

CLIC-on-Health for Seniors Training Program

Manual for Libraries

How to set up or continue a training program for seniors about using the computer and Internet to find trustworthy online sources of medical information.



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Table of Contents

- Part 1 - CLIC-on Health for Seniors Program
 - Overview
 - CLIC-on-Health and Rochester Regional Library Council
 - Rochester Regional Library Council Role
 - Senior Site & Public Library Partnership
 - Computer Equipment
 - Training Program
 - Success Factors

- Part 2 - Trainers and Training
 - What makes a good trainer
 - Librarians as trainers
 - Where to find a trainer
 - What is a “train-the-trainer” class?
 - How to arrange for a Train-the-Trainer session
 - Time Commitment
 - Classes
 - Class Setting
 - Computer Coach Approach

- Part 3 - Computer Equipment and Internet Service
 - Items Required
 - Assistive Technology Products
 - Finding and Acquiring Equipment
 - Printers
 - New Equipment Costs
 - Used or Refurbished Equipment
 - Possible sources of Free Equipment
 - Internet Service
 - Computer Installation
 - System Maintenance and Repair

- Part 4 - Funding sources and Information
 - Overview
 - Government Funding

Foundation and Corporate Giving
Grant Writing and Applications
Local Funding Sources
Other

Appendices -

A. Contacts and websites for help and information

Training Materials:

B. Student Training Handouts

C. Trainer's Notes

D. FAQ (Frequently Asked Questions)

E. Glossary of Computer Terms

F. Consumer Information You Can Trust

G. Computer Basics Reference Sheet

H. Internet Explorer Basics

I. CLIC-on-Health Fliers

Part 1:

CLIC-on-HEALTH for Seniors Project

OVERVIEW

CLIC-on-Health for Seniors Project – a partnership of libraries and senior centers - provided older adults in the Rochester, New York region with easy access to trustworthy consumer health information on the Internet. Senior centers and living facilities were located in urban, suburban and rural settings and represented a diverse population of seniors. Each site was furnished with computer equipment, high-speed Internet access and any assistive technology, such as a larger screen or special mouse, which might be required. A series of classes was offered on computer basics, Internet basics and online health information, using the CLIC-on-health website as the starting point. The class instructor was a librarian from a local public library, trained and supported by the Rochester Regional Library Council (RRLC). The local library partnered with the senior center and provided ongoing support to the senior center staff and clientele.

This model, created with a grant from the National Institute of Health, National Library of Medicine, can be repeated or modified for any location offering services to older adults. We have assembled information, explanations, tips, handouts and resource contacts so that you can offer the program at your facility, whether you are located in Rochester, N.Y. or elsewhere.

CLIC-on-Health & Rochester Regional Library Council



What is the Rochester Regional Library Council (RRLC)? RRLC is a not-for-profit, 501c3 consortium of all types of libraries – school, public, academic, museum and medical – in the Greater Rochester, New York area. Its mission is to help libraries provide better services to their communities through programs that encourage partnerships and sharing.

Contact Rochester Regional Library Council for more information:

(585) 227570

www.rrlc.org

RRLC role in the CLIC-on-Health for seniors training program



Rochester Regional Library Council (RRLC) brought together medical, public and school librarians, along with local health agency representatives, to create and implement a program that would make Rochester a healthier community. The CLIC-on-Health website (www.cliconhealth.org) was developed and used

for training public librarians, school librarians, school nurses, and health teachers. These trainers then taught classes at public libraries and schools. RRLC serves a five-county region around Rochester and the training was offered throughout the region.

Through a \$146,000 grant from the National Institutes of Health, RRLC was able to expand the training program to seniors. For the seniors training program, RRLC oversaw the creation of new training materials and classes, provided train-the-trainer classes, purchased necessary computer hardware and high speed internet access so that training classes could be offered to a new population.

Senior Site & Public Library Partnership

The cooperation and coordination between the senior site and local public library has been a key factor in the success of the CLIC-on-Health training program. A librarian has the expertise and qualities required of a good trainer and can also provide further instruction at the library. Additionally, an important part of the training is offering options about where seniors can find health information. If, during or after the training, a participant decides they are not interested in finding the information for themselves, the next best source is the local public library.

Computer Equipment

A computer with printer and DSL or cable connection to the Internet was provided for each senior site, both for training and practice between classes. Since some of the medical websites offer video or animated presentations, a dial-up connection using a modem and telephone line would not provide enough speed. Technology partners, Academy for Career Development/CommuniTech, determined the requirements for computer hardware and software, including any assistive technology for the disabled or handicapped. The availability of computer, printer and Internet service was key to the program, so the seniors could practice skills learned in the classes and explore other areas of the Internet.

Training Program

A series of 5 classes was designed to introduce and then teach people the basic skills required to use the computer and Internet and then find current and reliable health information. Depending on prior experience with computers and the Internet, some people attended all five classes and others required just the last two, which covered health web sites.

Five classes:

Computer Basics 1	Parts of the Computer Using the Mouse Cursors Keyboard Mouse Practice Websites
Computer Basics 2	Identify parts of the Desktop Using a Shortcut Identify parts of a Window Using Window Tools Review Cursors and Keyboard
Web Basics	Overview of Internet Using Internet Explorer Search Engines Web Page Addresses

Health Information 1	Using CLIC-on-Health website Rochester Area Services Stabins Wellness Information Center New York Doctor Profile Introduction to MedlinePlus ADAM Medical Encyclopedia
Health Information 2	Medline Plus Health Topics Medical Dictionary Drug Information Paying for prescriptions Drug Interactions Evaluating Web sites

Resources available

The following online and/or print resources were created to facilitate learning in the CLIC-on-Health for Seniors Training Program. They are available on the CLIC-on-Health (www.cliconhealth.org) website under the heading “Web and computer tutorials”. All of the tutorials are also in the Appendix of this manual.

Student handouts	Appendix B
Trainer’s Notes	Appendix C
FAQ (Frequently Asked Questions)	Appendix D
Glossary of Computer Terms	Appendix E
Consumer Information You Can Trust	Appendix F
Computers Basics Reference Sheet	Appendix G
Internet Explorer Basics Reference Sheet	Appendix H
CLIC-on-Health fliers	Appendix I

Instructor

All trainers were librarians already familiar with computers, Internet searching, and computer instruction. Each librarian attended a ½ day train-the-trainer workshop to learn about the classes and work with the chosen websites.

Success Factors – tips, ideas & options

Excellent trainers who were patient, flexible, kind, and made the class fun.

A training curriculum designed especially for seniors.

Use of the CLIC-on-Health website, www.cliconhealth.org as the starting point for health information.

Customized class arrangements and schedule at each site rather than a cookie-cutter approach.

Continuing support of trainers and senior site by project staff at the RRLC.

Senior's enthusiasm for the program was contagious, leading more people to sign up for classes.

Senior staff enthusiasm about the project and active involvement in the training.

A team teaching approach with the second trainer moving among the students to offer individual help.

Clear understanding of the challenges seniors face before using a computer.

Provide plenty of opportunities at the site for seniors to practice skills.

Volunteers available to work one-on-one with students during or outside of class.

Practice mouse skills at every class.

Try different options to perform a task on the computer (ex – double clicking or one click and press the enter key) to find the best method for each student.

Help students explore other sites on the Internet to reinforce skills and continue student interest.

Teach other skills, like email, to show students other options available online.

Repeat the series of classes or offer other continued instruction to help

students keep up or expand their skills.

Proceed through the class material at the students' pace; this may require more than five classes.

Get to know and develop a relationship with the students.

Part 2: Trainers & Training



What makes a good trainer?

A trainer needs these skills:

Ability to explain technical terms and processes to students in laymen's language.

Familiarity with the Internet, search engines, databases and a variety of web sites.

Comfortable with computer hardware and software.

Knows how to troubleshoot simple problems with computer equipment.

Can answer questions about the computer, websites and software or has the ability to research answers as needed.

Comfortable teaching one-on-one or for a larger group.

Willing to listen, engage in conversation and get to know the seniors

Ability to teach at students' pace and offer extra help when needed

Flexible and patient

Librarians as trainers

A CLIC-on-Health trainer needs the skills and abilities that a librarian uses daily with the public. In addition, a trainer from the library reinforces awareness of another source of trustworthy and reliable health information. Hopefully a staff member will be able to provide this valuable training.

Where to find a trainer?

If no one on the library staff is able to teach the CLIC-on-Health for Seniors classes, other options are available.

The following organizations or programs often offer learning opportunities for seniors on computers. They may have contact information for computer class instructors.

Osher Lifelong Learning Institute – classes for seniors on colleges
www.usm.maine.edu/olli/national

Oasis – a national nonprofit offering lifelong learning
www.oasisnet.org

School district continuing education programs

Town recreation programs

Local college library or computer studies department

Organizations offering classes especially for seniors

In the Rochester, N.Y. area:

Carole Joyce
CLIC-on-Health Project Director
(585)-223-7570
www.rrlc.org
cjoyce@rrlc.org

Osher Lifelong Learning Institute at RIT
(585) 292-8989
www.rit.edu/osher
osher.info@RIT.edu

Oasis Rochester
(585) 760-5440
www.oasisnet.org/rochester

What is a ‘train the trainer’ class?

For the CLIC-on-Health for Seniors grant project, the class handouts, trainer notes and extra handouts were developed by a Medical Librarian, with the help of Public Librarians. The Medical Librarian then presented the classes to the trainers at a ½ day session in the RRLC computer lab. The class went through the training materials to understand the flow of the classes and trainers were able to ask questions and examine the web sites they would be showing to their students.

This approach to teaching trainers about class content has been very successful for RRLC with public and school librarians. It offers a good overview of the materials; an opportunity for people to share tips with other trainers; and an up-to-date computer lab for the training.

How to arrange for a Train-the Trainer session at Rochester Regional Library Council

Carole Joyce, project director of CLIC-on-Health, can provide information about this and schedule one if you are in the Rochester, N.Y. area. She can also provide information about the class and it’s format and content for anyone outside the Rochester area.

Carole Joyce, Rochester Regional Library Council
CLIC-on-Health Project Director
(585)-223-7570
www.rrlc.org
cjoyce@rrlc.org

Time Commitment

There is a lot of preparation and background work to be done before any training can begin. It can be a six-month process from the time you decide to offer the training before you start the first class.

Preparation steps:

If this will be a partnership with a local senior center, schedule a meeting with their staff about the CLIC-on-Health for seniors training program. Otherwise meet with library staff involved with the training. **The discussion should include:**

Location for the classes

How and where to acquire needed computer equipment

Determining needs for special equipment for seniors with a disability

Setting up Internet access

Purchasing any furniture needed

Class size

Transportation if the classes are not at the senior center

Contact suppliers for furniture and equipment needed and purchase

Choose a trainer, preferably a staff librarian.

The trainer studies the class materials. All of the training materials created for CLIC-on-Health are available on the website, www.cliconhealth.org.

For further assistance or training, try contacting:

Local college libraries if health or medical programs are offered. The librarians may offer instruction about computer searching and medical web sites.

In New York State:

local Library Resources Council
www.ny3rs.org/members.html

In Rochester, N.Y. area:

Carole Joyce, Rochester Regional Library Council
CLIC-on-Health Project Director
www.rrlc.org
cjoyce@rrlc.org.

Shop for computer equipment and an Internet service provider.

Set up computer training area with furniture, working computers connected to the Internet, and printer.

Purchase supplies: printer cartridges, paper, mouse pads.

Choose the training materials you will use for the classes; photocopy and collate into notebooks. Have plenty of copies – enough for reference librarians, students and extras - including a copy to stay with the computers.

Share the highlights of the training sessions with other library staff members so they can assist students with questions and problems between classes.

Schedule the classes with regard to existing library programming and the trainer's schedule.

Publicize the training at the library and in newsletters, the local newspaper, pharmacies, doctor's offices, and at senior centers and housing. Use copies of the CLIC-on-Health flyers, found in the Appendix.

Begin the classes!

The Classes

The class is scheduled for 60 minutes, but this varies depending on the attention span and interest of the students and the library schedule. It could take 90 minutes, or multiple sessions to cover the material in one class.

An additional ½ hour should be allowed for questions and general conversation with and among students. This is the time when the trainer can work with an individual student on questions outside the scope of the class. Also, students can practice mouse skills or review a particular website.

Trainer Preparation before each class:

Approximately ½ hour to review class contents, flow and handouts

Check that computers are on and working

Make sure that the website www.cliconhealth.org is a link under favorites in Internet Explorer

Check the printer and add paper if needed

Repeating the series of five classes is helpful and highly desirable. Seniors often travel or deal with multiple doctor appointments or sick days. Students will come and go for this and other reasons. If the classes become a regular, ongoing program, people can pick up where they left off, review the entire series or get a refresher lesson on a specific database.

Class Setting

Some senior centers in the CLIC-on-Health Training for Seniors grant had the training at the senior center and others had classes at the local library. Each senior center/library partnership chose what setting would work best for their situation. Some senior centers had a computer lab, others used a corner of a larger activity area. When many seniors were interested in the training and the library had a computer lab, the library was the logical choice for the classes. The senior center provided transportation to the library for the seniors and had computers with Internet available for practice between classes.

Any room or area that's not too noisy and has space available for the computer furniture is a possibility. When the classes are at the senior center, transportation and the extra time it takes to travel are not required. Also, it is helpful for your students if they use the same computer for class and practice.

The library would be the next choice. The seniors may already be familiar with the building, staff and collection. Additionally, students who don't want to search the Internet for health information have easy access to librarians and print medical reference materials. A computer lab with multiple computers would be ideal, but there are other options to consider:

Staff computers in the library work room in the evening

Schedule the classes at a time when staff is present but the library is not open to the public.

Teach the classes one-on-one, using an internet accessible terminal in the library.

Other places that might have a computer lab or classroom space:

Local public or private schools

Local colleges

Computer stores

Computer Coach Approach

This instruction and learning option is different from the five session class curriculum designed by the CLIC-on-Health team. A computer coach would be available to offer assistance at a standard day and time to anyone who comes to the computer. Seniors could ask questions or seek help on specific software, email, Internet websites, or topics to be researched on the Internet. Any question about the computer or the Internet may provide a lead into the CLIC-on-Health training. Or, the class trainer could become a computer coach after the five classes are completed, depending on time, finances, and staff.

In addition to the skills listed earlier for trainers and a reference librarian's skills, a coach should:

Be very familiar with web-based email, such as *Yahoo!*

Have knowledge of popular software programs such as *Word* or *Excel*

If your library needs a computer coach, here are some possible sources to contact:

Local high school - many seniors must complete volunteer hours for graduation and are definitely computer savvy.

Boy Scout troops – this could be a part of an Eagle Scout Project

Local colleges offering computer science

Current library volunteer who is an experienced computer user

Local computer store

Part 3:

Computer Equipment and Internet Service



Note that all of the information in this part is current in October 2007. Since prices, computer equipment, Internet Service Providers and computer software change frequently, you will want to check computer stores or Internet Service Providers to find current information. The information here gives you a place to start.

If the CLIC-on-Health training is going to be offered at the library you may not need any additional computer equipment. However, if you are in partnership with a specific senior center, it is very helpful to have a computer at that site as well. A key factor in learning a new skill is practice and having easy access to a computer helps students review and explore outside of class.

Items Required

High Speed Internet: Cable or DSL available in your area.

Hardware: An Internet Service Provider for your area or local computer store can help you determine the right computer configuration for your needs.

Computer with Microsoft Windows or Microsoft Vista – usually includes the console, monitor, keyboard, mouse and the required cables to connect these items.

Mouse – a scroll wheel is a helpful feature.

Modem – The cable from the Internet Service Provider connects to this, bringing the Internet signal to your computer. The Internet Service Provider usually provides the modem as part of the installation.

Router – Reads the software directions (ex: a web address) and then directs data to the correct destination. The router also acts as a firewall – protective shield – so other computers on the Internet cannot read or change the data on your computer when you are online. Each computer is attached to the router. In a wireless situation, the computers are not attached, but an antenna delivers the information to the computers.

Color Printer – The lower priced models are also called ink jet printers.

Cables – All of the other hardware items connect to the computer console by cable. Some, but not all, cables come with the hardware. Determine what you need after purchasing computer hardware.

Surge protector – Protects your computer equipment from power surges and fluctuations. It plugs into an outlet and provides outlets for all of your hardware.

Software: When you purchase a computer, the store usually preloads the following software. These are the basics required for using the Internet and teaching the classes.

Microsoft Windows or Vista Operating System – Allows you to use the keyboard and the mouse to communicate with the hardware and software and have it do the tasks you wish. **Specific parts of Windows or Vista are used in the training:**

Internet Explorer – allows you to access all the options on the Internet.

Games – solitaire and others are great for practicing mouse skills. Other games are available at the CLIC-on-Health website. www.cliconhealth.org.

Wordpad – a very basic word processing program. It can be used to practice keyboarding skills, make lists, and compose letters.

Adobe Acrobat – free and available to download from the Internet, most websites require the use of Adobe Acrobat if you want to print out a file. www.adobe.com.

Antivirus software – Protects your computer from viruses that may be in emails or at internet sites. Ask the Internet Service Provider or local computer store for recommendations. Free programs are available to download from the Internet. You can also purchase software with extra features. A paid, online subscription checks for updates while you are on the Internet so the virus protection is very current. Check the software companies' websites for more information.

These are some options, but there are many others:

Free:

Avast! 4 Home

www.avast.com

AVG anti-virus

www.Grisoft.com

Paid Subscription:

McAfee virus protection

www.mcafee.com

Norton Internet security

www.nortonutilities.com

Furniture:

Remember to consider handicapped accessibility as you purchase furniture.

Table - There are multiple pieces of equipment – computer console, keyboard, monitor, router and printer – that will all require space, if not on the table then on the floor next to the table. There are tables and desks especially designed for computers, as well as keyboard trays that can be attached to existing tables. Check any office supply store.

Chair – If possible, the chair should be adjustable so that students can change the height of the chair to better view the monitor. Check any office supply store.

Good lighting



Assistive Technology Products

There are a great number and variety of products that can make a computer easier to use for people who have disabilities or physical challenges. Make sure the products you purchase are compatible with the computer configuration – hardware and software – that you purchase.

Many adaptations for the disabled are available in both Microsoft Windows and Vista software. More information is available at the Microsoft website. It also has a list of hardware products for the disabled and physically challenged.

www.microsoft.com/enable/at/types.aspx

Check these for more information:

The county or city Office for the Aging.

Association for the Blind and Visually Handicapped.

Veterans agency or group

Local school district

www.abledata.com - sponsored by The National Institute on Disability and Rehabilitation Research under the U.S. Department of Education. This site offers information on the latest products, reviews, equipment resale, funding and many links to companies that create and sell assistive technology.

In Rochester, N.Y. area:

www.libraryweb.org -choose 'Central Library' from the list on the left side of the screen. On the next screen, choose 'departments'. Now choose 'Extension and Outreach". Scroll down the page to 'MCLS guide to disability Resources in Monroe County' and click. This is an online directory of resources available for programs, support, funds, and information for the disabled and their families. Or call:

Rochester Public Library - Extension and Outreach Department
(585) 428-8312

Academy for Career Development
(585) 244-1430

www.acdcareers.com

Finding and Acquiring Equipment

Comparison shopping is very important. During the CLIC-on-Health for Seniors grant, price comparisons were done prior to nearly all purchases to insure high quality at the best price.

New computers

Local computer stores: Check local computer stores for prices and service options. Remember to ask about discounts for nonprofit and/or educational groups. They can help design a computer configuration that will meet the specific needs for your site. This allows you to choose and pay for the exact computer you need, without extras that add to the cost.

They may offer set up and service at your site, for an additional fee. Purchasing computer hardware from a local store can be very helpful for questions and service after the purchase.

NOTE: The list below is not exhaustive and does not imply any type of commendation.

In the Rochester, N.Y. area: These are some Rochester area stores that custom build computers:

Brite Computers
(585) 869-6000
www.britecomputers.com

Soyata Computers
(585) 421-9999
www.soyata.com

National chain stores: Check their websites and/or ask the sales personnel at the store. They offer a variety of computers and a service department. These are some options:

CompUSA – www.compusa.com

Best Buy – www.bestbuy.com

Circuit City – www.circuitcity.com

Online computer sales: Most of the computer manufacturers have websites where you can learn more and also purchase equipment. They

also offer technical support on their websites and by phone. These are some options:

Dell Computers – www.dell.com

Gateway – www.gateway.com

Hewlett Packard – www.hp.com

Check the websites for any special prices for veterans, local and state governments, teachers, students, health care employees and others. Perhaps one of these options is available to your library.

Other: Discount stores, office supply stores and wholesale clubs (membership required) also sell computers, other hardware, and software. These are some options:

Walmart – www.walmart.com

Staples – www.staples.com

Officemax – www.officemax.com

State Contracts

If you are associated with a municipality – city, town or village – there may be contracts set up with certain vendors that offer special pricing on computer equipment and supplies. Check with the Finance Department or with the equipment vendor for more information.

Leased Computers

Consider leased computers and a maintenance contract for repairs and service. Leasing means that you would have the computers for a specified period of time. During the time period of the lease, any hardware failures would be replaced free of charge. At the end of the lease the old computers are returned and replaced with new ones if you choose to renew or update the lease. The leasing agreement might include installation and service. Additional service hours can be purchased.

Printers

An ink jet printer is necessary for color printing. Many of the diagrams and pictures people want to print use color extensively. Printers are available at stores where computers are sold and directly from the printer manufacturer online.

Print Cartridges

Printers are relatively inexpensive; the costly parts are the print cartridges, black and color. Doing some research about print cartridge costs for a specific printer may save money in the long run. You can also purchase remanufactured (refilled by the vendor) print cartridges and kits to refill your empty cartridges. Printer cartridges are available at office supply stores, wholesale clubs (membership required), discount stores and anywhere printers are sold.

Some office supply stores offer printer refill stations so you can refill an empty printer cartridge and save money compared to the cost of a new cartridge.

Paper

High quality paper is not required for printing information from the Internet. Purchasing copier paper by the box is the most economical. Paper is available at office supply stores, wholesale clubs (membership required), discount stores, and computer stores.

New Equipment Costs

Hardware:

Computer console, monitor, and mouse – \$500 +

Router – wired or wireless - \$50 +

Printers: \$50 + depending on the features you'd like.

Cables: \$8 +

Surge protector: \$12 +

Software:

Microsoft Windows XP or Microsoft Vista Operating Systems \$190

AntiVirus Software – Some anti-virus is available free of charge and can be downloaded from the Internet. McAfee and Norton Utilities are two common brands available for sale. \$50/per computer for a one year online subscription

Supplies for the printer:

Print cartridge – specific to the printer model purchased. \$10 - \$35

Paper – basic paper is \$8 + per package or \$35 + per box.

Used or refurbished computer equipment

Online

Most computer makers and dealers sell older or returned and refurbished models at reduced prices. Refurbished computers have been thoroughly cleaned, checked, and serviced before they are offered for sale. **Here are some options:**

www.dell.com - Type “refurbished computers” into the search box at the top of the screen.

www.compusa.com click on “Auctions”

www.circuitcity.com click on “outlet”

www.gateway.com - Type “outlet” into the search box at the top of the screen.

www.hp.com - Choose “home and office” and on the next screen scroll down to “outlet center” on the left side of the screen. click

www.techsoup.org - Connects non-profits and libraries with donated and discounted technology products.

Local

Contact local computer leasing companies about pre-leased computers. (check in the yellow pages under “**computers – renting and leasing**”)

Contact local schools, colleges, or businesses to inquire about their old computers when they upgrade to new equipment.

Contact local computer clubs or organizations as the members may know of sources offering used or refurbished computers.

In the Rochester, N.Y. Area:

Rochester Computer Society

Check ads in the yellow pages under “**computers**” for companies that sell used computers. **In the Rochester, N.Y. area:**

Bitnetix Technology Consulting – especially for nonprofit organizations.

(585) 259-3742

www.bitnetix.com

Micrecycle – computer recycling for education

(585)-256-3170

www.micrecycle.org

Possible Sources of free computer equipment

Contact local schools, colleges, town or county government and, businesses about donating equipment they no longer use.

Contact other nonprofits to inquire where they have gotten computers.

www.computersforlearning.gov - Surplus computer equipment from federal agencies is available free to educational nonprofit organizations.

Internet Service

DSL or cable is required. Many of the medical websites offer videos or slide shows of different procedures. A dial-up connection is too slow to allow you to view these.

Depending on the number of computers and their location at the senior center, consider wireless Internet service. Check with the Internet Service Provider you choose to work with about the details.

Many companies offer DSL or cable Internet Service. Check the provider's websites, yellow pages in the phone book and at your local library to find the service providers in your area. Ask if the Internet Service Provider offers free or reduced cost Internet installation and service to nonprofits groups or for educational purposes. **These are some options:**

Time Warner Road Runner – www.timewarnercable.com

Earthlink – www.earthlink.net

A T & T – www.att.com

Verizon – www.verizon.com

LocalNet – www.localnet.com

In the Rochester N.Y. area:

Frontier Telephone – www.frontieronline.com

Computer installation

The Internet Service Provider or computer store will install equipment at the library, perhaps as a free service, with your purchase. If your library is a department within a local government or larger organization, ask if an IT (Information Technology) person or department is available. This staff member would work with the Internet service provider or computer seller or do any installation required. The IT staff would also provide ongoing service to computer hardware and software.

Consider using software to increase security by limiting user access to some computer functions. Not allowing computer users to save or change files on the hard drive; download files or programs; make changes to the desktop; or create bookmarks in Internet Explorer are some of the options to consider. Securing the computer in this way keeps the computer desktop and Internet Explorer consistent. That is very helpful to a new computer user.

System maintenance and repair

Ask about IT (Information Technology) service within your municipality or organization. Both the Internet service provider and the computer store will offer some kind of service, usually for a fee. There are also many independent companies offering IT services. Ask other libraries, schools, colleges or municipalities for recommendations.

See if your library can “piggy-back” onto or share with another community entity for IT services – perhaps a school district or town government.

Purchase or request free IT and/or maintenance and repair time from the company that provided your computers.

See if anyone on staff, or someone they are connected to, is particularly knowledgeable about computer software or hardware and enlist their help.

Seek out a knowledgeable volunteer.

Part 4:

Funding Sources and Information



Gifts, grants and funding outside of the regular budget can come from many sources. Government, corporations, foundations, local companies, civic organizations, clubs or individuals are possible sources for both one-time gifts and ongoing support.

For general information about grants try these options:

www.tgci.com - The Grantsmanship Center website has information on grants and grant writing.

www.mcf.org/links/regional.htm - The Minnesota Council on Foundations provides these links to state organizations and forums dealing with grants, philanthropy, and donating.

In the Rochester, N.Y. area:

www.libraryweb.org - The Rochester Public Library offers a Grant Information Center with links databases and information sources. Click on the 'Quick Links' menu and choose 'Grants' from the list.

Visit the Grant Information Center at the Rochester Public Library. They subscribe to several online databases and librarians are available to help you find information (585) 428-8120

Government Funding

All levels of government designate funds for projects that offer services to their citizens. The money may be in the form of a grant or a designated line item in the budget. They are often administered by a department within the government, such as the National Library of Medicine, State Office on Aging, or County Department of Human Services, or City Bureau of Youth Services. Many federal

and state programs are administered by the county or town, so check with town or county government departments first.

Politicians all have special interests and pet projects. Check the website for your county, state, federal representatives, or call their local offices to see if they are interested in lifelong education, health, technology, or senior citizens. They may have some undesignated funds specifically for programs or groups within their constituency.

These websites offer information about government grants and funds:

Federal:

www.cfda.gov - Catalog of Federal Domestic Assistance – an online database of all Federal programs and financial help available. Information about grant writing, types of assistance, and how to apply is also offered.

www.grants.gov - Search for federal grants by keyword or agency. Links are available to federal agencies, state, and local governments.

www.nih.org - National Institute of Health

www.ala.org - The American Library Association (ALA) administers grants and lists many grants for libraries on their website.

www.ed.gov - The Federal Department of Education offers grants to libraries.

State:

Check your state's Education Department or Department for Libraries for any grants or special funding available.

Your state library may have information on grants and special funding for libraries.

Your state library association may have information on special project funding and library grants.

In New York State try these options:

www.state.ny.us - State of New York website.

www.assembly.state.ny.us/gan/ - Grants Action News – a monthly newsletter, in print or online, with the latest information on New York State grants and funding programs.

www.nysl.nysed.gov - The New York State Library

www.nyla.org - New York Library Association

Foundation and Corporate Funding

Both individuals and corporations form foundations to oversee their philanthropy and giving to nonprofits, students or educational institutions.

These websites offer information on foundations, corporate funding and private philanthropy:

www.foundationcenter.org - The Foundation Center is a rich source on anything about grants. Much of the information on the website is free, but an online subscription to their databases of grant sources can be purchased. They also publish print guides to grant makers and have Cooperating Collections at libraries across the United States.

www.cof.org - Council on Foundations provides links to its member's websites for information about giving programs.

In the Rochester, N.Y. Area:

www.grantmakers.org - Grantmakers Forum of New York publishes The Online Guide to Grantmakers, an online database for subscribers and 2004 guide to Grantmakers in the Rochester Area in print. Both print and online versions are available at public libraries throughout Rochester and Monroe County, New York.

Grant writing and applications

Foundations and Grantmakers require a great deal of information as they make funding decisions. Grant applications and proposals often require collecting data and statistics, a unique writing style and specific forms. Carefully study the requirements for the grant you are requesting. These websites offer information on grant and proposal writing:

www.npguides.org - Non-profit guides offers information and examples on grant and proposal writing.

www.managementhelp.org - Free Management Library includes information on fundraising.

Local Funding Sources

The best sources for funding, gifts, equipment and supplies are going to be located in your own community. People who live and work in the community are more likely to see how valuable the local library is and support it financially. Also, local business people and companies may want to advertise their name or services at a new location and be willing to provide funds for a special project.

If your Board of Directors or other governing body allows, petition anyone who might like the free advertising and community goodwill.

Companies

Local companies that offer services to seniors, deal with health, or work with computers are all possibilities. **These are some examples of services or types of company that might support a CLIC-on-Health training program:**

Health Club

Natural food store

Hearing Aid Centers

Medical equipment and supplies

Custom computer sales

Computer repair and service

Local banks

Local insurance offices

Local real estate companies

Civic Organizations and Local Clubs

Many civic organizations raise money and work for special projects. They may have funding programs or monies available for specific requests.

Options to try:

Lions Club – www.lionsclubs.org The Lions offer service to the blind and visually impaired. They donate funds for reading aids and assistive technology. Contact your local Lions Club for more information.

Rotary Club – www.rotary.org Rotary supports programs in the areas of health care and disabilities. Contact your local Rotary Club for more information.

United Way – www.unitedway.org The United Way works with people and organizations to improve life in the local community. They organize and publicize fund raising for designated local nonprofit groups through payroll deduction. Their website offers a database of volunteer opportunities by zip code.

Individuals

People who have a special interest in libraries, seniors, health or technology are all potential donors of funds, equipment, supplies and service.

Large corporations may have a program with funds available for nonprofit groups chosen by their employees. Sometimes they also offer matching funds when an employee supports a nonprofit.

Other

There may be a “community wish list” publication in your area that gives nonprofit groups the opportunity to request donations and services. This is a good way to ask for the donation of equipment and supplies. Search for ‘nonprofit wish list’ in an Internet search engine or contact your town newspaper or local United Way.

In the Rochester, N.Y. area:

www.communitywishbook.com - the Community Wishbook, maintained by Helping Community Charities and published by Wolf Community Newspapers. Both the print publication and the website list items and services needed by various nonprofits in the area.