



# Welcome!

**The webinar will begin at  
1:00 Eastern/10:00 Pacific**



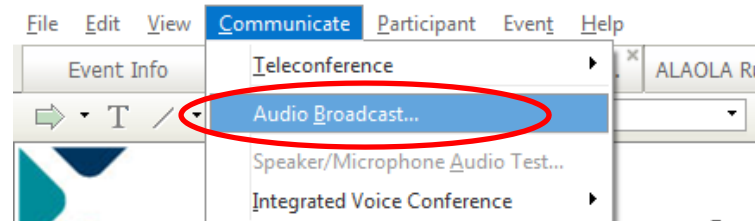
# Audio Tips

Today's audio is streaming to your computer's speakers or headphones.

**Too loud or soft?** Adjust volume level in the Audio broadcast box:



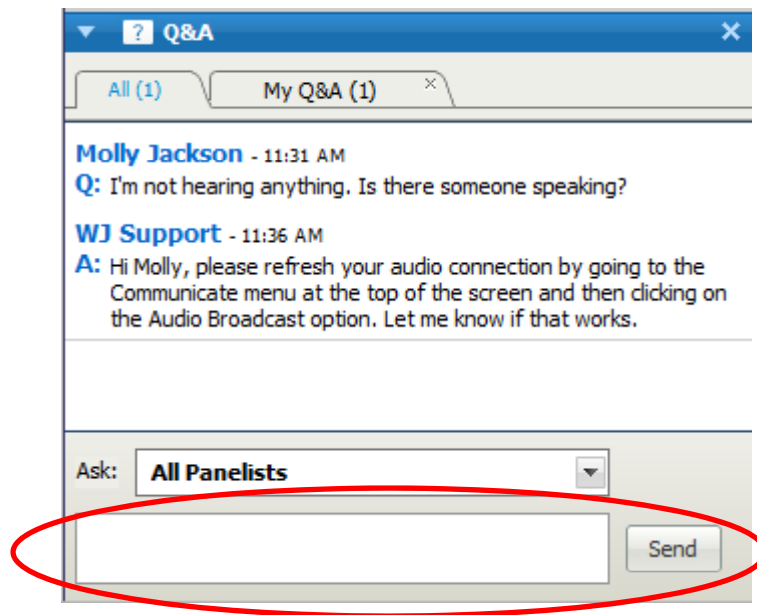
**Lost all sound? Hear an echo?** Click on the **small radio tower icon** (above chat box) OR go to the **Communicate** menu (at the top of the screen) and select **Audio Broadcast** to refresh your connection.





# Need Help?

Please post **technical support questions** into the **Q&A Panel**.



**Step 1:** Type the problem in the **dialog box**.

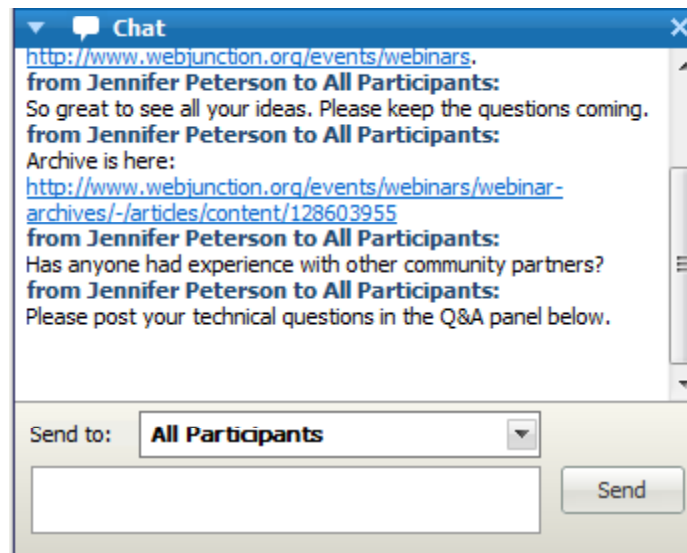
**Step 2:** Click **Send**.



# Chat Etiquette

Use **Chat** to talk with attendees and presenters about the topic.

Do not post technical questions to Chat.



And if you're tweeting, use these hashtags: **#wjwebinar #digitalinclusion**



# Closed Captioning is available

- Open **Media Viewer** from Panel options.
- Adjust **font**.
- Select **Show/Hide Header**.

The screenshot displays the Media Viewer interface. At the top, the title bar reads "Media Viewer" and is circled in red. Below the title bar, the text "You are connected to event: WebJunctionTest" is visible. The interface includes a "Themes:" dropdown menu set to "Default", a "Font Size:" dropdown menu set to "14" (which is also circled in red), and a "Font Family:" dropdown menu set to "Arial". A list of font sizes (14, 18, 24, 30, 36, 42, 48, 54, 60, 72, 84, 96) is shown in a dropdown menu. The main content area displays the text: "computer, they are unmuted by default. So there were some subtle differences. We've been using some of the other platforms for smaller events and ones we wouldn't ne". At the bottom right, the "Show/Hide Header" button is circled in red. The footer contains the text "Copyright © 2010".



# Customize your experience

Panels can be opened or closed by clicking on the panel name at the top of the column, or by using the X in the individual panel.

Hover over edge of panels to drag and resize.

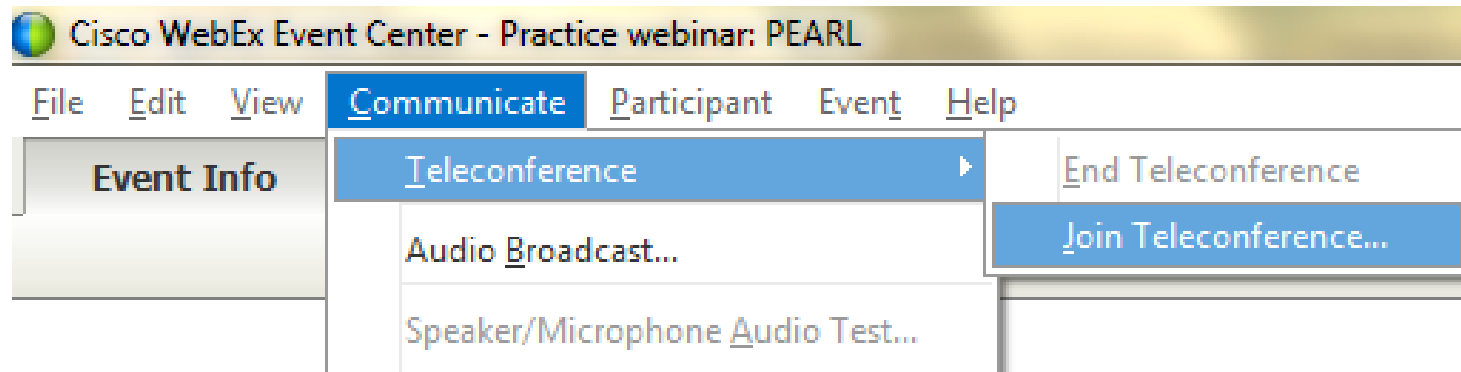


The screenshot shows a webinar interface with two main panels: 'Participants' and 'Chat'. The 'Participants' panel is at the top and includes a header with a close button (X) circled in red. Below the header, it lists 'Speaking: Jennifer Peterson (Host)', 'Panelists: 3' (Jennifer Peterson (Host), Susan Pieper, Marci Merola), and 'Attendees: 1 (1 displayed)'. The 'Chat' panel is below and shows a message from 'WJ Support to All Participants' with a 'Send' button. A red arrow points to the right edge of the 'Chat' panel header, and another red arrow points to the close button on the 'Participants' panel header.



# Telephone Access

If you not able to listen via your computer, you may join by phone.



**Step 1:** At top left corner, select

**Communicate > Teleconference >Join Teleconference.**

**Step 2:** Call the toll-free number provided.

**Step 3:** Enter the **Access Code** provided.



Remember to post to **Q&A panel** if you need technical assistance.

Other Technical problems?

**Contact WebEx support**

**Event Number: 712 066 168**

**Phone: 1-866-229-3239**



Co-Produced by:  
**Jennifer Peterson**  
WebJunction  
Community Manager



Co-Produced by:  
**Betha Gutsche**  
WebJunction  
Programs Manager





# Stay Informed

On WebJunction

[webjunction.org](http://webjunction.org)

Crossroads (monthly newsletter)

Subscribe on homepage

Events

[webjunction.org/calendar](http://webjunction.org/calendar)



Thanks to the generous support of the following state library agencies, WebJunction offers webinar programs for free to all who wish to attend:

**Connecticut** State Library

**Florida** Department of State's Division of  
Library and Information Services

**Georgia** Public Library Service

**Idaho** Commission for Libraries

**Illinois** State Library

**Indiana** State Library

State Library of **Kansas**

**Maine** State Library

**Minnesota** State Library Agency & Minitex

**Mississippi** Library Commission

**Missouri** State Library

**Montana** State Library

State Library of **North Carolina**

State Library of **Ohio**

Access **Pennsylvania**

**Texas** State Library & Archives Commission

Library of **Virginia**

**Washington** State Library



And to the **Bill & Melinda Gates Foundation**  
for their continued support of WebJunction.



# Today's Panel



**Angela Siefer**  
Digital Inclusion  
Program Manager,  
OCLC



**Lindsey Keck**  
Program Manager,  
Office of Innovation &  
Technology,  
City of Philadelphia



**Laura Breeden**  
Team Leader,  
BTOP Program at the U.S.  
Department of Commerce,  
NTIA



**Laura Marlane**  
Director,  
Providence Community  
Library



**John Horrigan**  
VP and Director,  
Media Technology Institute  
at the Joint Center for  
Political and Economic  
Studies



**Ann Blasberg**  
Technology Manager,  
Free Library of Philadelphia



**BROADBANDUSA**  
CONNECTING AMERICA'S COMMUNITIES

# NTIA Broadband Adoption Toolkit



**2013** NTIA Broadband Adoption Toolkit  
MAY



**BROADBANDUSA**  
CONNECTING AMERICA'S COMMUNITIES

Made Possible by the Broadband Technology Opportunities Program

Funded by the American Recovery and Reinvestment Act of 2009





**BROADBANDUSA**  
CONNECTING AMERICA'S COMMUNITIES



**Laura Breeden**

Team Leader, BTOP Program

U.S. Department of Commerce, NTIA

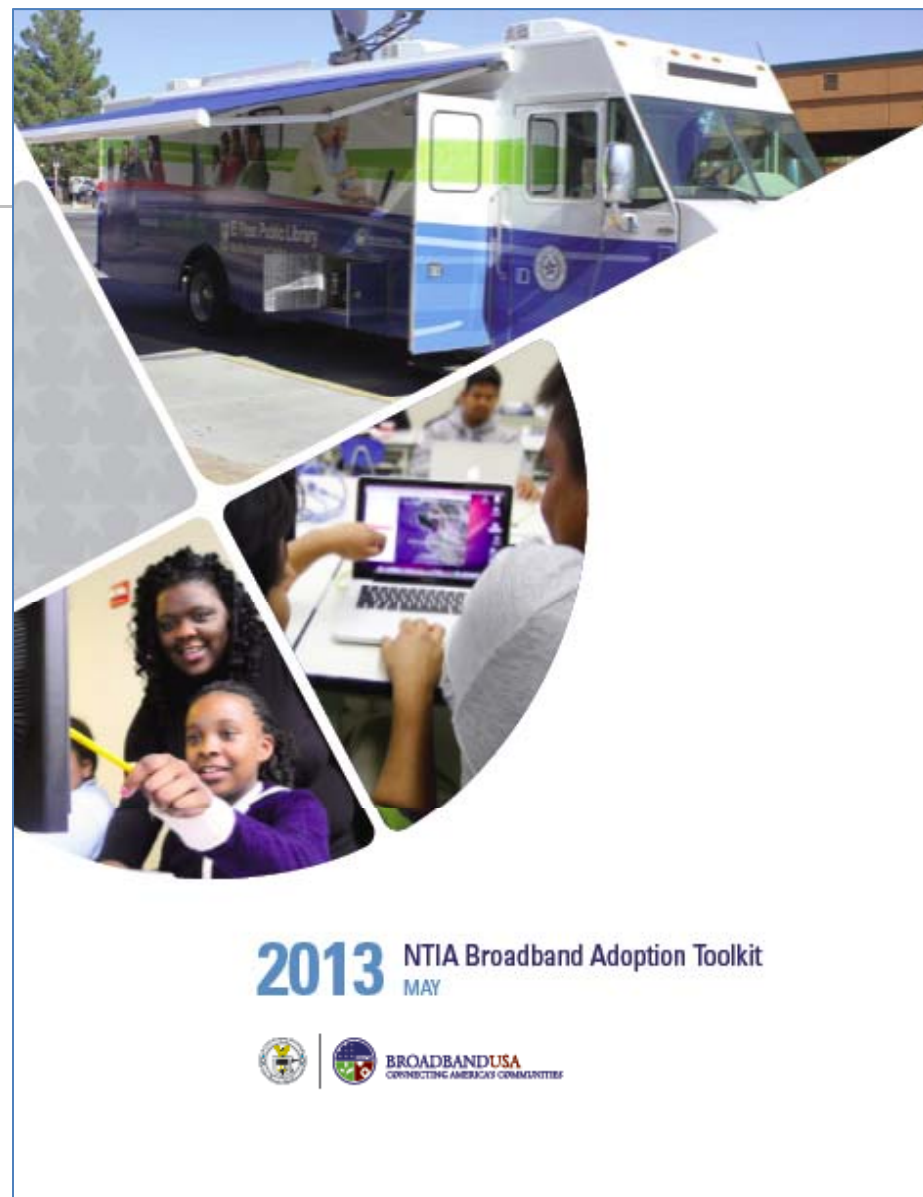
Made Possible by the Broadband Technology Opportunities Program

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## Why this Toolkit?

"We want to share the expert knowledge and experience of the broadband adoption and computer training projects with a broader base of anchor institutions, government agencies, non-profits and others engaged in this effort....we hope that as the grant program winds down, this toolkit will serve as a legacy and foundation for others to build on as they continue this vital digital inclusion effort."





## Broadband Adoption is...

Using broadband Internet in a confident and effective way to achieve personal and work goals and to participate in civic life.

## Intended Audience of the Toolkit

Non-profit, government, and library organizations currently operating or in process of developing programs intended to increase information technology access and use.



# Broadband Adoption Data

**John Horrigan**

Vice President & Director,  
Media and Technology  
Institute

Joint Center for Political and  
Economic Studies



# Overview of tech usage trends

(among individuals)

	Cell Phone	Internet Use	Broadband at home	Smartphone
1998	37%	36%	n/a	n/a
2000	53	50	3	n/a
2003	65	61	16	n/a
2006	73	70	42	n/a
2009	82	74	63	17
2012	88	81	66	45

# Internet Use & Home Broadband Adoption

(Pew April 2012 Data)

- 82% of all Americans are Internet users
- 66% of all Americans have broadband at home
- Those with lower adoption rates are:

Group	% who use the Internet	% with broadband at home
Seniors (65+)	53%	39%
Household income under \$30K annually	71	46
Less than HS education	68	49
Hispanics	75	51
Blacks	77	54

# Internet use at libraries

(Pew Internet 2012 Data)

- 26% of all Americans used the Internet at a library in the past year
  - 24% of whites had done this
  - 31% of blacks
  - 27% of Latinos
- 77% of all Americans say it is ***very important*** that libraries offer free access to computers & the Internet
  - 72% of whites say this
  - 92% of blacks say this
  - 86% of Hispanics say this

# Main reasons people do not adopt broadband at home (FCC 2010)

- **Cost** – 36% cite a reason pertaining to this:
  - 15% specifically point to monthly fee for service
  - 10% say they cannot afford a computer
  - 9% activation fee/reluctance to enter into long-term contract
- **Digital literacy** – 22% of non-adopters:
  - 12% say lack of comfort with computers
  - 10% cite hazards of online life (e.g., worries of “bad things that can happen” online)
- **Relevance** – 19% of non-adopters:
  - Content with current dial-up service/don’t need more speed (5%)
  - Believe internet is a waste of time (5%)
  - Nothing they want to see online (4%)
  - Don’t use internet much (4%)
- Remaining reasons:
  - 15% -- other or combination of several reasons
  - 5% -- not available where they live
  - 3% -- can use the internet all they want at work

# Barriers to adoption

(when respondent can choose more than one, FCC 2010)

Monthly cost too expensive	51%
Activation/installation too much	44%
Worried about bad things online	35%
Not comfortable with computer	32%
Cannot afford computer	32%
Nothing online I want to see	25%
Internet is waste of time	24%
Not available where I live	16%
Uses internet at work	9%

# Using data to design or improve programs

Find a friendly social scientist!

- Get data on clients at the in-take stage
  - Emphasize to them that their participation helps improve the program
- Measure impacts & outcomes:
  - How did the program help them become confident broadband users?
  - Did it help them find jobs, manage health care, etc.?
  - Track client through time → longitudinal design
  - Try to understand costs vs. benefits



# BROADBANDUSA

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Made Possible by the Broadband Technology Opportunities Program







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CONNECTING AMERICA'S COMMUNITIES

## Questions?



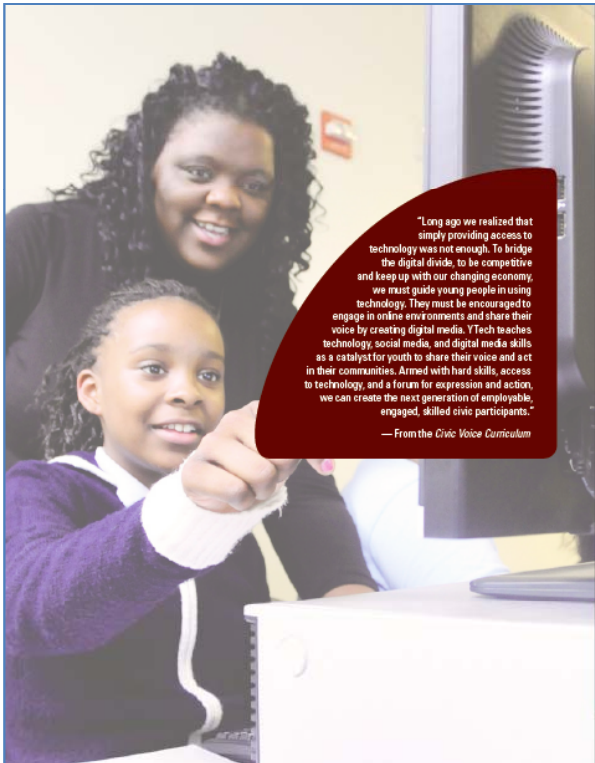
Made Possible by the Broadband Technology Opportunities Program

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## What's in the Toolkit? Chapters on...



"Long ago we realized that simply providing access to technology was not enough. To bridge the digital divide, to be competitive and keep up with our changing economy, we must guide young people in using technology. They must be encouraged to engage in online environments and share their voice by creating digital media. YTech teaches technology, social media, and digital media skills as a catalyst for youth to share their voice and act in their communities. Armed with hard skills, access to technology, and a forum for expression and action, we can create the next generation of employable, engaged, skilled civic participants."  
— From the Civic Voice Curriculum

### Chapter 6 Training: Curriculum & Relevant Content

"Curriculum" refers to the content and sequence of activities that teachers use to guide instruction. Learning to use computers and the Internet involves a very complex set of skills that build on one another, beginning with the most basic (e.g., keyboarding or using a mouse) and moving rapidly toward more complex skills (e.g., evaluating online information or creating digital media). As shown by the examples in this section, digital literacy curricula encompass a wide variety of topics and ways of teaching. This Toolkit provides an introduction to some of the tools and curricula available, and highlights some strong examples, which build basic skills and enable students to use the skills to improve aspects of their lives, such as searching for a job or learning English.

NITA has been collecting and organizing digital literacy curricula online at a portal, [DigitalLiteracy.gov](http://DigitalLiteracy.gov)<sup>16</sup>. In addition, as Internet devices and services continue to evolve, new curricula and resources are constantly being developed by programs throughout the world. Searching online remains one of the best ways to identify courses that meet specific goals.

Learners come with very different skill levels and interests, and instructors need to have a wide range of material and activities in their repertoires. When planning the curriculum for each class, think about the program's equipment, the amount of time available, and, as always, the needs and interests of the people the program is trying to reach.

**Resource:**  
④ A curriculum framework can be a useful tool when planning the course and the class activities needed to reach the end goal. A sample framework is included on page 61.

<sup>16</sup> Additional curricula may also be found at [IMS.gov](http://IMS.gov) and many of the web sites referenced in this document.

#### HOW-TO: FIND DIGITAL LITERACY CURRICULUM ONLINE

Many digital literacy programs have made their materials available online at no cost to help similar programs save time and resources. Program organizers can customize these to the needs of the audience, and contribute new adaptations to the growing library of shared resources. Two good sources of instructor-led and self-guided digital literacy materials are:

**DIGITAL LITERACY GOV**  
+ Created through collaboration among federal agencies, [www.DigitalLiteracy.gov](http://www.DigitalLiteracy.gov) is an online portal designed to share and enhance tools for learning computer and Internet skills. The Digital Literacy portal provides a central space where practitioners in service-oriented organizations—such as libraries, schools, community centers, community colleges, and workforce training centers—can share teaching materials and practices. The site also contains resources that people can use on their own to learn digital literacy skills and enhance their use of broadband.

**COMMUNITIES CONNECT RESOURCE LIBRARY**  
+ A project of the EdLab Group, the Communities Connect Network is a statewide coalition of public and private organizations working to make Washington State a leader in "digital inclusion." Digital inclusion refers to the idea of all citizens having access and the skills to use computers and the Internet to benefit their lives. The Resource Library of <http://www.communitiesconnect.org> provides new learning technologies, useful best practices, and tools for running public computer centers.

NITA (Broadband Adoption Toolkit) | 41

- Program Design
- Awareness and Outreach
- Affordability
- Training: Curriculum & Content
- Training: Planning & Delivery





## Organized by:

- Population targeted
- Barrier(s) addressed
- Strategy utilized
- With links to additional resources
- And special how-to's and checklists to address important topics



**POPULATION** Migrant workers

**BARRIER** Skills

**STRATEGY** Schedule classes around seasons and field hours

*Community Information Center*, a subrecipient of the *Monterey County Office of Education's* BTDP project, designed its training programs to fit the schedules of migrant workers in its service area in California. Community Information Center determined that the best time to hold class during harvest season was during the evenings from 6:30–8 p.m. because it gave the workers time to eat a quick dinner before attending class. During the off-season, from late November through March, Community Information Center held classes earlier in the day and offered more Spanish-language classes to accommodate the increased availability of migrant workers.

### RESOURCES

- ④ Online class schedule: <http://www.connectiomonterey.org/pages/class-schedule>
- ④ Workshop flyers: <http://www.connectiomonterey.org/gallerys/tfimages>
- ④ TechMobile information and flyers: <http://www.connectiomonterey.org/pages/techmobile>



**POPULATION** Rural community residents

**BARRIER** Skills

**STRATEGY** Hold classes at partner organizations using a mobile lab

The La Conner Regional Library, an *EdLab Group* subrecipient, serves rural Skagit County in Washington. The library building was not large enough to hold a computer lab, and its constituents were dispersed across a large area. To address these issues and meet the needs of the community, La Conner Regional Library provided computer classes using a mobile lab. The library received requests from various groups to teach classes at their centers, with some of the most popular teaching locations being senior housing complexes. The mobile lab equipment included 10 PCs, a projector, and two Wi-Fi hotspots, all transported in a large container (a "suitcase"). The librarian who taught the computer classes brought an assistant to help set up and repack the equipment.

### RESOURCES

- ④ Guide to organizing a mobile lab: <http://techsoupforlibraries.org/blog/edge-benchmarks-mobile-computer-labs>



### HOW-TO: ESTABLISH ACCESSIBILITY AND USE ASSISTIVE TECHNOLOGY

For people with disabilities, using a computer can pose a multitude of unique barriers, from hard-to-manipulate keyboards to hard-to-read screen text. "Accessibility" refers to making equipment and software easier to use by modifying the physical environment and computer software and hardware. "Assistive technology" refers to the devices, software, and specialized equipment that are used to modify the environment. Seattle's STAR (Special Technology Access Resource) is an accessible computer lab that also provides accessibility training to instructors and volunteers from other computer labs. STAR's mission is to empower people of widely varying abilities and disabilities to build community using computers, the Internet, and assistive technology.

Additional information on accessibility strategies and techniques can be found at: <http://www.starofseattle.org/pages/AssistiveTechnology.aspx>

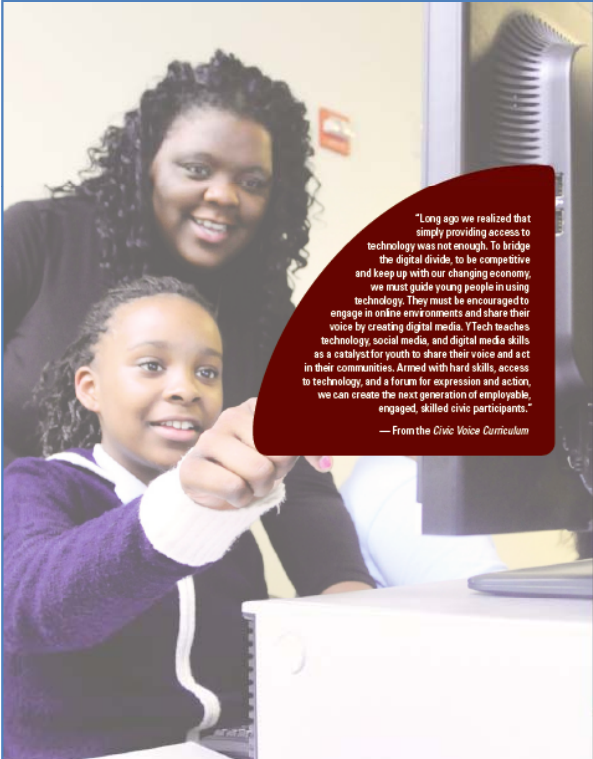


# Questions?





## Elements of Broadband Adoption



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- Awareness and Outreach
- Affordability
- Training: Curriculum & Content
- Training: Planning & Delivery



# Awareness and Outreach

## Lindsey Keck

Program Manager, Office of  
Innovation & Technology,  
City of Philadelphia



# KEYSPOT: Powered by Freedom Rings Partnership

## Overview:

- 16 Managing Partner agencies
- 50 participating KEYSPOt organizations
- 80 KEYSPOt locations across the city

# KEYSPOT Finder

- Display KEYSPOt locations using a Google map
- Filter locations by zip code and participating Managing Partner.

FREE COMPUTER CLASSES, WEB ACCESS, AND 1-ON-1 TRAINING

Search Keywords

THE INTERNET. TURN IT ON.  
**KEYSPOT**  
Powered by Freedom Rings Partnership

KEYSPOT Count Up  
**285,869**  
Number of Visitors Served

Call us today: 311 or 215-851-1990  
KEYSPOT Finder ▶  
Join our mailing list ▶

TRAINING | RESOURCES | NEWS | BLOG | PARTNERS | ABOUT US | CONTACT

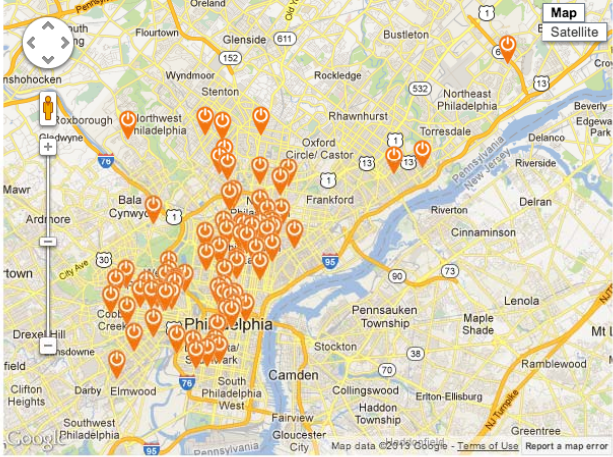
## KEYSPOT FINDER

Search by ZIP code or select from the criteria below.  
By ZIP

Search

Partners

- City of Philadelphia Department of Parks and Recreation
- Drexel University/Community College of Philadelphia (PHA residents)
- Free Library of Philadelphia
- Media Mobilizing Project
- One Day At A Time
- People's Emergency Center
- Philadelphia FIGHT's Critical Path Project
- Philadelphia OIC
- Youth Outreach Adolescent Community Awareness Program (YOACAP)



89 KEYSPOts found!

Women Against Abuse  
People's Emergency Center  
This location is confidential.  
Philadelphia, PA 00000  
Phone: 215-386-1280



# Training Display

- Displays current classes inputted by partner organizations.
- Visitors can filter by zip code, date, and knowledge level.
- Advanced filters are also available.

## TRAINING

Use the options below to find a training course that fits your needs

Enter a zip code to search for trainings in your area.

By ZIP

Please select a date to filter the results by.

### Calendar

January						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

### Level

- All Levels
- First-Time  
I Have Not Used A Mouse And Keyboard.
- Beginner  
I Can Use A Mouse And Keyboard.
- Intermediate  
I Am Comfortable Using The Internet.
- Advanced  
Skilled With The Internet / Software.
- Tech Expert  
Highly Developed Skills.

Advanced Search:

## Search Results

Search for events, workshops, courses, training opportunities and much more offered at community locations throughout Philadelphia.

**Internet Basics: COURSE » Internet Basics**  
Wed., 02/29/12 - Fri., 06/07/13, 6:00 p.m. - 7:00 p.m.  
**KEYSPOT:** Francis J. Myers Recreation Center, 5800 Chester Avenue, Philadelphia, PA 19143  
**Managing Partner:** City of Philadelphia Department of Parks and Recreation  
**Contact:** 215-685-2698; Send an email

**Ideal for: All Levels**  
**More Info: For Parents, For Youth, For Seniors, Bring the Kids**

---

**MS Office: COURSE » MS Excel**  
Wed., 02/29/12 - Fri., 06/07/13, 6:00 p.m. - 7:00 p.m.  
**KEYSPOT:** Francis J. Myers Recreation Center, 5800 Chester Avenue, Philadelphia, PA 19143  
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---

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# Partner Portal

Partners control their own content

Includes updates to:

- Organization information
- KEYSPOt locations
- Training Events

## PARTNER STATS

View Edit Manage display

- Community College of Philadelphia / Drexel University / PHA
- Media Mobilizing Project
- Free Library of Philadelphia
- City of Philadelphia Department of Parks and Recreation
- Philadelphia OIC
- Youth Outreach Adolescent Community Awareness Program (YOACAP)
- Philadelphia FIGHT's Critical Path Project
- **People's Emergency Center**
- One Day At A Time

### People's Emergency Center

Total number of training events: 7

#### KEYSPOTS:

Sites	Last update
Methodist Family Services of Philadelphia	2012-09-18
Women Against Abuse	2012-07-06
The Enterprise Center	2012-07-06
The Partnership CDC	2012-06-14
Families First	2012-06-14
Dignity Housing -- Germantown Ave.	2012-07-06
Children's Safe Harbor/ Amparo de la Ninez	2012-02-21
The Village of the Arts and Humanities	2012-02-21
Sarah Allen Senior Center	2012-06-14
Gloria's Place	2012-02-27
Mantua Haverford Community Center	2012-06-14
VICA Technologies, LLC	2012-06-14
Pennrose Cloisters III	2012-02-21
ACHIEVEability	2012-06-14
Dorado Village Pennrose	2012-02-21
Drueding Center	2012-07-06
Urban Affairs Coalition	2012-07-06
Dignity Housing II	2012-06-01
Dignity Housing II	2012-06-14
Asociación Puertorriqueña en Marcha (APM) - Rising Sun	2012-07-02
Asociación Puertorriqueños en Marcha (APM) - Front St.	2012-07-02
Asociación Puertorriqueños en Marcha (APM) - Rising Sun	2012-07-06

#### Partner page analytics

##### People's Emergency Center

Pageviews: 455  
Unique Pageviews: 359  
Avg. Time on Page: 1 minute, 52.52 seconds  
Entrances: 129  
Bounce Rate: 69.76%  
Exit Rate: 36.92%

# Awareness

- City wide awareness through public transit ad campaign
- Localized outreach efforts through grass roots community events
- 311 as central source for city-wide information and services



FACT #03

KEYSPOT

**\$20,241 = AVERAGE SALARY FOR HS DROPOUTS**  
**\$56,665 = AVERAGE SALARY FOR COLLEGE GRADUATE**

**PHILADELPHIA HS DROPOUTS BETWEEN 16-24 ARE UP TO 63X MORE LIKELY TO BE INCARCERATED THAN COLLEGE GRADUATES**

source : PBS

♥ Freeway: Come to KEYSPOt and get your life back on track.

✉ CALL **311** VISIT **PHILLYKEYSPOT.ORG**

Recording Artist and Community Advocate

BROADBANDUSA CONNECTING AMERICA'S COMMUNITIES

City of Philadelphia

Urban Affairs Coalition

City of Philadelphia

THE INTERNET. TURN IT ON.  
**KEYSPOT**  
Powered by Freedom Rings Partnership

# 311 Information Hotline: Best Practices

- Simple, easy to remember, central hub for location and training inquiries
- Communicate frequently in order to update and train new 311 agents
- Conduct periodic quality control calls to 311 and ask relevant questions and gauge responses
- Adjust marketing/outreach efforts and messaging based on caller inquiries

# 311 Information Hotline: Challenges

- Analyzing 311 caller data
- No way of tracking information gaps when clients call 311
- High turn over among 311 agents fielding phone inquiries

# Home Computer and Broadband Service

**Laura Marlane**

Director,  
Providence  
Community Library



# Broadband Adoption Rates in RI

- Rhode Island has a household broadband adoption rate of 71%, which is slightly higher than the national average of 68%.
- Providence, the community that PCL serves, is one of the four core cities in the state in which more than 25% of the children live in poverty.
- The three key demographic factors that effect broadband adoption are ethnicity, income and education.
- We are addressing these issues with the provision of computer classes in Spanish and English, and by offering wi-fi hotspots for patrons to take home so they can practice the skills they learn in class.

**Stop at the Mt Pleasant branch of the  
Providence Community Library and...  
take the Internet home with you!**



Check out a pocket-size wifi device that will allow you to use the Internet on your computer or other wireless device for free!



# Providence Community Library Circulation of Hotspot Devices

- 3 devices in circulation at one of our libraries.
- Over the past six months (26 weeks) they have circulated a total of 38 times.



# Providence Community Library

## Hotspot Device Future Plans

- Adding approximately 25 devices (thanks to free devices Mobile Beacon is currently offering on Tech Soup).
- Expanding circulation of hotspots to another library in our system and to the mobile technology van we will be putting on the road soon.
- The van will provide training, resources, and services.

Take home the Internet...but you better not break it!  
If you haven't watched this episode of the IT Crowd, you can find it on YouTube. Just don't type Google into Google.



# Training

**Ann Blasberg**

Mobile & Digital  
Resources Supervisor  
Free Library of  
Philadelphia – The Office  
of Public Service Support





**Hot Spot at IDAAY**

## Philadelphia: A Case Study on the Importance of Internet Access in Public Spaces

*“One of the things that emerged was that a sense of comfort was really, really important...The data really spoke to me by saying no, actually, it’s the gateway to all of it: to access to technology, to gaining skills, to having opportunities, to building a sense of community.” -Colin Rhinesmith*





## Free Library Techmobile





- [Wiki Home](#)
- [Recent Changes](#)
- [Pages and Files](#)
- [Members](#)

**What's HOT!**

**Resources**

- [About Us](#)
- [Hot Spot Calendars](#)
- [How-to Videos](#)
- [Philly Job Board](#)
- [Library Resources](#)
- [Local Resources](#)
- [Veteran's Resources](#)
- [Basic Tool Box](#)

**Users**

- [Beginner Computer Users](#)
- [Job Seekers](#)
- [Small Business](#)
- [Families & Children](#)
- [Students](#)
- [Teens](#)
- [New Americans](#)

## Welcome

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Philly Job Board



Calendars



How-To Videos



About Us



Library Resources



Beginner Computer Users



Job Seekers & Small Business



Families & Children



Students



Teens



New Americans

# Resource Dashboard

**Login**  
to My Plan

What do you want to do?

- [Explore My Interests](#)
- [Learn About Careers](#)
- [Explore Education Options](#)
- [Find Jobs](#)

## Welcome to Career Cruising!

"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do." - Steve Jobs

### Focus on Careers

#### Focus on careers for car fanatics

If you like repairing or customizing cars, reading about the latest models, or just being around cars, one of these careers may be right for you:

#### Related Careers

- [Autobody Repairer](#)
- [Automobile Assembler](#)
- [Automotive Service Technician](#)
- [Automobile Salesperson](#)
- [Diesel Technician](#)
- [Auto Detailer](#)
- [Automotive Painter](#)
- [Automotive Recycler](#)
- [Partsperson](#)
- [Race Car Driver](#)
- [Race Car Technician](#)
- [Transportation Inspector](#)



[Show me another](#)



- Wiki Home
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- Search

What's HOT!

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# Mercy Hot Spot Calendar

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## Mercy Calendar 2013 : May 2013

# May 2013

Free Library Hot Spot at Mercy Neighborhood Ministries  
1939 W. Venango Street, Philadelphia, PA 19140

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
			Research & Resources 1 to 4PM Kids &Teens/ Open 4 to 5PM	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Open Access 1 to 5 PM	
5	6	7	8	9	10	11
	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Adult Open Lab 1 to 4PM Kids &Teens/ Open 4 to 5PM	Research & Resources 1 to 4PM Kids &Teens/ Open 4 to 5PM	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Open Access 1 to 5 PM	
12	13	14	15	16	17	18
	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Adult Open Lab 1 to 4PM Kids &Teens/ Open 4 to 5PM	Research & Resources 1 to 4PM Kids &Teens/ Open 4 to 5PM	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Open Access 1 to 5 PM	
19	20	21	22	23	24	25
	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Adult Open Lab 1 to 4PM Kids &Teens/ Open 4 to 5PM	Research & Resources 1 to 4PM Kids &Teens/ Open 4 to 5PM	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Open Access 1 to 5 PM	
26	27	28	29	30	31	
	CLOSED Memorial Day	Adult Open Lab 1 to 4PM Kids &Teens/ Open 4 to 5PM	Research & Resources 1 to 4PM Kids &Teens/ Open 4 to 5PM	Job Search/ Email 1 to 4PM Kids &Teens/ Open 4 to 5PM	Open Access 1 to 5 PM	

NOTES:

Questions? Contact Chaka Moore: [moorec@freelibrary.org](mailto:moorec@freelibrary.org), or call 215.227.4393 ext.113  
[www.freelibrary.org/hotspots](http://www.freelibrary.org/hotspots)

# Questions?

