

2009 Renew Washington Grants

Final Narrative Report Cover Sheet

Date September 21, 2010 Contract # G-4290 Grant # 09-TC-003

Library Everett Public Library

Title of Grant Targeted Help for Job Seekers and the Technologically Disadvantaged

Amount Awarded \$29,160

Grant Period

Start Date 11/4/2009 Through September 17, 2010

Reporting Period

Start Date 11/4/2009 Through September 17, 2010

Submitted by Kate Mossman, Assistant Library Director

Signatures Certifying the Final Report

We certify that all of the information contain herein is correct to the best of our knowledge. We certify that 7 of 7 objectives of this grant have been achieved. We certify this report includes an analysis of each objective of this grant and an evaluation of the impact this grant has made on our services. We certify \$ 29,160 has been claimed and \$ 4.10 of the amount originally awarded was not used and the reasons are explained in this report.

Signatory _____ Date _____

Fiscal Agent _____ Date _____

Signatory: Defined as the person who would sign the grant contract and whose signature will be a representation that the legal entity submitting this report has authority to enter into the grant contract; and that the signatory has the authority to sign the grant contract on behalf off the legal entity.

Fiscal Agent: Defined as an individual authorized by the Grantee's governing body to obligate it to the financial liabilities and accountable to the Grantees governing body for the integrity of the official accounting system and the financial statements that the system provides.

Submit this form and the Final Narrative Report to:

**Anne Yarbrough
Grants Program
Washington State Library
Post Office Box 42460
Olympia, WA 98504-2460**

Final Narrative Report

1. Do you feel this grant has helped you provide better service to your customers?

x	Strongly agree
	Agree
	Neutral
	Disagree
	Strongly disagree

Please explain:

The entire project, it's initial scope as well as the amended project, has had a tremendous positive impact on the Everett Public Library. Through the use of the grant funds, the Library was able to purchase and install the Resume Maker software, and hire a technology assistant who is in the library 40 hours a week. This person teaches computing courses and also helps patrons with computing questions from the public service desk. Initially, it was thought that the Library could double the number of free computer classes with this grant. We actually ended up tripling the number of classes, and also began offering some of those classes in Spanish. As a result, the Library has vastly improved its ability to serve Everett's population with its vast and deep technological needs.

2. Summarize the project, the situation it was intended to address, and the objectives of the project.

Initially (the project was later amended), **the project** was to provide Resume Maker software on 11 Main Library and 2 Evergreen branch public access computers for use by any patron seeking to easily create, without the need for advanced technological skill, a professional-looking resume and to also provide 20 hours per week of on-demand personal help, as well as an average of 1 additional course per week (doubling our current offerings) to enhance those already offered by the library, for those who may need dedicated assistance with using the technologies the library already provides such as the MS Office Suite or web-related functions such as job applications.

The situation: The library is unable to expand or add services due to budget woes within the library's municipal and private funding sources. People in Everett currently do not have adequate access to free, quality resources such as instruction and software that could help them improve their current and future employability. Without adequate resources to improve their marketability, Everett residents may find themselves either unable to get a job or underemployed.

A result of the current economic conditions in Everett is a rise in the number of visitors to the library who need access to a public computer in order to engage in some or all portions of a job search: creating a resume, using the web to search for and/or apply for jobs, opening an email account and then using it to communicate with employers, or learning to use software applications such as those in the MS Office suite in order to become more employable. Often these persons are both recently unemployed, and technologically disadvantaged, and would benefit from further dedicated help than the library staff is currently able to provide.

In addition, library patrons must currently rely on the resume templates in Microsoft Word. These templates can be intimidating to people unfamiliar with them. Providing access to a software application such as Resume Maker, which is designed to produce quality results without advanced technological skill, would greatly ease the frustration many people feel when trying to work with Microsoft templates..

While library staff has the skill to instruct library visitors in the use of the technology we offer, they must also provide walk-up and telephone reference service, so time for “on-demand” instruction is severely limited.

This project was meant to help address the situation described above.

The original objectives of the project were:

1. Order 40 Resume maker desktop licenses
2. Install Resume Maker at 40 desktop public access computers
3. Advertise, interview, and complete professional services contracts for technological assistant and workshop/class instructor
4. Offer ad-hoc technological assistance during public service hours, 20 hours per week
5. Offer work place skill and technology classes, 5 hours a week
6. Use program evaluation forms for each workshop or class
7. Evaluate sub-contractors and performance every 6 weeks

The amended objectives of the project were:

1. Purchase 8 laptops to be used in the Everett Public Library’s public computing lab, and
2. The period of performance extended to Friday, September 17, 2010
3. Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.

The original objectives of the project were:

1. Order 40 Resume maker desktop licenses
2. Install Resume Maker at 40 desktop public access computers
 - a. The library was able to purchase more than 70 desktop licenses for Resume Maker.
 - b. The use of the Resume Maker software product proved to be challenging and problematic from the start. While the product is exceptionally robust, it is very “buggy” and even though the Library’s current computers and software

are new and using modern technology, it caused multiple issues with their operation and function.

- c. By the end of the grant period, the Library removed Resume Maker from all of its computers, due to the numerous technological problems presented by the installation and operation of the program.
3. Advertise, interview, and complete professional services contracts for technological assistant and workshop/class instructor.
4. Offer ad-hoc technological assistance during public service hours, 20 hours per week
5. Offer work place skill and technology classes, 5 hours a week
 - a. This process included several surprise challenges. Though the economic conditions are such that the unemployment rate is high and people are looking for work, it was difficult to find quality, qualified candidates who were willing to accept a non-permanent, non-benefited position, despite the competitive salary rate. Therefore, hiring 2 candidates took far longer than anticipated, and once the 2 technology assistants were hired, one was immediately deployed for National Guard service. The remaining candidate was qualified to fill both the ad-hoc service component as well as the teaching component, so his weekly hours were increased to 40, and the Library was better able to offer consistent service and instruction across the board.
 - b. Classes were offered at least 5, but usually more hours, per week, and ad-hoc technological assistance was available for over 30 hours per week.
6. Use program evaluation forms for each workshop or class.
 - a. This objective was accomplished and the results are appended to this report.
7. Evaluate sub-contractors and performance every 6 weeks.
 - a. This was done verbally more frequently, on a weekly basis.

The amended objectives of the project were:

8. Purchase 8 laptops to be used in the Everett Public Library's public computing lab.
 - a. 8 laptops were purchased for use in the Library's computing lab. These replaced aging laptops that did not have enough memory to run the currently supported version (2007) of the MS Office Suite. The new laptops enable the library to offer classes to the public, who can learn to use modern and up-to-date software that is currently in use in the job market.
9. The period of performance extended to Friday, September 17, 2010
 - a. This extension of the period of performance allowed the library to continue to employ the same technology assistant up through the beginning of the next Renew Washington grant. This was good for patrons, who did not receive an interruption in service at a crucial time (the beginning of the school year) and good for the technology assistant, who is able to remain employed. If the period of performance had not been extended, he would have been out of work for 4 weeks.
10. Quantify, where possible, the results of the project, including how many people have directly used the new services and resources provided by the project.

Over 150 people have attended public computing classes over a 5 ½ month period, since the technology assistant began teaching them in March, 2010. Everett Public Library has only one small space to teach classes, and it accommodates up to 8 students at a time, so this is a significant attendance rate, triple what the Library is able to accomplish with normal staffing levels.

As shown in the survey results, a variety of 10 different classes were offered. Over half of the students rated the class “extremely helpful”, with another third giving a rating of “very helpful”.

Over half of the students (53%) report that they are currently in a job search. About 90% report themselves to be computer novices or with moderate computer skills.

It was not possible to track usage of the Resume Maker software program.

Numerous library patrons receive help on an ad-hoc, daily basis from the technology assistant. His help ranges from helping them to open email accounts, to using the Library’s PC Reservation and printing management system, to writing and saving MS Word or Excel documents, and much more. A conservative estimation is that 2,000 people have been helped in this way.

8 laptops were purchased for the Library’s computer lab.

11. Did the project meet its stated objectives? Compare the project objectives to actual accomplishments.

Yes, this project met, and actually exceeded, its stated objectives. Initially, it was thought that the Library could double the number of free computer classes with this grant. We actually ended up tripling the number of classes, and also began offering some of those classes in Spanish. We were also able to offer an average of 30 hours of ad-hoc assistance. The library fully replaced its aging classroom laptop lab with 8 new laptops purchased almost entirely with Renew Washington funds. As a result, the Library has vastly improved its ability to serve Everett’s population with its vast and deep technological needs.