## ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

### General Information

| 1. Federal Agency and Organizational Element to Which Report is Submitted | 2. Award Identification Number | 3. DUNS Number |
|---|---|---|
| Department of Commerce, National Telecommunications and Information Administration | 11-41-B10518 | 058250283 |

**4. Recipient Organization**

DISTRICT OF COLUMBIA, GOVERNMENT OF District of Columbia Public Library, 901 G ST NW RM 400, WASHINGTON, DC 20001-4531

| 5. Current Reporting Period End Date (MM/DD/YYYY) | 6. Is this the last Annual Report of the Award Period? |
|---|---|
| 12-31-2011 | ◯ Yes  ◉ No |

**7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.**

| 7a. Typed or Printed Name and Title of Certifying Official | 7c. Telephone (area code, number and extension) |
|---|---|
| Chris  Tonjes | 202-727-5725 |
| | **7d. Email Address** |
| Chief Information Officer, DCP | chris.tonjes@DC.gov |
| **7b. Signature of Certifying Official** | **7e. Date Report Submitted (MM/DD/YYYY):** |
| Submitted Electronically | 02-28-2012 |

## PROJECT INDICATORS

**1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?**

○ New    ○ Improved    ● Both

**2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).**

| Institutions | Established | Improved | Total |
|---|---|---|---|
| **Schools (K-12)** | 1 | 0 | 1 |
| **Libraries** | 0 | 22 | 22 |
| **Community Colleges** | 1 | 0 | 1 |
| **Universities / Colleges** | 0 | 0 | 0 |
| **Medical / Health care Facilities** | 0 | 0 | 0 |
| **Public Safety Entities** | 0 | 0 | 0 |
| **Job-Training and/or Economic Development Institution** | 0 | 0 | 0 |
| **Other Community Support-*Governmental*** <br> **(please specify):** Dept. of Parks and Recreation, ORCA (Office of Returning Citizen Affairs) | 2 | 1 | 3 |
| **Other Community Support-*Non-Governmental*** <br> **(please specify):** NA | 0 | 0 | 0 |

**3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.**

**3.a. New PCCs**

| New PCC Address | Number of Workstations Available to the Public | Total Hours of Operation per 120-hour Business Week | Total Hours of Operation per 48-hour Weekend | Speed of Broadband Access to Facility (Mbps) | Average Number of Users per Week |
|---|---|---|---|---|---|
| 801 North Capitol Street N.E. (CCDC) | 70 | 60 | 11 | 1,000 | 2,227 |
| 3375 Minnesota Ave. S.E. (Kimball) | 120 | 40 | 0 | 1,000 | 200 |
| 5601 E. Capitol Street, S.E. (Orca) | 20 | 0 | 0 | 1,000 | 0 |
| 701 Mississippi Ave. S.E. (Southeast Tennis) | 20 | 35 | 0 | 1,000 | 90 |

[ Add New PCC ]    [ Remove New PCC ]

**3.b. Improved PCCs**

| New PCC Address | Number of Workstations Available to the Public | Total Hours of Operation per 120-hour Business Week | Total Hours of Operation per 48-hour Weekend | Speed of Broadband Access to Facility (Mbps) | Average Number of Users per Week |
|---|---|---|---|---|---|
| **Prior to Improvement** | | | | | |
| 3162 Mt. Pleasant St. N.W. (Mt. Pleasant) | 16 | 40 | 8 | 10 | 459 |
| 3260 R St. N.W. (Georgetown) | 0 | 40 | 8 | 10 | 0 |
| 330 7th St. N.E. (Northeast) | 8 | 40 | 8 | 10 | 261 |
| 3310 Connecticut Ave. N.W. (Cleveland Park) | 14 | 40 | 8 | 10 | 207 |
| 5001 Central Ave. S.E. (Capitol View) | 20 | 40 | 8 | 10 | 237 |

| Prior to Improvement | | | | | |
|---|---|---|---|---|---|
| 1800 Good Hope Road, S.E. (Anacostia) | 34 | 40 | 8 | 10 | 723 |
| 201 N St. S.W. (King Greenleaf) | 10 | 35 | 0 | 1,000 | 45 |
| 901 G St. N.W. (MLK) | 86 | 42 | 12 | 1,000 | 1,347 |
| 5625 Connecticut Ave. N.W. (Chevy Chase) | 10 | 40 | 8 | 10 | 126 |
| 4901 V St. N.W. (Palisades) | 12 | 40 | 8 | 10 | 117 |
| 5401 South Dakota Ave. N.E. (Lamond-Riggs) | 12 | 40 | 8 | 10 | 131 |
| 900 Wesley Place S.W. (Southwest) | 6 | 40 | 8 | 10 | 101 |
| 403 7th St. S.E. (Southeast) | 24 | 40 | 8 | 10 | 587 |
| 1801 Hamlin St. N.E. (Woodridge) | 8 | 40 | 8 | 10 | 179 |
| 1547 Alabama Ave. S.E. (Parklands-Turner) | 8 | 40 | 8 | 10 | 240 |
| 2100 36th Place S.E. (Francis Gregory) | 12 | 40 | 8 | 10 | 38 |
| 416 Cedar St. N.W. (Takoma Park) | 10 | 40 | 8 | 10 | 161 |
| 4200 Kansas Ave. N.W. (Petworth) | 12 | 40 | 8 | 10 | 251 |
| 1101 24th St. N.W. (West End) | 12 | 40 | 8 | 10 | 311 |
| 7420 Georgia Ave. N.W. (Shepherd Park) | 10 | 40 | 8 | 10 | 146 |
| 1630 7th St. N.W. (Shaw) | 20 | 40 | 8 | 10 | 365 |
| 4450 Wisconsin Ave. N.W. (Tenley) | 20 | 40 | 8 | 10 | 139 |
| 3935 Benning Rd. N.E. (Benning) | 37 | 40 | 8 | 10 | 621 |

<div style="text-align:center">[ Add New PCC ]    [ Remove New PCC ]</div>

| After Improvement | | | | | |
|---|---|---|---|---|---|
| 3162 Mt. Pleasant St. N.W. (Mt. Pleasant) | 24 | 40 | 8 | 1,000 | 688 |
| 3260 R St. N.W. (Georgetown) | 40 | 40 | 8 | 1,000 | 337 |
| 330 7th St. N.E. (Northeast) | 14 | 40 | 8 | 1,000 | 456 |
| 3310 Connecticut Ave. N.W. (Cleveland Park) | 20 | 40 | 8 | 1,000 | 295 |
| 5001 Central Ave. S.E (Capitol View) | 36 | 40 | 8 | 1,000 | 426 |
| 1800 Good Hope Road, S.E. (Anacostia) | 36 | 40 | 8 | 1,000 | 765 |
| 201 N St. S.W. (King Greenleaf) | 20 | 35 | 0 | 1,000 | 90 |
| 901 G St. N.W. (MLK) | 126 | 42 | 12 | 1,000 | 1,974 |

| | | | | | |
|---|---|---|---|---|---|
| 5625 Connecticut Ave. N.W. (Chevy Chase) | 22 | 40 | 8 | 1,000 | 277 |
| 4901 V St. N.W. (Palisades) | 12 | 40 | 8 | 1,000 | 117 |
| 5401 South Dakota Ave. N.E. (Lamond-Riggs) | 37 | 40 | 8 | 1,000 | 403 |
| 900 Wesley Place S.W. (Southwest) | 24 | 40 | 8 | 1,000 | 402 |
| 403 7th St. S.E. (Southeast) | 24 | 40 | 8 | 1,000 | 587 |
| 1801 Hamlin St. N.E. (Woodridge) | 24 | 40 | 8 | 1,000 | 538 |
| 1547 Alabama Ave. S. E. (Parklands-Turner) | 20 | 40 | 8 | 1,000 | 601 |
| 2100 36th Place S.E. (Francis Gregory) | 51 | 40 | 8 | 1,000 | 161 |
| 416 Cedar St. N.W. (Takoma Park) | 24 | 40 | 8 | 1,000 | 386 |
| 4200 Kansas Ave. N.W. (Petworth) | 37 | 40 | 8 | 1,000 | 774 |
| 1101 24th St. N.W. (West End) | 12 | 40 | 8 | 1,000 | 311 |
| 7420 Georgia Ave. N. W. (Shepherd Park) | 31 | 40 | 8 | 1,000 | 453 |
| 1630 7th St. N.W. (Shaw) | 51 | 40 | 8 | 1,000 | 932 |
| 4450 Wisconsin Ave. N.W. (Tenley) | 51 | 40 | 8 | 1,000 | 355 |
| 3935 Benning Rd. N.E. (Benning) | 51 | 40 | 8 | 10 | 856 |

Add New PCC      Remove New PCC

**4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)**

☑ **Open Lab Time**    ☑ **Other**    ☑ **Training**

**4.b. If "other," please specify the primary use of the PCCs:**

N/A

**5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).**

| Manufacturer | Items | Unit Cost per Item | Number of Units | Narrative description of how the equipment and supplies were deployed |
|---|---|---|---|---|
| n/a | na | 0 | 0 | n/a |
| **Totals:** | | 0 | 0 | |

Add Equipment      Remove Equipment

**6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported <u>cumulatively</u> from award inception to the end of the most recent calendar year.**

| Types of Access or Training | Number of People Targeted | Number of People Participating | Total Hours of Training Offered |
|---|---|---|---|
| **Open Lab Access** | 350,000 | 1,108,552 | 0 |

| Types of Access or Training | Number of People Targeted | Number of People Participating | Total Hours of Training Offered |
|---|---|---|---|
| **Multimedia** | 0 | 0 | 0 |
| **Office skills** | 1,070 | 3,458 | 13,133 |
| **ESL** | 0 | 0 | 0 |
| **GED** | 0 | 0 | 0 |
| **College Preparatory Training** | 80 | 157 | 1,361 |
| **Basic Internet and Computer Use** | 2,000 | 8,401 | 39,114 |
| **Certified Training Programs** | 150 | 137 | 1,042 |
| **Other (please specify):** Job Seeking | 600 | 1,401 | 9,589 |
| **Total** | 353,900 | 1,122,106 | 64,239 |

**7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).**

Our public computer centers promote economic recovery by providing job skills training (more and more libraries are offering this), access to job searches--especially through our Job Seekers' portal, online courses and online databases.

Northeast Library reports that adults use public computers for job searching and creating resumes. Mt. Pleasant also reports that adults use the public computers for job searching.

Martin Luther King Jr. Memorial Library has instituted a monthly drop-in job clinic, which provides one-on-one help to job seekers. Northwest One, Woodridge and Southeast Libraries offer drop-in computer and résumé help. Watha T. Daniel/Shaw Library offers a workshop on job searching online and another on Word for Résumés. Southwest, Petworth and Deanwood Libraries offer basic computing classes.

The community college estimates that 72% of the time students are using the computer lab for schoolwork, thus improving their chances of getting a degree and therefore a job.  15% of the time students are using the computers for job-related tasks, such as résumé creation and job searching.

The DC Public Library offers online databases that help build important job skills and prepare for academic and licensing tests, including the Learning Express Library, which offers practice tests and courses designed to help students and adult learners improve skills and pass academic and licensing tests; and the Testing and Education Reference Center, which helps users prepare for tests, plan for higher education, explore career paths, build a résumé and find job interview tools and tips.

**8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP.  Please also provide the names of these SDB entities (150 words or less).**

We have contracted with three small and local disadvantaged businesses (NOTE: As defined by the District government,  not as defined by the federal government).

*Custom Integrated Solutions - This DC Ward 8-based business provides us with network engineering expertise.  The company designed our network upgrade solution and will be involved in setting it up, documenting it, and working with the DC Office of the Chief Technology Officer throughout the grant.

*Hi Tech solutions - This DC ward 7-based business provided hardware used at the Petworth Library.

*Allied Telecom - This DC ward 2-based business is the library's Internet access and WAN service provider.  The company provisioned, tested and documented each site as it was upgraded. This activity will continue throughout the life of the project.

**9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).**

DCPL is increasing its use of cloud-based WiFi control, which increases speed, access and usage reporting ability.

Using our automated configuration and change management tools, we can load software and set up new computers quickly.
We use several tools to automate the setup and change management process (and these tools greatly improve our efficiency, allowing us to support a larger number of computers of all types).  These tools include:

*Faronics Deep Freeze - used to set and maintain the software configuration of all computers. This tool provides the ability to make mass changes very quickly, and to recover from virus or other customer-caused changes that would render them inoperable

*Windows system management tools  - including group policy management console, software update server, powershell scripting and others

*Numara Footprints - our service desk solution used to automate the support and setup of all computers and peripherals. This tool greatly simplifies the support process by auto assigning issues to designated personnel

*Numara Asset Manager Platform - used to push out software updates to all PCs, and also used to track and report on inventory. Asset management is a critical and ongoing activity.

In addition, we strive for process maturity as defined by ITIL (Information Technology Infrastructure Library) V3 guidelines for incident management, service request management, problem management and configuration management.