Convert Best Practices to Results

Our Tutor.com implementation story

Rochester Public Library (MN)

Presented by Kimberly Edson
The Rochester Public Library

- City of Rochester and Olmsted County – Service Population 130,000
- Circulate 1.5 million items from a main library and a bookmobile
- 3 school districts in service area
Mission & Vision
Strategic Plan
The Perfect Storm & Persistence of Vision

- Needs Assessment
- Collaboration
$ Budgeting $

$ Program
$ Marketing
$ Library Cards
Identify and address barriers
Barrier: Transportation

- Solution
  - Service Delivered via Internet
Barrier: Service Requires Library Card

• Solution:
  – Library Card for ALL students
  – Develop institutional card for on-line resource access only

• Community Solution: Schools
  – collaborate with library to ensure student access
Barrier: Access to Computer Equipment

• Solution:
  – Enable EVERY Library Computer to access Tutor.com

• Community Solution:
  – After school student support programs
  – Computer give away to low income students
10,000 business cards + 300 mouse pads + 22,000 magnets + 3,000 candy bars + 22,000 folders + 6,000 posters + 41 school open house visits + 1 tutor.com = success!
## Preliminary success!

|--------|-----------|----------|----------|----------|----------|----------|

<table>
<thead>
<tr>
<th>Questions</th>
<th>% of Yes responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are you glad your organization offers this service?</td>
<td>94.48%</td>
</tr>
<tr>
<td>Would you recommend this service to a friend?</td>
<td>92.45%</td>
</tr>
<tr>
<td>Is Live Homework Help helping you complete your homework assignments?</td>
<td>84.28%</td>
</tr>
<tr>
<td>Is Live Homework Help helping you improve your grades?</td>
<td>81.40%</td>
</tr>
<tr>
<td>Is Live Homework Help helping you be more confident about your school work?</td>
<td>85.77%</td>
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