

**Pacific Library Partnership
2016-17 Grant Program**

Due Friday, September 30, 2016 by 5:00 p.m.

Please provide the following information in a Microsoft Word document. Please email the completed form to Wendy Cao at caow@plsinfo.org.

1. Title of Project Learning Lab through Self-Serve Library Laptops
2. Category (A or B) A
3. Library applying for funding Oakland Public Library
Name Gerry Garzón
Email ggarzon@oaklandlibrary.org
Mailing Address 125 14th Street, Oakland, CA 94612
4. Amount of funding requested \$15,000

PLP Innovation and Technology Opportunity Grant Program

1. One paragraph project summary.

The Oakland Public Library's Dimond Branch will undertake a remodeling project in early 2017. These renovations -- the first in the building's 36-year history -- will make this busy neighborhood library more modern and more welcoming. A critical part of this project is the creation of a pop-up "Learning Lab" which will serve patrons and staff with 12 new laptop computers. The Learning Lab program will increase the number of laptops available at Dimond Branch (from 6 to 12) and make these more easily accessible through a self-service kiosk from Laptops Anytime. We will utilize the services of Ready, Set, Connect! -- an annual, 8-month program that trains youth ages 16-24 in technology skills and simultaneously employs them as volunteers in OPL computer labs -- to provide computer workshops for patrons. The Learning Lab at Dimond Branch will also be used for OPL staff training sessions.

2. Explain how this project fits with the library's strategic directions.

OPL's leadership team met in April 2016 to create a three-year strategic plan for OPL. Building on surveys and studies from a broad stakeholder group including all library staff, the team adopted three-year goals for 2016-2019. A partial list of these goals includes:

- 1) Improve our physical spaces
- 2) Increase operational efficiency
- 3) Reach more people where they are
- 4) Develop, retain, and attract quality staff

The Learning Lab meets all four of these goals. The laptop kiosk will occupy little precious space, and the self-service aspect frees up staff to work on other, more challenging projects. The kiosk -- with a display screen and 12 slots for computers on the front panel -- recharges the laptops, wipes away personal information, and makes the devices available for loan again. The option to use these laptops on one's own time or as part of an official Learning Lab workshop meets the various needs of OPL patrons. And the ability to train staff in a group setting on new laptops will help OPL to develop and retain quality staff.

This project also furthers the OPL mission to "empower all people to explore, connect, and grow." Making more laptop computers more easily accessible for free check-outs will encourage patrons to use these resources for school work, professional needs, and personal interests. OPL offers a wide variety of online resources -- including e-books, music, magazines, and databases -- which would be completely inaccessible to patrons who do not have a computer or similar device. Limited availability of desktop computers at our libraries makes

this laptop lending program a way for OPL to allow its patrons to use the library the way they want to use it, where they want to use it.

3. A description of the proposed project including the population served and the demographics of that population.

This project will benefit all patrons of the Dimond Branch Library, especially those who do not own computers. Like many libraries, the Dimond Branch provides free access to computer equipment and the Internet – a vitally important resource for students, job seekers, and professionals. In the fiscal year 2015-16 alone, Dimond Branch Library reported 15,154 public access computer sessions.

This branch attracts inexperienced computer users, as it is one of six OPL sites that host the Ready, Set, Connect! (RSC) computer tutors. During an eight-month program, the RSC program – coordinated by OPL and the nonprofit Community Technology Network – teaches a cohort of youth how to use web design, social media, and graphic design tools. These young participants then hone their new skills while working as volunteer tutors in OPL's public computer labs, sharing their expertise with patrons who lack computer skills and need assistance. In 2015-16, RSC youth tutors provided help to 109 Dimond Branch patrons. The computer tutors provide training and assistance to the public in:

- Online job applications
- Setting up email accounts
- Resume writing
- Use of Microsoft Word
- Other questions or issues that arise for individual computer users

The new Learning Lab at Dimond Branch will make it possible for RSC to help more computer users, as it increases the number of laptops available. Additionally, RSC youth will be able to plan formal workshops and classes for up to 12 patrons at a time.

OPL staff also plan to use the Dimond Learning Lab for staff trainings and webinars, including (but not limited to): new ILS features, Microsoft 360, and online personnel/HR instruction.

The computers and the RSC computer tutors will be available to all library patrons at this busy branch. The branch is located at 3565 Fruitvale Avenue, in Oakland's Dimond neighborhood but attracting patrons from throughout East Oakland and the hills. This branch has one of OPL's highest circulation rates (205,258 in 2015-16), and it serves a community that includes many families as well as older adults.

The branch is located in the center of the Dimond commercial district, convenient to users of mass transit as well as drivers. Neighborhood schools – including Sequoia, Glenview, Saint Jarlath's, Edna Brewer, Manzanita SEED, and more – make frequent class visits, and children often independently visit the library after school.

The City of Oakland (391,000) is ethnically and culturally diverse (27.3% Black or African American, 25.9% White, 25.4% Hispanic or Latino, 16.7% Asian, 4.7% other). More than 28% of Oakland residents are foreign-born; 40% speak a language other than English at home; and 19% of residents (29% of those under 18 years old) live below the poverty level.

The city comprises 54 square miles. Our neighborhoods range from the very poorest to the most affluent. Earlier in 2016, WalletHub rated Oakland as the most diverse large city in the U.S., using data for 1) social class diversity, 2) ethno-racial diversity, 3) economic diversity, and 4) household diversity.

4. Goals and objectives of the project.

This project aims to fulfill the following goals:

- 1) Increase the number of laptops available for lending at the Dimond Branch Library
- 2) Initiate computer lab training for patrons
- 3) Initiate computer lab training for staff
- 4) Make better use of the branch’s limited space
- 5) Make better use of the branch staff’s limited time
- 6) Empower patrons to access laptops that are currently available only through staff
- 7) Encourage patrons to use OPL’s electronic resources (e-books, music, magazines, and databases)
- 8) Leverage the time and skills of Ready, Set, Connect! youth

5. Project timeline (activities).

Activity	2016		2017					
	Nov	Dec	Jan	Feb	March	April	May	June
Execute preliminary purchasing paperwork	X							
Order a laptop kiosk		X						
Order 12 new laptops		X						
Install the new laptops and kiosk in the newly renovated Dimond Branch Library					X			
Train staff & volunteers how to use the kiosk					X	X		
Create instructional flyers on kiosk use to post near the kiosk						X		
Monitor the number of public access computer sessions	X	X				X	X	X
Provide Ready, Set, Connect! youth-led workshops for patrons						X	X	
Computer lab training for staff and patrons							X	X
Evaluation of trainings & kiosk							X	X

6. Evaluation of the project.

OPL will track the number and length of laptop checkouts. We will also evaluate the number and type of formal workshops offered to patrons by Ready, Set, Connect! youth volunteers, the number and type of OPL staff training sessions provided, and the assessment of surveys conducted for the public and staff after each class. A successful Learning Lab will be one that is used often for a wide variety of patron and staff needs.

7. Project budget.

Item	Total Costs	PLP Grant	Other Funding Sources
Laptop Kiosk	\$32,187	\$15,000	\$17,187
12 new laptops	\$9,600		\$9,600
Totals	\$41,787	\$15,000	\$26,787

8. Sustainability analysis

OPL plans to purchase an annual hardware and software agreement at the cost of \$3,237 per year. OPL will include this expense in its annual technology budget. The laptops will be maintained by the City of Oakland's Information Technology Department.