

Douglass Branch Library Public Computer Training Center

Need: There is a deepening digital inequality in our community based on income and education level. Many residents are faced with finding and using a computer for the first time because getting online is now mandatory to apply for jobs, education, and social services. The public library is often the first place people turn to for computer access and it is evident from staff observation that many library users who need to use a computer also need basic instruction to do so.

Computer use at Champaign Public Library, including the Douglass Branch: 86,000 uses for July – December 2009, an average of 480 uses per day. An average of 420 uses occurred at the main library and 60 at the Douglass Branch Library.

The Douglass Branch Library serves a predominately African-American, low-income neighborhood in northeast Champaign. Data from census tract 2 in Champaign County, the area served by the branch, shows that 37% of residents are below the poverty level and 58% of households have an annual income less than \$25,000. According to 2000 census data, 82% of residents served by the branch have a high school education or less and 40% are not employed.

Training to be offered at the Douglass Branch Library computer lab:

- **Technology literacy training:** includes basic computer skills, understanding of Internet and setting up email accounts
- **Job readiness:** will cover online job applications, developing workplace skills, and basic computer programs such as Microsoft Word.
- **Job searching:** will include developing resumes, cover letters, and interview preparation. Participants will be introduced to Illinois workNet and other online resources including Optimal Resume, a subscription-based service that guides users in developing resumes, cover letters and interview skills.
- **Special trainings:** will include how to apply online for Social Security benefits; how to apply online for unemployment compensation; use of Illinois Legal Aid Online; and how to apply for jobs online at the University of Illinois and other local major employers

Training will also consist of self-paced and one-on-one instruction during advertised hours.

Instructor/Position Title: Library Technical Assistant

Job Description: Will plan and present formal training sessions; will provide one-on-one instruction and will assist patrons with self-paced instruction.

Qualifications: two years of college and two years of experience with personal computers and peripherals or equivalent combination of education and experience. Also required: experience with Microsoft software and computer and Internet instruction.

Total Annual Salary: \$17,682 based on 18 hours per week at \$18.89 per hour
Proportion of time teaching: 83%.

There would be four of these positions for a total of \$70,728. Two at the Douglass Branch and two at the Main Library. **Fringe Benefits:** There will be no fringe benefits for this part-time position.

Portable Computer Labs: laptops (or other portable devices, laptop carts, printers)

Main Library \$25,000

Douglass Branch \$15,500

Expansion Douglass computer lab: Removing a wall and adding computer tables and equipment to expand from 10 to 20 public computers

Construction, design services, electrical data \$64,075

Furniture \$18,800

Additional computers & equipment \$12,500

Security cameras \$10,000

Sub-total \$105,375

Refurbishment of rest of Douglass Branch

Paint, carpet, single user rest room, furniture \$149,845 (some of this is in computer lab)

Champaign Public Library has \$100,000 in capital fund to put towards refurbishment of Douglass Branch.

Grand Totals:

4 positions \$70,728

2 portable labs \$40,500

Douglass lab \$105,375

Refurbishment \$149,845

Total \$366,448

Champaign Public Library general Statistics:

Population Served: 75,254

Door count: over 2,500 people daily

Check outs: 2.8 million items annually