



2009 Renew Washington Grants

Final Narrative Report Cover Sheet

Date 9/27/2010 Contract # G-4291 Grant # _____

Library Sno-Isle Libraries

Title of Grant Tools for Tough Times: We Have What You Need

Amount Awarded \$30,150

Grant Period

Start Date October 22, 2009 Through August 13, 2010

Reporting Period

Start Date October 22, 2009 Through August 13, 2010

Submitted by Terry Beck

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 16 of 16 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 \$ 29,239.14 has been claimed and \$ 910.86 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:

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

In addition, email electronic copy to:

anne.yarbrough@sos.wa.gov

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:

This project allowed us to tailor a service specifically to job seekers in our communities. It let us try something that we'd always wanted to try: checking out computers to customers in our libraries.

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

We determined that the need for computers that could be used for a longer period of time would be the best service that we could provide for our job seekers. The grant funds were used to purchase 30 notebook computers housed at Darrington, Granite Falls, Lynnwood, Marysville, Oak Harbor, Stanwood, and Sultan. These communities were among the group that was identified by WorkSource as needing resources and services. Each notebook computer had Microsoft Office, internet, and a start page that presents Sno-Isle resources. The notebook computer gave us many options:

- Doesn't require furniture or cabling
- Portable and can be moved within that group of community libraries as an emergency response service when required a local employer announces a plant closure or layoff
- Can be kept from the LibraryOnline timing restrictions to enable job seekers to do thorough searches, create resumes, and develop or enhance computer skills.

Since the notebook computers used the Sno-Isle WiFi, they could print to our network computers and users would need a method of printing their materials. Therefore, we would also supplied our job seekers with a 1G flash drive that includes Sno-Isle job seeking information on it. This flash drive enabled a job seeker to save and then transport a resume or other job information from computer to computer.

We also provided training for staff in those seven locations so that they're familiar with the equipment and procedures. Our expectation was be that the staff be conversant with job searching, resume writing, free email services, and basic Microsoft Window applications.

This solution allowed us to continue offering our existing services and equipment in these locations and to expand services and equipment quickly and efficiently through use of more portable equipment.

- Summarize the results of the project, including activities accomplished, and any problems or unexpected outcomes encountered.

Our project's implementation ran smoothly. Computers (netbooks) and materials were ordered in late 2009 and arrived shortly thereafter. We developed procedures and a staff training program at that time. Each of the participating community libraries received training for the checkout of the netbooks in early January. The netbooks were sent to the libraries in late January and we gave staff 4 weeks to get familiar with them before we started the checkout process. This soft rollout gave us the opportunity to do some early troubleshooting, which we now realize could have been shorter than the 4 weeks allotted. Our publicity began in March. The local weekly newspapers in the 7 communities all ran a story about the project. The Everett Herald featured our project in the Sunday edition. And KOMO TV News featured our project in late March.

Two meetings with community library staff representatives were held during the project. At each meeting we shared success stories of marketing and implementing the project. Although we had hoped to be able to share stories of successful job seekers, the timeline of our project wasn't in synch with hiring. We did hear from a Stanwood customer in late August that she no longer needed to borrow the netbook because she'd found a job.

- Quantify, where possible, the results of the project, including how many people have directly used the new services and resources provided by the project.

There was a total of 1,214 checkouts of the netbook computers from February through July. Usage continues to grow, particularly in the Lynnwood Library. We had two incidents where the computers were not returned to the reference desk at closing time, but staff was able to recover the computers the next day. We learned that it is critical to stress to our customers that the cost of the computer and software (approximately \$600) would be attached to their borrower record until the computer is returned and that not returning the computer would result in their card being blocked and police action.

In the six month period when the netbooks were available at the 7 libraries, the checkouts increased each month:

	FEB	MAR	APR	MAY	JUNE	JULY
Darrington	2	22	32	23	8	17
Granite Falls	3	3	4	11	11	4
Lynnwood	39	52	74	45	64	86
Marysville	7	39	69	63	68	55
Oak Harbor	7	9	29	12	37	48
Stanwood	29	44	19	26	34	23
Sultan		18	12	19	19	28
	87	187	239	199	241	261

We ended up spending less than our total award for this grant. The price of the computers decreased between the time that we initially placed our order and the time that they were

shipped. We were also able to take advantage of our site license for the MS Office software and incurred no extra costs for this.

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

All of our objectives were met, though the dates were approximately 2 months later than expected due to the changes in the grant timeline at WSL.

WORK PLAN		
Tasks that Need to Be Accomplished for Successful Project Implementation	Proposed Timeframe with Dates for the Completion of Tasks	Responsible Party for the Completion of Tasks

Identify model of notebook computer and flash drives, check with vendor about availability	August, 2009	Andy Rice, IT
Build booklists in TitleSource 3	August,2009	Nancy Messenger, Collection Development
Develop PR campaign for service	August,2009	Jenny Egner, Community Relations
Develop procedure for checking out notebook computers in community libraries Establish benchmarks for circulation of materials (media code tracking) Develop training package for new service	August, 2009	Terry Beck, Reference Services Committee
Order notebook computers, cases, flash drives	September-October (when contract is signed) 2009	Andy Rice, IT
Order books from BT cart	September-October (when contract is signed) 2009	Nancy Messenger, CD
Upon delivery of computers, install software	October, 2009	Andy Rice, IT
Present training to staff	November, 2009	Terry Beck, Reference Services Committee
Create computer use report for libraries	November, 2009	Andy Rice, IT
Deliver computers to identified community libraries	November, 2009	Andy Rice, IT
Launch PR campaign	November, 2009	Jenny Egner, CR
Acquire usage stats and evaluations	Monthly from November to August	Brina Burke, IPRS
Mid-cycle check in, evaluation	April, 2010	Terry Beck
Final report	August, 2010	Terry Beck

6. What program activities did you conduct with your intended audience? How many people participated in each activity?

This was the one component of the project that we had trouble implementing. Our Volunteer Administrator had limited success locating job interview coaches in the seven communities. She continues to work on this and we plan to implement it in the future.