sections of the community. For this effort, the NRPL will utilize a Communities For All Ages grant to address the outreach/awareness challenge through a website, community-wide calendar, and a community-wide communication partner's network. We feel our PCC outreach and awareness efforts will greatly benefit from this 2012 initiative.

Progress regarding target audiences, course offerings, scheduling etc.

Reaching our target audience with information about our services continues to be a challenge. However, we have found that a multi-layered approach that involves word of mouth, mass-distribution of individual flyers and bi-monthly newsletters, referrals by partner organizations, and library signage has contributed to our high participation levels.

Through a needs assessment we determined the necessary course offerings. Our most popular/successful course offerings have been: "Fundamentals of Microsoft Office Word", "Excel", "PowerPoint", "Microsoft Publisher", "Internet Basics", "How to Set-up and Email Account", "How To Scan and Upload Documents" and "Mouse and Keyboarding

Skills". We have found that a regular rotation of the most popular classes is a good idea. Monday, Wednesday, Friday and Saturday seemed to be the optimum days to offer classes to ensure optimum participation in class. We have found that 1.5 to 2 hours is an ideal length for group classes; one hour is ideal for one-on-one coaching.

In class or "in library" time for practice is essential. We have found that many of our patrons do not own or have access to computers. Including the computers purchased with BTOP funds, the NRPL has a total of 93 public computers located throughout the library. Patrons are encouraged to utilize these additional computers after class to reinforce in-class learning.

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

Digital literacy can be achieved through a combination of the hands-on instruction and one-on-one support. Clients learned to perform Internet site searches, setting up email accounts, computer logon and printing procedures. Those clients who needed additional assistance were provided with one-on-one support and given the opportunity to practice during open labs.

Clients also learned how to use computers to search for jobs. Classes in Microsoft Word, Excel and PowerPoint classes were offered to increase their computer skills and aid them when seeking employment.

We learned that many clients do not have access to a computer at home, so open labs are a necessity for practicing computer skills and for the job search process. As a result, the PCC is opened 48 hours per week. On Saturday the PCC is open for 8 hours and on Sunday for 4 hours. Since inception of the program, the library has acquired 20 personal computers and 3 laptop computers (Windows 7 Operating system equipped with Microsoft Office 2010). All of which are made available for public use.

Best Practices

The NRPL has identified the following best practices:

- Identifying a Community Relations Coordinator who is responsible for community outreach – Awareness and support from the community and local business is key to the success of the program. These relationships and partnerships also help the program to better meet the needs of individuals and businesses in the community,
- Hiring a full-time IT employee to oversee the purchase, installation and upkeep of all technology. Fully operational technology is critical to the PCC program. Having a staff person available to assist users and quickly resolve computer-related problems, such as inoperative hardware or software, is imperative.
- Training the entire library staff about the BTOP program. In most cases a patron's first encounter at the library is with staff. Having staff members who understand the program has helped to promote BTOP and also answer patron's questions about the training and support available to through the program. Librarians continue to utilize the training they received at the start of the project to assist patrons with e-forms and social services, when AmeriCorps workers are not available.
- Holding monthly meetings with the library director, key staff members and independent contractors involved in the project are essential to keep all components on track and working in-sync.
- Creating a mechanism to evaluate performance and success – NRPL developed evaluation forms that were completed by patrons at the end of training sessions and one-on-one technical assistance sessions. This information enabled NRPL to determine the digital literacy of our patrons, their available access to

computers at home and additional training offerings. NRPL utilized AmeriCorps workers to collect the evaluation forms from students.

Lessons Learned

The NRPL's lessons learned are:

- Communication among library staff and BTOP staff is critical. In the coming year, we will strengthen the monthly meetings and hold special meetings involving other staff members.
- Informing the public of our services and resources must be done in a multi-layered, innovative manner that will reach individuals of diverse backgrounds. We will be developing a video that will add another outreach dimension, and hopefully help us reach the disenfranchised segment of the population – members of which may feel uncomfortable using library services.
- The public doesn't readily understand what "BTOP" or "PCC" means. We need to re-brand so that our expanded and enhanced technology and services immediately registers as such with the public. This re-branding will also help us promote the package for future funding and grants.

Other information pertinent to your particular project

The NRPL performed a needs assessment by conducting as many surveys, focus groups and other discussions as possible. We collaborated with existing partners and new partners to do this. As a result we tailored our courses to the needs determined in the assessments, but also continually evaluated the courses to see what needed to be added, deleted, modified or enhanced. We also scheduled the courses according to the best times for patrons, as identified in the assessment, which meant holding some classes on Saturdays or Sundays.

Based on the surveys and instructor observations, written materials were created on a 6th to 8th grade level, and actual instruction was geared for that level. One-on-one assistance was extremely helpful to clients and was offered whenever possible.

Communication to all pockets of our diverse and geographically-long and narrow community of 77,000 residents, is a constant challenge for the library and for all other service-providers in New Rochelle. We recognize that we need to continue to expand our outreach efforts even more in order to connect with members of the community who do not yet know of our services.

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom Outcome :	Target Audience**	Target Audience Per Training:	Data source:	Target Achievement Level:	Actual Achievement level:
Basic Internet & Computer Use	600				
Computer Basics: Mouse and Keyboard Skills <ul style="list-style-type: none"> • Participants operate mouse with accuracy and operates keyboard • Participants report increased knowledge of searching the Internet. • Participants report satisfaction with workshop content/trainer. 		40	Check sheet by trainer Post-workshop survey Post-workshop survey	38 or 95% per training 38 or 95% per training 40 or 100% per training	106 total trained 90 or 85% (+) 85 or 80% (+) 92 or 86% (+)
Internet for Beginners <ul style="list-style-type: none"> • Participants demonstrate basic internet skills. • Participants report increased knowledge of search engines and Internet browsing by subject. • Participants report satisfaction with workshop content/trainer. 		50	Check sheet by trainer Post-workshop survey Post-workshop survey	40 or 80% per training 70 or 140% per training 70 or 144% per training	120 trained 96 or 80% (+) 98 or 82% (+) 110 or 92% (+)

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom Outcome: PCC users gain digital literacy skills	Target Audience**	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
Office Skills	1400				
Fundamentals of Microsoft Word <ul style="list-style-type: none"> • Participants demonstrate basic word processing skills. • Participants report increased knowledge of word processing. • Participants report satisfaction with workshop content/trainer. 		100	Check sheet by trainer Post-workshop survey Post-workshop survey	95 or 95% per training 80 or 80% per training 80 or 80% per training	286 total trained 260 or 91% (+) 265 or 93% (+) 280 or 98% (+)
Fundamentals of Microsoft Excel <ul style="list-style-type: none"> • Participants demonstrate core skill in preparing spreadsheet; formatting; calculating; saving and opening workbooks. • Participants report increased knowledge of creating spreadsheets • Participants report satisfaction with workshop content/trainer 		80	Check sheet by trainer Post-workshop survey Post-workshop survey	75 or 94% per training 78 or 98% per training 76 or 95% per training	80 total trained 75 or 93% (+) 78 or 98% (+) 78 or 98% (+)

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1- December 2011
Custom Outcome:	Target Audience	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
Microsoft PowerPoint 4- sessions <ul style="list-style-type: none"> • Participants demonstrate basic presentation skills • Participants report increased knowledge of choosing and customizing templates • Participants report satisfaction with workshop content/trainer 		80	Check sheet t by trainer Post-workshop survey Post-workshop survey	78 or 98% per training 75 or 94% per training 78 or 98% per training	120 total trained 110 or 92% (+) 105 or 86% (+) 110 or 92% (+)
Microsoft Office Publisher <ul style="list-style-type: none"> • Participants demonstrate basic desktop publishing skills; brochures, flyers, business cards • Participants report increased knowledge of creating brochures & flyers • Participants report satisfaction with workshop content/trainer 		80	Check sheet by trainer Post-workshop survey Post-workshop survey	70 or 88% per training 75 or 94% per training 76 or 95% per training	70 total trained 65 or 93% (+) 68 or 97% (+) 68 or 97% (+)

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom Outcome:	Target Audience**	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
Setting up an email account workshop <ul style="list-style-type: none"> • Participants set up email account and demonstrate basic email skills. • Participants report increased knowledge of using email. • Participants report satisfaction with workshop content/trainer 		60	Check sheet by trainer Post-workshop survey Post-workshop survey	55 or 92% per training 56 or 93% per training 58 or 97% per training	70 total trained 65 or 93 % (+) 67 or 96% (+) 68 or 97% (+)
Computers for Seniors Participants <ul style="list-style-type: none"> • Participants operate mouse with accuracy and operates keyboard • Participants report increased knowledge of searching the Internet. • Participants report satisfaction with workshop content/trainer. 	100	20	Check sheet by trainer Post-workshop survey Post-workshop survey	16 or 80% per training 18 or 90% per training 18 or 90% per training	83 total trained 78 or 94% (+) 80 or 96% (+) 80 or 98 % (+)

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom Outcome:	Target Audience**	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
ESL PCC offers the following training: (technology instructions in Spanish &English, how to set up email account, mouse & keyboard skills, internet searching, introduction to Microsoft Word)	400				
Como abrir y usar una cuenta de correo electronic <ul style="list-style-type: none"> • Participants set up email account and demonstrate basic email skills. • Participants report increased knowledge of using email. • Participants report satisfaction with workshop content/trainer 		40	Check sheet by trainer Post-workshop survey Post-workshop survey	35 or 88% per training 36 or 90% per training 38 or 95% per training	88 total trained 78 or 89% (+) 82 or 93% (+) 86 or 98% (+)
Uso del Mouse y del Teclado Participants operate mouse and keyboard with accuracy. Participants report increased proficiency in using the mouse to navigate the web. Participants report satisfaction with workshop content/trainer. Custom Outcome #1		40	Check sheet by trainer Post-workshop survey	35 or 88% per training 38 or 95% per training	92 total trained 80 or 89% (+) 90 or 98% (+)

PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom Outcome:	Target Audience	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
<p>Introduccion al uso de Microsoft Word</p> <ul style="list-style-type: none"> • Participants demonstrate basic word processing skills (in Spanish) • Participants report increased knowledge of word processing. • Participants report satisfaction with workshop content/trainer. 		40	<p>Check sheet by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>38 or 95% per training</p> <p>36 or 90% per training</p> <p>38 or 95% per training</p>	<p>98 total trained</p> <p>95 or 97% (+)</p> <p>96 or 98% (+)</p> <p>96 or 98% (+)</p>
<p>Internet para principiantes en español</p> <ul style="list-style-type: none"> • Participants demonstrate basic internet skills. • Participants report increased knowledge of searching the Internet. • Participants report satisfaction with workshop content/trainer. 		30	<p>Checklist by trainer</p> <p>Post-workshop survey</p> <p>Post-workshop survey</p>	<p>22 or 73% per training</p> <p>25 or 83% per training</p> <p>26 or 87% per training</p>	<p>25 total trained</p> <p>18 or 72% (-)</p> <p>21 or 84% (-)</p> <p>20 or 80% (+)</p>

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom outcome:	Target Audience	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
ESL Practice Session <ul style="list-style-type: none"> • Users rate services at good or excellent. • Users report they would recommend services to a friend. • Users report they plan to use services again. 		200	Observation by trainer Observation by trainer Post-series interview	160 or 80% of responses 160 or 80% of responses 180 or 90% of responses	168 total trained 160 or 95% (+). 165 or 98% (+) 160 or 95%
GED Assistance <ul style="list-style-type: none"> • Participants gain knowledge in 5 GED test subjects 		200	Observation by trainer	135 or 68% per training	138 total trained 130 or 94% (+)

Custom Outcome #1 PCC users gain digital literacy skills					Evaluation Time period June 1-December 2011
Custom outcome:	Target Audience	Target Audience Per Training	Data source	Target Achievement Level	Actual Achievement level:
Multimedia	100				
<ul style="list-style-type: none"> • How to Scan Documents & Upload Photos • Participants gain knowledge of scanning and photo editing • Participants change resolution and size of photos • Participants report satisfaction with workshop content/trainer. • Custom Outcome #1 • PCC users gain digital literacy skills 		60	Observation by trainer Pre-/post-workshop quiz Post-workshop quiz	50 or 83% per training 50 or 83% per training 55 or 92 per training	40 total trained 35 or 88 % (+) 36 or 90% (+) 38 or 88% (+)
<ul style="list-style-type: none"> • How to download EBooks & Audio Books • Participants download at least one ebook/audiobook. • Participants gain knowledge of ebooks/audiobooks. • Participants report satisfaction with workshop content/trainer. 		20	Observation by trainer Pre-/post-workshop quiz Post-workshop quiz	19 or 95% per training 18 or 90% per training 19 or 95%per training	30 total trained 28 or 93 % (+) 26 or 87%) (+) 28 or 93%) (+)

General outcome # 2 PCC users are better prepared for the workforce					Evaluation Time period June 1-December 2011
General outcome:	Target Audience**	Target Audience Per Training	Data Source	Target Achievement level	Actual Achievement Level
Workforce Development					
BTOP Help Center Job–Readiness Coaching Series <ul style="list-style-type: none"> • Participants develop new/updated resume. • Participants apply for at least two jobs online. • Participants report new/improved online job searching skills. • Participants report satisfaction with series content/job coach. • Participants report participation in series resulted in successful job interview. • Participants report participation in series has resulted in potential job offer. 	1500	80	Attendance records by job coach Observation by job coach Post series interview User survey/job coach Post series survey	75 or 94% per training 68 or 85% by job coach 78 or 98% by job coach 60 or 75% per training 40 or 50% per training	408 total trained 350 or 86% (+) 360 or 88% (+) 400 or 98% (+) 280 or 67% 340 or 83 % (+)

General outcome # 2 PCC users are better prepared for the workforce					Evaluation Time period June 1- December 2011
General outcome:		Target Audience Per Training	Data Source	Target Achievement level	Actual Achievement Level
Social Services Applying for Social Services <ul style="list-style-type: none"> • Participants, mostly vulnerable population with multiple barriers seeking and maintaining employment report being comfortable with utilizing social services in BTOP Help Center • Participants demonstrate skills navigating government e-forms for-affordable housing, food stamps, child care, mental health, immigration service etc. • Participants overcome personal barriers preventing employment. • Participants report satisfaction with bilingual Social Worker. • Participants apply for at least two social services on line • Participants report participation in series resulted in attaining social services -affordable housing, food stamps, social security housing series resulted 	500	40	User survey: BTOP Staff Intake forms – attendance Observation by Social Worker Post series interview Post series interview Observation by Social Worker Post series interview	35 or 88% of responses 36 or 90% per training 35 or 88% per training 33 or 83% per training 30 or 75% per training 35 or 88% per training	170 total 160 or 94% (+) 160 or 94% (+) 140 or 82% (+) 150 or 88% (+) 10 or 82% (+)

General outcome # 2 PCC users are better prepared for the workforce					Evaluation Time period June - December 2011
General outcome:	Target Audience**	Target Audience Per Training	Data Source	Target Achievement level	Actual Achievement Level
One- on- One Computer Help/E-forms. PC troubleshooting, email help <ul style="list-style-type: none"> • Participants download government e forms /gain familiarity with email • Participants report increased knowledge to search the internet/ online job application • Users rate service as good and report satisfaction with computer assistants 	2000	200	User Surveys; BTOP Staff Intake & Evaluation Forms Monthly Reports by BTOP staff; Attendance Sheets; Library card applications by PCC users.	160 or 80% responses 180 or 90% of responses 170 or 85% of responses	4265 total assisted 3800 or 89% (+) 3600 or 84% (+) 3500 or 82% (+)
New Rochelle le PCC			Contact Person: Thomas Geoffino		

General Outcome #3 PCC Users are satisfied with service	Target Audience**	Target Audience Per Training	Data Source	Target Achievement level	Evaluation Time period June - December 1 2011
Open Lab Users rate service as good or excellent Users report they will recommend service to a friend Users report satisfaction with internet sessions	2000	250	User survey User survey User survey	210 or 85% of responses 2430 or 92% of responses 220 or 88% of responses	3629 total users 3100 or 85% (+) 2980 or 82% (+) 3200 or 88% (+)

New Rochelle	Contact Person: Thomas Geoffino
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<p>General outcome #4: Community partners are aware of PCC services.</p>					<p>Evaluation time period: June 1 – December , 2011</p>
<p>Custom Outcomes:</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><u>Partners</u> Partners state two or more services provided by the PCC. Partners report they have referred clients/members to the PCC. Partners report they have developed client/member activities that incorporate PCC services.</p>	<p>40</p>	<p>n/a</p>	<p>Questionnaire Questionnaire User Survey Questionnaire</p>	<p>40 organizations or 100% of partners 20 organizations or 50% of partners 10 organizations or 25% of partners</p>	<p>36 organizations or 90% of partners 10 organizations or 25% of partners 10 organizations or 25 % of partners</p>