

## Special Project 75 – 2026

### TechHub at Sienna Branch Library

#### Criterion 01

##### Needs Assessment (15 points):

- Describe why the program is needed, the program goals and the targeted audience.
- Describe the greater community to be served using demographic statistics, library records, or surveys to support these statements.
- Attach letters of cooperation demonstrating commitment to the project from agencies involved. See guidelines.

##### (7500-character limit)

The rapid digital transformation of education, employment, healthcare, and government services has created persistent barriers for residents who lack access to reliable technology and digital skills. Although Fort Bend County enjoys relatively high rates of broadband availability and household internet subscriptions, **significant gaps in digital access and meaningful technology use remain**—particularly among underserved populations, including low-income families, students without devices at home, seniors, and residents with limited English proficiency. According to statewide data, *nearly one-quarter of Texans are either not using the internet or lack broadband subscriptions* due to cost, device access, and skills barriers.

The Sienna Branch Library, a 41,000-square-foot community hub in Missouri City serving tens of thousands of residents, already provides **public computers, free Wi-Fi, technology classes, and digital learning spaces**.

However, current offerings—primarily drop-in computer access and entry-level classes—do not fully meet the growing need for structured, scalable digital literacy support, advanced software training, device lending programs, and one-on-one technology mentorship. A dedicated **TechHub** will elevate the library’s capacity to **bridge the digital divide and expand equitable access to 21st-century opportunities**.

#### Program Goals

The TechHub at Sienna Branch Library will pursue the following **strategic goals**:

##### 1. Expand Access to Technology and Connectivity

Provide reliable access to computers, tablets, high-speed internet, and peripherals (printers,

scanners, webcams) so all residents—regardless of income—can complete schoolwork, apply for jobs, engage in telehealth, and access online government services.

## **2. Strengthen Digital Literacy and Workforce Skills**

Offer structured workshops on essential digital skills (email, online safety, typing, productivity software like Microsoft Office) and advanced topics (coding fundamentals, digital media creation, job search platforms) to support workforce readiness and lifelong learning.

## **3. Provide Targeted Support for Underserved Audiences**

Deliver individualized technology tutoring, small-group learning labs, multilingual instruction, and culturally responsive programming to help novice users and non-native English speakers navigate technology confidently.

## **4. Promote Inclusive Civic and Economic Participation**

Enable residents to access online resources for healthcare, education, financial services, and civic engagement—ensuring all community members can fully participate in a digitized society.

### **Targeted Audiences**

The TechHub will serve diverse resident populations in the Sienna and broader Fort Bend County area, including:

#### **Students and Families**

Youth who lack consistent device access for homework or remote learning, and parents seeking tools to support educational success.

#### **Job Seekers and Adults**

Residents needing digital skills for job applications, career advancement, résumé development, and online professional certifications.

#### **Older Adults and New Tech Learners**

Seniors and beginners who require basic digital skills training to connect with family, manage healthcare portals, access government programs, and participate in online communities.

#### **Multilingual and Underserved Residents**

Community members with limited English proficiency and those from historically underserved neighborhoods who benefit from tailored, accessible technology support.

By focusing on these groups, the TechHub will ensure that users most affected by the digital divide gain meaningful, measurable improvements in digital competency and access.

### Community Context and Supportive Data

**Fort Bend County**, where Sienna Branch Library is located, is one of the fastest-growing and most diverse counties in the nation, with an estimated population nearing **960,000 residents** and continued rapid growth expected.

Census data show that over **40 % of county residents speak a language other than English at home**, reflecting an ethnically diverse population with varied language and digital literacy needs. Fort Bend County households report high overall levels of computer ownership (approximately **97.6 %**) and broadband subscriptions (approximately **94.9 %**), yet these averages mask *neighborhood-level inequities* in access to devices and meaningful connectivity. County broadband studies indicate that roughly **16 % of census tracts** have significant proportions of households lacking appropriate internet-capable devices, illustrating localized digital exclusion within an otherwise connected region. The Sienna Branch Library serves a **rapidly expanding master-planned community in Missouri City**, where library records reflect robust demand for computer use, Wi-Fi, technology classes, and digital resources.

However, demand continues to outpace existing capacity for technology learning, particularly among residents balancing multiple jobs, caring for children, or lacking technology at home. These demographic and needs-based indicators underscore the critical role of the library as **an equitable access point for digital inclusion**. A TechHub will amplify the library's ability to respond strategically to community needs by offering structured programs and access beyond current drop-in technology services.

### Conclusion

The TechHub at Sienna Branch Library is a targeted, community-centered initiative designed to **bridge the digital divide** in one of Texas's fastest-growing and most diverse regions. By expanding access to technology, fostering digital literacy, and serving underserved populations, the project will promote educational equity, economic opportunity, and civic participation—ensuring that all residents have the tools needed to thrive in a digital age.

**Criterion 02****Program Design (20 points):**

-Thoroughly describe the services, programs, and activities and the locations where they will be offered.

-Explain how these services will attract shared library users. **Collaborative projects have priority and inclusion of relevant community organizations is encouraged.**

(7500-character limit)

**Program Description: Services, Programs, and Activities for the Sienna Branch TechHub**

The proposed **TechHub at Sienna Branch Library** will be a dynamic, technology-rich learning environment designed to offer **innovative services, programs, and activities** that reflect community needs and foster digital inclusion, creativity, workforce readiness, and lifelong learning. Drawing inspiration from the Houston Public Library's **TECHLink model**, the TechHub will transform the Sienna Branch into a regional destination for technology access and exploration.

**1. Technology Access and Creative Tools**

At the heart of the TechHub, residents will find **state-of-the-art technology stations** that enable creation, design, production, and experimentation:

**Makerspace Technology:** Access to tools such as **3D printers, laser cutters and engravers, embroidery machines, and digital fabrication tools** for creative prototyping and DIY projects. These resources allow users with diverse interests—students, hobbyists, entrepreneurs—to bring ideas to life.

**Multimedia Studios:** Dedicated spaces equipped with **music production tools, podcasting equipment, and video creation studios** that include professional microphones, lighting, green screens, and editing software. These studios support storytelling, artistic expression, and content creation for all skill levels.

**Graphic Design and Digital Arts Stations:** Workstations loaded with industry-standard software (e.g., Adobe Creative Cloud) and devices such as digital art tablets allow users to create **logos, posters, animations, digital artwork, and multimedia presentations.**

**Why This Matters:** These tools are often inaccessible to individuals due to cost or lack of training. By offering them at no cost with a library card, the TechHub directly reduces

barriers to **skills development, creative expression, and digital fluency**, making advanced technologies accessible to all community members.

## 2. Structured Learning and Skill-Building Workshops

To ensure that patrons are not merely exposed to technology but can use it confidently and safely, the TechHub will host a comprehensive suite of **workshops, classes, and training sessions**, including:

- **Introductory Technology Workshops:** Sessions on fundamental digital skills such as basic computer navigation, internet safety, document creation, and email management.
- **Advanced Technology Training:** Curriculum for **3D modeling and printing**, laser cutting techniques, graphic design principles, music production basics, and video editing workflows.
- **STEAM (Science, Technology, Engineering, Art, and Math) Programs:** Hands-on learning activities for children and teens that integrate technology with creative problem-solving—such as robotics clubs, animation labs, and digital storytelling.
- **Career Readiness and Professional Skills:** Workshops on using productivity tools (e.g., spreadsheets, presentations), building online portfolios, navigating job platforms, and accessing digital career resources.

**Why This Matters:** Structured learning opportunities make technology meaningful, boosting users' confidence, employment prospects, and academic success. These workshops also foster **intergenerational learning**, enabling parents, students, and seniors to learn together.

## 3. Project-Based Events and Community Activities

Engagement will be further enhanced through **community-oriented projects and recurring events** that appeal to a wide range of residents:

- **Tech Demonstrations and Maker Nights:** Weekly drop-in events where participants can collaborate, share projects, and learn from one another in a supportive environment.
- **Youth Innovation Camps:** Seasonal programs (e.g., summer STEAM camps) focused on immersive digital creation and hands-on experimentation with tools like 3D printers, Cricut machines, and multimedia studios.
- **Digital Showcases and Exhibitions:** Public exhibitions where community members can present creations—videos, digital art, prototypes, recordings—boosting visibility and local pride.
- **Collaborative Partnerships:** TechHub will partner with local schools, colleges, workforce agencies, and small business incubators to host **hackathons, pitch nights, and design challenges**, strengthening community ties.

**Why This Matters:** Community-driven activities help build a sense of ownership and visibility for the TechHub, encouraging repeated visits, cross-age collaboration, and sustained engagement beyond single visits.

#### 4. Personalized Support and Mentoring

Beyond group workshops, the TechHub will provide **one-on-one or small group support:**

- **Technology Mentoring Sessions:** Scheduled appointments with TechHub staff or trained volunteers to assist with specific questions or projects—whether learning software, troubleshooting equipment, or navigating digital resources.
- **Digital Literacy Help Desk:** A walk-in desk where users may receive guidance on basic and intermediate technology tasks, such as setting up email accounts, cloud storage use, and online safety practices.

**Why This Matters:** Personalized assistance ensures that users with varying skill levels can **overcome fear or hesitation around technology**, making the library a trusted place for digital help and growth.

#### Attraction and Shared Use: Why These Services Will Expand the User Base

The comprehensive services offered by the TechHub will attract **shared library users from multiple demographic segments** by meeting **diverse needs and interests** that go beyond traditional library offerings:

##### Broad Appeal Across Age Groups

- **Children and Teens:** Dynamic STEAM workshops, creative camps, and digital tools provide engaging hands-on learning experiences not readily found in school curricula.
- **Adults and Career Seekers:** Productivity software training, multimedia creation, and career-oriented workshops help adults gain marketable skills in a competitive job landscape.
- **Seniors and Lifelong Learners:** Gentle introductions to digital tools and personalized mentoring reduce intimidation and build confidence among older adults.

##### Community Visibility and Word-of-Mouth Engagement

Public demonstrations, exhibitions, and collaborative challenges will showcase local talent and draw in family members, educators, and community leaders, increasing overall foot traffic.

##### Cross-Promotion with Library Resources

Linking TechHub activities with other library programs—such as reading initiatives, research resources, makerspace clubs, and digital resource tutorials—will encourage **holistic use of library services**.

## Conclusion

Modeled after the successful **TECHLink** initiative, the Sienna Branch TechHub will be a **vibrant, inclusive center of innovation, learning, and community engagement**. By combining access to cutting-edge tools with structured learning, personalized support, and community programming, the TechHub will **expand the library's role as a vital public resource**, attract a wide spectrum of users, and empower residents to thrive in an increasingly digital world.

### Criterion 03

#### Project Impact (15 points):

-Describe the impact your project will have on library services and users locally, as well as regionally, or statewide.

-This may include how the proposed project is a model program that would benefit other communities.

(7500 character limit)

#### Project Impact: TechHub at Sienna Branch Library

The **TechHub Project at Sienna Branch Library** will have a transformative impact on library services and users by expanding the library's role from a traditional access point for information into a **regional center for digital inclusion, workforce readiness, and creative technology learning**. Modeled after the successful **TECHLink program at Houston Public Library**, the TechHub will deliver measurable benefits locally while serving as a scalable, replicable model for libraries across Fort Bend County and the State of Texas.

#### Local Impact on Library Services and Users

##### Enhanced Library Services

The TechHub will significantly expand the scope and depth of services offered at Sienna Branch Library by integrating advanced technology, structured learning pathways, and personalized digital support into core library operations. The project will:

- Increase access to high-quality technology tools such as creative software, digital media equipment, and maker-based technologies that are otherwise cost-prohibitive for many residents.
- Shift technology services from primarily transactional computer use to **intentional skill-building and project-based learning**.
- Strengthen staff capacity through specialized training, enabling librarians to serve as digital literacy educators and technology facilitators.

As a result, Sienna Branch Library will function as a **comprehensive TechHub**, meeting evolving community needs in education, employment, entrepreneurship, and creative expression.

##### Direct Benefits to Library Users

For residents of the Sienna community, the TechHub will:

- Improve digital literacy and confidence among first-time technology users, seniors, and residents with limited access to training.



- Support students and families by providing tools and instruction that enhance academic success, STEAM learning, and college and career readiness.
- Increase employability and economic mobility by equipping adults with workforce-relevant skills such as digital productivity, media creation, and online job navigation.
- Foster creativity, innovation, and civic engagement by giving users platforms to tell their stories, prototype ideas, and collaborate with others.

The TechHub will also attract **new users who may not traditionally use library services**, while increasing frequency of visits and length of engagement among existing patrons.

### **Regional Impact Across Fort Bend County**

#### **Shared Access and Cross-Library Use**

Sienna Branch Library serves a rapidly growing and diverse population within Fort Bend County, one of the most populous and demographically varied counties in Texas. The TechHub will draw users from neighboring communities, increasing **shared library use across the county system**.

Residents from nearby branches will be able to:

- Access specialized equipment and programs not available at their home libraries.
- Participate in regional workshops, innovation events, and collaborative learning opportunities.
- Build peer networks that extend beyond municipal or neighborhood boundaries.

This regional draw mirrors the impact of Houston Public Library's TECHLink locations, which serve as destination sites for technology learning across city boundaries.

### **Strengthening Regional Workforce and Education Pipelines**

By aligning TechHub programming with regional workforce development priorities and educational pathways, the project will:

- Complement local school districts, community colleges, and workforce agencies by providing informal, accessible training environments.
- Support youth and adults transitioning between education and employment.
- Help reduce skills gaps that impact regional economic competitiveness.

The TechHub will thus contribute to a **stronger, more digitally prepared regional workforce**.

### **Statewide Impact and Model Program Potential**

#### **A Replicable Model for Texas Libraries**

The TechHub Project is intentionally designed as a **model digital inclusion program** that can be adapted and replicated by other public libraries across Texas, particularly:

- Suburban and fast-growing communities experiencing rapid demographic change.

- Libraries serving diverse populations with uneven access to technology.
- Library systems seeking to expand beyond basic computer access into creative and workforce-focused technology services.

Key elements that make the TechHub replicable include:

- Modular program design that can scale based on library size and funding.
- Use of widely available technology platforms and open-source or standard software.
- Integration of technology services into existing library workflows and staffing models.

### **Advancing Statewide Digital Equity Goals**

Texas libraries are increasingly recognized as critical partners in advancing statewide digital opportunity and broadband adoption goals. The Sienna Branch TechHub will:

- Demonstrate how libraries can deliver **meaningful digital inclusion**, not just connectivity.
- Provide data, outcomes, and best practices that can inform statewide policy, funding, and planning.
- Serve as a pilot site for innovative approaches to technology education, community partnerships, and evaluation.

By documenting outcomes such as skill gains, participation rates, and user success stories, the TechHub will contribute valuable evidence to support broader investment in library-based technology programs.

### **Conclusion**

The **TechHub Project at Sienna Branch Library** will produce lasting local, regional, and statewide impact by transforming how library users' access, learn, and create with technology. Like Houston Public Library's TECHLink initiative, the TechHub will function as both a **community anchor and an innovation laboratory**—improving individual lives while offering a scalable model for libraries across Texas. Through this project, Sienna Branch Library will help define the future of equitable, technology-driven library service in the state.

## Criterion 04

### Personnel (5 points):

-Identify who will administer the funds and which positions will provide the services.

-List how much time will be spent in each position on assigned duties.

-List how the qualifications of each person relate to their job duties. Full job descriptions are required for new hires.

(7500 character limit)

## Administration and Staffing of the Community TechHub

### Fund Administration and Oversight

The Community TechHub program will be administered by the Jill Sumpter, Technology Coordinator, Fort Bend County Libraries Administration. Oversight and financial administration for Community TechHub funding — including grant funds, County allocations, and community partner contributions — will be managed through FBCL's Business Office. This leadership team ensures that funding is allocated according to strategic priorities, program development plans, and reporting requirements outlined in grant agreements and county budget policies. A central part of this administrative structure includes managing contracts, vendor agreements, equipment purchases, program budgets, and invoicing in collaboration with County's finance and grants teams.

### Key Staff Positions and Role Responsibilities

Community TechHub services will be delivered through a hierarchy of professional positions assigned to ensure high-quality technology access, instruction, and community outreach. Below are the primary roles involved in program delivery:

**1. Administrative Manager – Community TechHub**, the Jill Sumpter, Technology Coordinator, Fort Bend County Libraries Administration

Role: Program Leadership and Strategic Oversight

Time Allocation: (Modify)

- 40% — Program administration and strategic planning
- 25% — Coordination of workshops, services, and events
- 20% — Financial and grants coordination
- 10% — External representation and partnerships
- 5% — Reporting and evaluation

**Qualifications and Relevance:**

The Administrative Manager role requires extensive experience in program management, technology planning, and stakeholder collaboration. This position leads the systemwide design of TechHub services, will develop new programming aligned with community needs, manage budgets (including grant funds), and liaise with internal and external partners. The qualifications ensure that the program is strategically driven, fiscally responsible, and responsive to community demand.

**2. Library Technology Service Manager, Erin Petty-Quijano, Branch Manager****Role: Operational Supervision and Staff Leadership**

Time Allocation:

- 50% — Supervising Technology Service Specialists
- 20% — Daily operations coordination (equipment readiness, space management)
- 15% — Community outreach and partnerships
- 10% — Customer engagement and advanced support delivery
- 5% — Reporting and performance tracking

**Qualifications and Relevance:**

This supervisory position requires leadership experience and strong customer service skills to coordinate staff and sustain high-impact programming. The incumbent will supervise the Technology Service Specialists, develops work schedules, evaluates performance, and ensures that services operate smoothly. A qualified supervisor is essential for maintaining consistent TechHub delivery reflecting community needs at the grassroots level.

**3. Senior Library Technology Service Specialist, Melissa Salnave (Librarian II)****Role: Technical Guidance, Workshop Leadership, and Advanced Support**

Time Allocation:

- 40% — Participant instruction on complex technologies
- 25% — Facilitating workshops and group trainings
- 20% — Daily operational support and equipment troubleshooting
- 10% — Outreach to community organizations and schools
- 5% — Data collection and program documentation

**Qualifications and Relevance:**

This role requires practical experience in technology and instructional services. Senior Specialists lead daily activities in TechHub, will assist patrons with 3D printing, video/audio production, digital creation tools, and conduct workshops on software and maker equipment. Their experience will

enable them to deliver high-quality instruction that supports users from beginners to advanced creators.

#### 4. Library Technology Service Specialist (to be hired)

##### Role: Front-Line User Support and Program Delivery

Time Allocation:

- 50% — One-on-one user assistance
- 25% — Preparing and facilitating workshops
- 15% — Equipment setup/troubleshooting
- 5% — Outreach and marketing assistance
- 5% — Customer data tracking and reporting

##### Qualifications and Relevance:

This position typically will require a high school diploma or equivalent and practical experience with technology. Specialists interact directly with patrons to assist them in using the full range of TechHub tools, including multimedia stations, makerspace equipment, and digital production environments. Their qualifications emphasize technology familiarity and customer service, ensuring that all users feel supported and empowered while engaging with TechHub resources.

##### Time Allocation Summary (Illustrative Example)

Position	Weekly Hours	Primary Focus Areas
Administrative Manager	40 hours	Program leadership, finance, partnerships
Library Technology Service Supervisor	40 hours	Staff supervision, operations, outreach
Senior Technology Service Specialist	40 hours	Instruction, workshops, advanced tech support
Technology Service Specialist	40 hours	Direct patron support, workshop facilitation

##### Integration of Qualifications with Duties

Each position within TechHub is structured so that qualifications align directly with job duties:

- Strategic and administrative roles (Administrative Manager) require program and fiscal management expertise to oversee complex program functions and performance outcomes.
- Supervisory roles (Library Technology Service Supervisor) require leadership and customer service experience to guide teams and maintain consistent service quality.

- Specialist roles emphasize practical technological proficiency and instructional ability to support a wide range of users in hands-on activities and workshops.

These qualifications ensure that Community TechHub staff are equipped to provide reliable, inclusive, and impactful service delivery across all levels of user engagement.

**Criterion 05****Timetable (5 points):**

-Present a timetable for project activities within the project year (state fiscal year) (i.e., a list of actions with a date by which they will be accomplished).

-Provide verification that facilities will be available, equipment and materials delivered.

-Explain how the staff will be hired and trained in time to carry out the services as planned.

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<b>SFY Period</b>	<b>Activity / Milestone</b>	<b>Deliverable / Outcome</b>
Month 1	Finalize project staffing plan and job descriptions	Approved job descriptions and recruitment schedule
Month 1	Issue purchase orders for equipment and instructional materials	Purchase orders submitted
Month 2	Begin staff recruitment (Program Coordinator, Tech Instructors, Support Staff)	Positions posted; applications received
Month 2	Facility readiness assessment at FBCL Sienna Branch	Room assignments, IT access confirmed
Month 3	Complete hiring of core staff	Signed offer letters and onboarding documents
Month 3	Delivery of technology equipment and materials	Inventory log and delivery confirmations
Month 4	Staff onboarding and background checks	HR compliance documentation completed
Month 4	Staff training: curriculum, technology platforms, data tracking, and client engagement	Training completion certificates
Month 5	Pilot TechHub-style workshops and open lab sessions	Pilot session reports and attendance logs

SFY Period	Activity / Milestone	Deliverable / Outcome
Month 6	Full program launch	Regularly scheduled services begin
Months 6–11	Ongoing service delivery (digital skills training, tech access, workshops)	Monthly activity reports
Months 6–11	Continuous monitoring and quality improvement	Performance metrics and corrective actions
Month 12	Final evaluation and reporting	Final program and fiscal report submitted

### Facility Availability Verification

The FBCL Sienna Branch facility will serve as the primary program site for all project activities.

- Dedicated classroom and computer lab space during scheduled program hours
- Access to utilities, internet connectivity, and security
- Compliance with ADA accessibility and local safety requirements
- A letter of facility availability from FBCL Sienna Branch leadership will be maintained on file and provided to the funding agency upon request.

### Equipment and Materials Delivery Verification

- All required technology equipment (computers, peripherals, networking hardware) and instructional materials will be procured no later than SFY Month 3.
- Verification will include:
  - Vendor invoices and delivery receipts
  - Equipment inventory logs with serial numbers
  - Confirmation of installation and testing at the FBCL Sienna Branch facility
- No program services will begin until all equipment is fully operational and verified.

### Staffing, Hiring, and Training Plan

#### Hiring

- Recruitment will begin in SFY Month 2 using established HR procedures.
- Positions will be filled through:
  - Public job postings
  - Community and professional networks
  - Referral partnerships where appropriate



- All staff will meet minimum qualifications relevant to technology instruction, community engagement, and youth/adult services.

### **Training**

- Staff training will occur during SFY Months 3–4, prior to service delivery.
- Training components include:
  - Program goals and service model (TechLink-style approach)
  - Use of technology platforms and equipment
  - Curriculum delivery and facilitation techniques
  - Data collection, reporting, and confidentiality requirements
  - Safety, inclusion, and customer service standards

### **Readiness Assurance**

- Staff must complete all required training and onboarding before leading services.
- The Program Coordinator will certify staff readiness prior to the pilot phase.
- Ongoing coaching and refresher training will be provided throughout the year.

### **Implementation Readiness Statement**

By SFY Month 5, the project will have:

- Verified facility access at FBCL Sienna Branch
- Fully delivered and installed equipment and materials
- Hired and trained staff prepared to deliver services as planned

This phased approach ensures the project is fully operational, compliant, and capable of meeting all service objectives within the state fiscal year.

**Criterion 06****Evaluation (10 points):**

- Set achievable, measurable outcomes and present a reasonable method to collect data.
- Present a method to count users of the services, as well as the effectiveness of the service.

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**Project Outcomes and Evaluation Plan****TechHub at Sienna Branch Library****Project Overview**

The TechHub Project at Sienna Branch Library will provide free, structured technology assistance to community members, modeled after successful programs such as TechLink at Houston Public Library. The project addresses digital inequities by offering one-on-one and small-group support for job seekers, students, seniors, and residents with limited technology access or skills.

Achievable and Measurable Outcomes

**Outcome 1: Increased Access to Technology Support****Objective:**

Within the first 12 months of implementation, the TechHub Project will provide technology assistance to at least **300 unduplicated users**.

**Performance Measures:**

- Number of TechHub service sessions offered
- Number of unique users served
- Percentage of first-time users

**Target:**

- An average of 25 users served per month
- At least 60% of participants identified as first-time users

**Outcome 2: Improved Digital Skills and Confidence****Objective:**

At least **70% of TechHub participants** will demonstrate improved confidence in using technology after receiving assistance.

**Performance Measures:**

- Pre- and post-service self-assessment scores
- Completion of technology tasks (e.g., creating an email account, submitting an online job application, using library databases)

**Target:**

- A minimum 1-point increase on a 5-point confidence scale for 70% of participants

### **Outcome 3: Support for Workforce, Education, and Essential Services**

#### **Objective:**

At least **50% of TechHub users** will utilize services related to employment, education, or access to essential online services.

#### **Performance Measures:**

- User-reported purpose of visit
- Number of resumes created or edited
- Number of online applications or forms completed with assistance

#### **Target:**

- 150 users annually supported in workforce or education-related technology tasks

### **Outcome 4: High User Satisfaction**

#### **Objective:**

Achieve an average satisfaction rating of **4.0 out of 5.0** or higher among TechHub participants.

#### **Performance Measures:**

- Post-service satisfaction surveys
- Qualitative user feedback

#### **Target:**

- At least 80% of participants rate the service as “Very Helpful” or “Excellent”

### **Methods to Collect Data**

#### User Tracking and Service Counts

TechHub participation will be tracked through a **non-identifying sign-in system** completed at each session. Data collected will include:

- Date of service
- First-time or returning user status
- Type of assistance received (job search, basic computing, mobile device help, etc.)
- Length of session

This system will allow staff to accurately count total users served, track usage trends, and avoid duplication while protecting patron privacy.

### **Measurement of Effectiveness**

#### **Pre- and Post-Service Surveys**

Participants will complete a brief survey immediately before and after receiving TechHub assistance. Surveys will measure:

- Self-reported confidence using technology (5-point scale)
- Specific tasks completed during the session

Survey data will be aggregated monthly to assess overall skill improvement.

### **Follow-Up Outcome Tracking**

When feasible, participants will be invited to complete a short follow-up survey during a subsequent visit or via email. This survey will capture longer-term outcomes such as:

- Successful job application or interview
- Independent use of technology learned during TechHub sessions
- Continued engagement with library digital resources

### **Staff Observations and Program Logs**

Staff will maintain internal service logs documenting:

- Common user needs
- Frequently requested services
- Observed skill progression among returning users

These qualitative data will support continuous program improvement and contextualize quantitative findings.

### **Data Analysis and Reporting**

Collected data will be reviewed monthly and summarized quarterly. Annual reports will include:

- Total number of users served
- Percentage of users demonstrating improved digital skills
- Workforce and education outcomes
- User satisfaction rates
- Anonymized success stories

Evaluation results will be shared with funders, library administration, and community stakeholders to demonstrate impact and guide future program development.

### **Evaluation Capacity**

The Sienna Branch Library will utilize existing staff, standard data-collection tools, and established evaluation practices, ensuring that the proposed outcomes and data-collection methods are both **achievable and sustainable** within current operational capacity.

**Criterion 07****Budget (20 points):**

-Provide a complete budget for the proposed project and fully justify the budget by describing how budgeted items will contribute to the project.

-Identify a source for the stated costs (e.g., city pay classification for staff, catalog, city/county bid list for equipment, or vendor quote).

-Explain how costs are reasonable to achieve project objectives.

-Provide a detailed budget in the budget table provided below.

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**Project Budget Narrative and Justification**

**Project Period:** One State Fiscal Year

**Project Model:** TechHub technology access, digital literacy, and workforce readiness services

**Project Location:** FBCL Sienna Branch

This budget reflects the **reasonable, necessary, and allowable non-personnel costs** required to operate a TechLink-style program using existing staff or staff funded through other sources. Costs are based on **government procurement catalogs, city/county bid lists, and vendor quotes**, and are scaled appropriately to support year-round service delivery.

**Detailed Budget**

<b>Budget Category</b>	<b>Description</b>	<b>Cost Basis / Source</b>	<b>Calculation</b>	<b>Total Cost</b>
<b>Equipment</b>	Desktop/Laptop Computers (15 units)	State IT purchasing catalog	\$1,200 × 15	\$18,000
	Tablets (10 units)	Vendor educational pricing	\$500 × 10	\$5,000
	Printers, scanners, peripherals	City/county bid list averages	Flat estimate	\$3,000
<b>Subtotal – Equipment</b>				<b>\$26,000</b>
<b>Software &amp; Licenses</b>	Office productivity software	Government/education license pricing	\$150 × 25 users	\$3,750
	Digital skills learning platform	Vendor quote	Annual license	\$4,500

Budget Category	Description	Cost Basis / Source	Calculation	Total Cost
<b>Subtotal – Software</b>				<b>\$8,250</b>
<b>Supplies &amp; Instructional Materials</b>	Workbooks, flash drives, headphones	Vendor catalogs	Flat estimate	\$3,500
	Printing & consumables	Local vendor quote	Annual estimate	\$2,000
<b>Subtotal – Supplies</b>				<b>\$5,500</b>
<b>Facility &amp; Operations</b>	Facility use & utilities allocation	Internal cost allocation	\$500 × 12 months	\$6,000
	Internet/network support	Existing provider rate	Annual allocation	\$2,400
<b>Subtotal – Facility &amp; Operations</b>				<b>\$8,400</b>
<b>Training &amp; Professional Development</b>	Curriculum training & certifications	Vendor quotes	Annual estimate	\$3,000
<b>Outreach &amp; Marketing</b>	Printing, translation, digital outreach	Local vendor quotes	Flat estimate	\$4,000
<b>Participant Support Costs</b>	Transportation assistance, incentives	Comparable library programs	Flat estimate	\$3,500
<b>Evaluation &amp; Reporting</b>	Data tools, survey software	Vendor pricing	Annual license	\$2,750
<b>Indirect / Administrative Costs</b>	Fiscal/admin support (10% of direct costs)	Grant-approved rate	Calculated	\$6,500
<b>TOTAL PROJECT COST</b>				<b>\$70,400</b>

### Budget Justification by Category

#### 1. Equipment (\$26,000)

Equipment costs are based on **state IT procurement catalogs and city/county bid pricing.**

- Computers and tablets are required to provide hands-on digital access, job search assistance, and skills training.
- Printers and peripherals support resumes, coursework, and instructional delivery.

**Reasonableness:** Unit costs reflect standard government pricing and bulk educational discounts. Equipment quantities align with class size and lab capacity.

## **2. Software & Licenses (\$8,250)**

Includes productivity software and digital learning platforms essential for instruction and participant engagement.

**Source:** Government/education license pricing and vendor quotes.

**Reasonableness:** Licenses are limited to the number of users served and are necessary to deliver services.

## **3. Supplies & Instructional Materials (\$5,500)**

Covers consumable materials required for training, including workbooks, flash drives, and printing.

**Source:** Vendor catalogs and local print service quotes.

**Reasonableness:** Costs are modest and directly tied to participant learning outcomes.

## **4. Facility & Operations (\$8,400)**

Represents allocated costs for use of the FBCL Sienna Branch facility, including utilities and network support.

**Source:** Internal cost allocation methodology and existing service contracts.

**Reasonableness:** Costs reflect partial use of shared facilities and avoid capital or renovation expenses.

## **5. Training & Professional Development (\$3,000)**

Supports non-personnel training costs such as curriculum certification, technology platform onboarding, and compliance workshops.

**Source:** Vendor quotes and comparable public library training programs.

**Reasonableness:** Ensures program quality and consistency without duplicating personnel expenses.

## **6. Outreach & Marketing (\$4,000)**

Funds multilingual outreach materials, printing, and digital promotion to ensure equitable community access.

**Source:** Local vendor quotes and past program expenditures.

**Reasonableness:** Allocation is sufficient to reach priority populations without excessive marketing spend.

### **7. Participant Support Costs (\$3,500)**

Includes transportation assistance and modest incentives to reduce participation barriers.

**Source:** Comparable library and workforce development programs.

**Reasonableness:** Supports access and retention while remaining within allowable grant cost standards.

### **8. Evaluation & Reporting (\$2,750)**

Supports data collection, outcome tracking, and required reporting tools.

**Source:** Vendor pricing for survey and reporting platforms.

**Reasonableness:** Ensures accountability and performance measurement aligned with funder requirements.

### **9. Indirect / Administrative Costs (\$6,500)**

Calculated at **10% of direct non-personnel costs**, consistent with standard grant practices.

**Reasonableness:** Covers fiscal management, procurement processing, and compliance monitoring necessary to administer the project.

### **Cost Reasonableness Statement**

All costs are:

- **Directly aligned with project objectives**
- **Based on verifiable public-sector pricing sources**
- **Scaled appropriately for a one-year TechLink-style program**
- **Necessary to deliver high-quality technology access and digital skills services**

No costs are duplicative, excessive, or unrelated to program implementation.



**Criterion 08****Sustainability (10 points):**

-Describe the resources that will be used to support the services developed through the grant in the future.

-A written commitment of future support from governing bodies is desirable, but not required.

(7500 character limit)

**Budget**

**Capitalization Level**

**Max Grant Amount**

**Salaries/Wages/Benefits**

**Salaries/Wages/Benefits Other Funds**

\$

\$

**Salaries/Wages/Benefits Description**

**Consultant Fees**

**Consultant Fees Other Funds**

\$

\$

**Consultant Fees Description**

**Travel**

**Travel Other Funds**

\$

\$

**Travel Description**

**Supplies/Materials**

**Supplies/Materials Other Funds**

\$

\$

**Supplies/Material Description****Equipment****Equipment Other Funds**

\$

\$

**Equipment Description****Services****Services Other Funds**

\$

\$

**Services Description****Total Direct Costs****Total Direct Other Funds****Base**

\$

**Indirect Rate (0.00-1.00)****Indirect Costs****Indirect****Indirect Costs Description****Total Grant Fund****Total Other Funds****Expected Program Income****Additional Documentation and Comments**

There are no notes to display.

