

THE DOWNLOAD

April, 2019

Program Updates

New Locations!!

Our partnership with OACES has given us the opportunity to expand our services to additional locations around Rochester. The first has been at 30 Hart Street, where we now have Digital Volunteers 3 days a week serving adult students with job search and resource access. I am in search for a volunteer for our newest site at Mary's Place Outreach Center on Lexington Ave in the former Holy Rosary Church.



Website Changes

We have been working hard to make sure that the Digital Literacy website works best for everyone who tries to navigate it. Some of the updates we are working on will help our customers to find our locations and schedule more easily, help volunteers find resources and stay up to date on recent news in the digital literacy world and keep it in line with the Literacy Volunteers of Rochester page.

Volunteer Spotlight



Duncan has been volunteering this semester as part of his fieldwork for his degree at MCC. He plans to graduate in 2020 and continue with a degree in Social Work. He was able to sub at various library sites before helping with the startup of the new OACES location for Digital Literacy along with Elizabeth.

Most Memorable Encounter: A customer was trying to complete insurance forms with AT&T for two phones that were stolen off his porch before he got them. The process was just as difficult and convoluted as you are imagining. After over an hour they were successful and he even got a high-five!

Helpful Tip: Use all the resources available to you! A favorite is the [MCC Career Services website](#), found under [Resources/Job Links](#). It is for the public and has great resources for creating resumes and writing cover letters. And remember the site staff are great. you are not alone.

COMING RIGHT UP!

- 4.15-20 – OACES Closed for Spring Break
- 4.18 – City Libraries Closed for Staff Development Day
- 4.19 – LVR Closed for Good Friday
- 4.23 – [VOLUNTEERS NEEDED](#) Recruiting Event for LiDestri and Monroe County
- TBD – Next Volunteer In-Service
6:30-8 PM Dessert and beverages

SHARE YOUR THOUGHTS

We would like to use this space for Q & A and comments from our volunteers. Submit your own question or relevant anecdote [here](#) for solutions or comments from your peers. Here's one to get us started:

Q: When we see the same customer frequently, for the same service, such as job applications, what are some strategies for helping them become more independent?

Send your responses to digital@literacyrochester.org

