CALIFORNIA STATE LIBRARY
LIBRARY SERVICES AND TECHNOLOGY ACT (LSTA)

Final Program Narrative Report
(LSTA Form 9)

Grant Information

Library Jurisdiction	San Benito County Free Library
Project Title	21st Century Technology Training for the Not So Techie
Grant Award #	40-8274
Grant Period	FY 13/14
Amount of Grant Award	$45,000
Amount of Grant Expended	$45,000
Local Match	0
In-Kind	$47,212
Total Amount of Project (amount expended + match + in-kind)	$92,212
Number of Persons Served (should not include total population of service area or potential population to be reached)	91

Project Director

Name	Nora S. Conte
Title	County Librarian
Library Address	470 Fifth Street
Phone Number	831-636-4097
Fax Number	831-636-4099
E-mail Address	nconte@cosb.us

This report is due on the date listed in the LSTA Grant Guide for this project. Follow this link to view the Grant Guide. http://www.library.ca.gov/grants/lsta/manage.html

Email this report in "word format" to lsta@library.ca.gov then mail ORIGINAL and 2 copies to:

California State Library
P.O. Box 942837
Sacramento, CA 94237-0001
Attention: Fiscal Office - LSTA

SIGNATURE: _____   **DATE:** _____
(Please sign in blue ink)

Project Final Report
A final narrative report is required on the use of federal Library Services and Technology Act (LSTA) funds following the completion of a project during each project year. The information you report will be used to complete the California State Library report of how funds were expended. Excerpts from this report may be submitted to the Federal government in their evaluation, or may be published by the State Library or shared with other institutions. Please answer all of the questions thoroughly. Please attach any reproduction copies of photographs of project activities or media produced for the project.

Project Purpose
Include your program purpose statement here
The purpose of the "21st Century Technology Training for the Not So Techie" Grant is to: 1) improve the technology infrastructure of the County Library, and   2) to increase the capacity of library staff to train and assist residents in meeting their digital informational needs.
Project Activities and Methods
How did you accomplish the project? What were the steps involved? How did you engage the target audience?
San Benito County Free Library met project objectives, as summarized in the following accomplishments: 1) eight new computers funded through community donations were installed with 2010 Microsoft software; 2) the library website was upgraded to a Wordpress content and will go live at the end of summer 2014; 3) three IPad2's were secured in the WiFi public area and loaded with the Online Library Catalog and databases for public usage while the staff received hands-on instruction on the other five mobile devices to learn apps, download apps & use the app store; 4) using the "Train the Trainer" model in a comprehensive staff training plan, 11 staff members were intensively trained on emerging technology, social media, and mobile apps; 5) a formal pre-assessment and a post-assessment of staff technology training needs were conducted by a consultant showing 99.13% positive results and; 6) written "Tech Tutorials" sign-up sheets with designated staff are now available to the public for small group training opportunties.
The following steps involved to implement the grant were: 1) doing a formal assessment of staff technology training needs; 2) implementing a comprehensive staff training plan with timelines and individualized tracks for each staff; 3) successfully increasing the technology competencies of staff; 4) implementing a sustainable Staff Technology Training Plan for meeting the digital needs of our clients; and 5) publicizing free technology training opportunities for the public.
The library staff and workshop participants, as a target audience, were engaged by 1) implementing a "Techie ToyBox" Program (Kindlefires, IPad2s, Androids, Smartphones); 2) conducting training for the public on new databases and mobile devices during National Library Week; 3) developing Tech Tutorials (power searching on databases, downloading ebooks from Project Gutenberg on Kindlefires and Enki ebooks on IPads, introducing Facebook, Pinterest, apps and smartphones; and Virtual Website Tours through new presentation equipment for training (LCD TV Monitor with a heavy duty mobile stand, a portable mobile screen & stand, security stands and locks for the IPad2's) during the Summer Reading Program; 4) purchasing Adobe Master Collection software to upgrade graphic capabilities for creating in-house publications; 5) purchasing and showcasing a new technology collection of books, media and software; 6) purchasing the Treehouse online tutorial subscription for the public on coding, website development, making apps, and starting a business; and 7) adding links for free basic digital tutorial to our library website throughout the project year!
A final step for engaging a target audience was by alerting the public through press releases, online articles and flyers on new online learning opportunities, partnerships and training sessions for interested residents.
Project Outputs
What was created for the project and how much? (For instance three promotional brochures were created and 75 copies distributed; or three training classes were designed; two sessions of each were held, and 80 people were trained)

Projects Outputs included the following publications created during the grant year: 1) "A Technology Cookbook: Troubleshooting Action Plans for Staff (TAPs)" was developed and is ongoing as emerging technology is introduced; 2) a comprehensive Technology Training Guide for staff, including lesson plans on social media, IPads, Microsoft Office and instructional techniques for presenters was compiled by our consultant with input from the County Librarian; and 3) Our evolving 5-year Library Technology Plan was updated by our consultant with input from community members, and library administration and staff.

Another successful project output was the development of a stronger virtual presence updating our present website with Treehouse and other technology tutorials; and by planning a summer launch of a new website utilizing Wordpress as the content management system where content can easily be added by designated staff.

A total of 11 technology workshops and virtual tutorials were conducted for 80 participants (youth & adults). These workshops and tutorials were on the following topics: the library website, Gale databases, Treehouse Online Learning, Pinterest, Facebook, downloading eBooks, smart phones, androids, IPads and Digital Photography. The new IPad2's were especially useful in training the public on how to access information on our website and how to search topics & email articles from the library databases. Staff was also trained on Skype using the IPad2's and how to set up the Prezi software on our LED TV monitor to quickly alert the public on programs and training opportunities. These training tutorials support technology objectives in the Library Strategic Plan.

Staff was trained on upgrades and enhancements on our Koha Open Source ILS System through ByWater. Webinars and all-day Koha sessions were conducted by our consultant. Staff are now proficient on showing the public how to search the online library catalog (including tagging of search terms) plus circulation, cataloging, and generating reports and statistics.

Immediate feedback was gathered from participants engaged in our technology tutorials through written comments.

Project Outcomes (if applicable)
Please state the outcomes and the results of your evaluation.

Project Outcomes included the increased capacity of the library to assist our clientele in meeting their 21st Century digital needs through the improved technology skills of our staff. This was implemented by the utilization of "Train the Trainer" model and intensive onsite training by our consultant on social media, website development, mobile devices, software and Koha. For example this training model was used by the County Librarian in tutorials on Microsoft Office 2010 on Word and Publisher for the staff. Demonstrations were evaluated through written comments and direct feedback by the workshop participants.

100% of staff showed an increase in technology knowledge and skills as reflected by required participation in training sessions, and the `train the trainer` approach to staff as in-house training. 99.13% of staff demonstrated an increase in technology skills through a formal assessment by our consultant in June 2014.

Below is a emailed report dated June 25, 2014 on the final results and analysis of the (San Benito County Library) Staff digital literacy post-test.

Highlights are:

On the pre-test, the library was proficient in 4 out of 13 categories, or 30.76% (October 2013).

On the post-test, the library was proficient in 13 out 13 categories, or 100% (June 2014).

Total Post-test proficiency was 99.13%

~ Kieran Hixon, Consultant

Technology competencies were based on American Library Association (ALA) and California Library Association (CLA) standards as well as Webjunction reports and other published findings in library literature.

To sustain project outcomes: (1) staff will be given yearly performance targets in their annual staff performance evaluations to continue and maintain their technology competencies, (2) our library infrastructure will continue to evolve through emerging technology and new hardware, and (3) our County Librarian will continue to place a high priority on introducing emerging technologies into the library's infrastructure through the Library's 5 -year Technology Plan. This includes collaboration with the County Office of Education to strenghten a faster internet connection for our community (4) and the library is hiring a digital librarian and a library technician.

Additional Project Outcomes
Please state any additional intended or unintended outcomes and what data sources you used.

An unintended outcome was the strong show of public support for our library and the need for new computers as shown by the EDGE Impact Library Technology survey conducted on the technology needs of our rural community from January 27 - March 10, 2014. This was a formal research survey for public libraries with 69 questions designed by the University of Washington. Results of the survey were produced in six online reports. This information will be used in future library planning, our Library Strategic Plan, and when raising awaress of our library technology needs.

Another unintended outcome was the successful presentation given by Nora S. Conte, County Librarian, and Betty J. Mason, Community Services Librarian, at the 2014 International Indigenous Archivists, Librarians and Museums Conference on June 11 in Palm Springs, California. The topic of the presentation "Technology for the Non-Techie: Train Your Staff to be Fearless!" discussed a roadmap for meeting the technology needs of the community which resulted in very positive feedback from workshop participants, conference attendees, our staff and the public. One comment stated, "Please share this with as many librar(ies) as possible. Great workshop was worth the travel time." And "God Bless - There is Hope for me, based on your workshop: "Technology for the Not so Techie" Very Inspiring!

Anecdotal Information
Tell us a story. Give two or more examples of how the project has helped an individual or group in your community.

A English as a Secondary Language (ESL) small group were very happy with the Mango Language database presentation in Spanish as noted in written comments. The instructor expressed interest in future presentations on databases and new technology for his students.

One staff member noted in a project review by the County Librarian, that she had went from fearful to fearless (as she became the lead on the IPad2 apps) on computers and new technology.

Greater use of the library's databases have increased through one-on-one tutorials and group instruction now provided at the County Library. A number of learners in our Adult Literacy Program are now utilizing the Brainfuse and the Gale Testing & Education databases to study for their GED!

A small group of senior participants during a Tech Tutorial training were made aware of health sites with Medline; online legal resources and forms; and available testing preparation guides though our library databases.

A Gang Prevention Youth Leadership group participated in database training for students, using IPads for apps and downloading ebooks, and playing with smart phones and Kindlefire apps. Comment from youth, "It was cool and fun learning on the IPads and how to download books and read them"

Exemplary Project
If you feel your project was exemplary and others could learn from it and replicate it, please tell us why.

Yes. We received a very positive response from the workshop given at the International Indigenous Archivist, Librarians, and Museums Conference on June 11, 2014. As feedback, participants thought that our project was exemplary and suggested that we continue to share it as a roadmap for other libraries.

One enthusiastic lady in an elevator stated, "that we (our Technology for the Non-Techie workshop) were talked about in the hallways and participants noted that "that was the workshop to go to"!

FEEDBACK FOR THE CALIFORNIA STATE LIBRARY ON THE GRANT PROCESS
We want to learn and improve our grant processes. Please let us know what worked and what we could do differently to make it a better experience. Thank you!

Our small rural library is so apprecitive of the funding and training opportunity that this grant provided to our community. Many kudos to our grant monitor, Jacquie Brinkley!