



New York Public Computer Centers: Broadbandexpress@yourlibrary

New Rochelle Public Library (NRPL) is the recipient of a two-year grant, ending September 1, 2012, to create a Public Computer Center. All aspects of NRPL's PCC will be fully operational by December 1, 2010.

The Purpose of a Public Computer Center (PCC)

The NRPL PCC will provide free public access computing services to the general public with a focus on services for the unemployed and underemployed and other vulnerable populations, including individuals in need of social services, including the physically disabled, seniors, individuals with little or no English language proficiency, and others.

Services at the NRPL PCC will include, but not be limited to: digital literacy training; workforce training to help job seekers with locating employment opportunities, resume preparation, test preparation, interviewing skills, teleconferencing, job research, completion of online applications etc; assistance for small businesses; and access to essential e-government and other online resources for healthcare, education, social services and citizenship.

New Rochelle Public Library PCC includes:

An enhanced **Computer Lab** on the library's third floor, to be used for training classes instructed by re-trained librarians and contracted instructors.

A Help Center in the library's second floor conference room, which will be reconfigured to accommodate three computer stations and easy to read resource guides.

The activities of the Help Center will include these one-on-one services:

- job readiness sessions (drop-in until appointments are required) with a trained coach/advisor (two days per week);
- assistance with completing e-forms for food stamps and other benefits, on-line job applications, immigration papers, etc... by appointment with a librarian on dedicated time (three sessions a week);
- help with navigating social service agencies and benefit opportunities, provided by a bilingual social worker employed by one of New Rochelle's local social service agencies (two sessions a week.)
- small business counseling provided by SCORE volunteers will continue meeting in this room on Monday evenings.



Videoconferencing capabilities will be available for free use by New Rochelle municipal departments, organizations and local businesses, when the Help Center is not in session; the library's technical services consultant will oversee the operations.

A Computer Learning Center in the library's basement, adjacent to a classroom used by ESL classes conducted by Westchester Community College (WCC). This facility will be created in a former classroom by the installation of seven computer stations, including at least one station that is wheelchair accessible. Four times a week (a weekday afternoon, two evenings a week, and Sunday afternoon), the Computer Learning Center will be open for computer neophytes and novices to hone their typing and technology skills, with on-site guidance provided by a computer assistant.

New Bank of Individual Computer Stations: Ten additional computers will be provided by this project and installed in a newly created computer area for job-seekers on the library's second floor. These computers will allow for the Computer Lab on the third floor to be utilized for technology training purposes.

Instruction:

One-session seminars: NRPL will continue to bring in speakers to address topics in financial literacy, affording a home or college, maintaining good health and energy while seeking or changing jobs, and other related topics.

Classes focusing on job-readiness skills will be provided by partners such as Community Capital Resources, Women's Economic Development Center, WEBS Career & Educational Counseling Service, Small Business Association, and other library partners.

Technology Instruction

- NRPL librarians and a technology instructor will continue offering instruction these training sessions: Internet for Beginners. Internet for Beginners – Spanish Speakers, Intermediate Internet, Microsoft Word (four two-hour sessions), Microsoft Excel (four two-hour sessions), E-Mail Basics, and How to Scan and Upload Documents. To meet the goal of this project we anticipate a wide variety of additional training sessions will be offered, beginning with Computer Basics (in English and in Spanish and possibly other languages.) Keyboarding, In-depth Microsoft Office, Creating PowerPoint Presentation, etc...
- The second layer of technology training for the public, to be provided by the contracted technology instructor in English and Spanish, will be designed to help patrons become familiar with on-line resources such as those related to health, obtaining financial aid for education, finding or changing jobs (including resume writing, interview skills, and test-taking such as *Learning Express*), and identifying benefits.

The New York State Library, a unit of the Office of Cultural Education within the New York State Education Department (NYSED), has been awarded \$9.5 million in a grant from the U.S. Department of Commerce National Telecommunications and Information Administration (NTIA) to expand computer access in public libraries across New York State. The funding is being provided through the American Reinvestment and Recovery Act (ARRA) Broadband Technology Opportunities Program (BTOP).