

QUARTERLY PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	2. Award Identification Number 11-41-B10518	3. DUNS Number 058250283
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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) 12-31-2012	6. Is this the last Report of the Award Period? <p style="text-align: center;"><input type="radio"/> Yes <input checked="" type="radio"/> No</p>
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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 Joseph Carella BTOP Program Consultant	7c. Telephone (area code, number and extension) 2027153743
	7d. Email Address joe.carella@dc.gov

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-30-2013
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Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

Installed 26 computers at Rosedale Library. Identified McKinley Tech and Sousa as sites for new PCCs and scheduled meetings with both.

In October the Anacostia Library offered Social Media 101 to teach users what social media is and how to select the right channel to build a stronger professional network and grow a business or increase job searching success.

Anacostia also offered a Digital Media Arts Club, a media production and digital literacy program for teens. Middle and high school students produced audio and video content, created websites and blogs and, most importantly, expanded their use of online technologies. Participants, ages 13-18, worked in small teams, depending on skill set and interests, to use Prezi, a dynamic, interactive online presentation tool; Wordpress and Wix, online web and blog development tools; and video production.

Benning Library provided one-on-one job search preparation for youth and adults including: résumé and cover letter writing and editing, mock interviews, creating email addresses, online job search help and online job application assistance.

Deanwood Library regularly provides individual assistance with résumés, cover letters and online applications. Deanwood also started a computer class for seniors in October.

Tenley Library introduced customers to Linked-In, showing them how to set up a basic Linked-In profile and understand the benefits and strategies of platforms related to job seeking.

Rosedale reports helping a customer with an Android Tablet during the weekly the Digital Drop-in Clinic. The customer had purchased the device used, and had no manual or support for using it. Before leaving, the customer said she felt "Like I can actually be comfortable doing this stuff for myself now!"

Takoma Library helped customers complete online job applications, use Microsoft Word templates to structure their résumés and learn to use flash drives to save documents. One regular customer was having trouble saving data typed into a PDF form in order to apply for a DC Government job. The librarian printed it for her and scanned the completed form to e-mail to help her get the job application in.

At the MLK Job Seekers' Drop-in Clinic, staff assisted a legally blind man with the construction of his résumé on USAJobs.com – at his request, successfully registered him on the site and initiated an online job application. Though a staff member had to do all the typing, the customer was well-versed in the details of his work history, names of references, telephone numbers, position titles, and the details of his duties in all positions listed/ When the staff member informed him that his résumé was complete, he gave out a shout of excitement – "I have a résumé – I have a résumé!" – which was heard throughout the Computer Lab. It was a two-hour encounter that concluded with a moment of great satisfaction – for the customer, for the staff member, and for all who were assisting customers in the Clinic at that moment. Additionally, he received a thumb drive with his résumé saved on it and asked that the staff member attach it to the keychain around his neck.

The MLK/main library's curriculum of free computer classes continues to get rave reviews from both repeat customers and new customers. The initial draw is the fact that the classes are free, and in this economy, customers are grateful to build their skills at the cost of Metro or bus fare to get here. However, once they attend library classes, customers express great appreciation for the professional demeanor of our Volunteer Computer Instructors and the high quality of the instruction itself. One customer said, "I can't believe I'm getting more from this free class than I got in the class I paid for!"

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	96	n/a
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below

2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	Other (please specify):	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

The Director of IT, Chris Tonjes, left DC Public Library for another position. Although work has continued, it has been at a slower pace than desired. DCPL has hired a new director who begins work in January 2012.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	793	26 workstations installed at Rosedale
4.b.	Average users per week (NOT cumulative)	18,394	15,670 DC Public Library; 265 DC Parks & Recreation; 31,965 total/2,459 week Community College. Kimball did not report.
4.c.	Number of PCCs with upgraded broadband connectivity	28	n/a
4.d.	Number of PCCs with new broadband wireless connectivity	4	n/a
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	117	n/a

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
DC Central Kitchen Computer Training (MLK)	2	23	46
DC Child Care Connections Computer Training (MLK)	2	32	64
Email (MLK)	2	58	116
Excel 1 (MLK)	2	163	326
Excel 2 (MLK)	2	97	194
Excel 2 Extra (MLK)	3	16	48
Excel 3 (MLK)	2	38	76
Excel 3 Advanced (MLK)	2	18	36
Facebook for Business Profiles (MLK)	2	15	30
Facebook for Personal Profiles (MLK)	2	9	18

Gale Opposing Viewpoints Database (MLK)	2	6	12
GED Training (MLK)	4	16	64
Get Linked In (MLK)	2	20	40
Health Literacy (MLK)	3	43	129
HTML (MLK)	2	30	60
Internet Job Seeking 101 (MLK)	2	24	48
Job Seekers' Drop-In Clinic (MLK)	6	84	504
Linked In Part 2 (MLK)	2	14	28
Mavis Beacon Teaches Typing (MLK)	2	160	320
OCTO Website Training (MLK)	7	75	525
PC Basics (MLK)	2	132	264
PowerPoint (MLK)	2	105	210
Reach4Success Student Loans Workshop (MLK)	3	10	30
Social Media Workshop (MLK)	3	63	189
Web 1 (MLK)	2	75	150
Word 1 (MLK)	2	145	290
Word 2 (MLK)	2	118	236
Boost Academics (Southeast Tennis)	2	620	1,240
Blackboard for Students (CCDC)	2	314	628
Other Student Training (CCDC)	2	267	534
Blackboard for Faculty (CCDC)	2	59	118
Registration Training for Faculty (CCDC)	3	73	219
Other Student Training (CCDC)	1	62	62
PC for Beginners (SHADD)	20	32	640
Office Track (SHADD)	48	15	720
Social Media 101 (Anacostia)	2	20	4
Teen dMac Club--Digital Media Production (Anacostia)	2	160	320
Health and Computer Literacy (Anacostia)	3	24	72

Job Seekers' Clinic (Northwest One)	2	32	64
Tech Monday (Northwest One)	2	17	34
PC Basics (Petworth)	2	4	8
Internet Basics (Petworth)	2	4	8
Internet Basics (Southwest)	2	5	10
DCPL Website (Southwest)	2	4	8
Email Basics (Southwest)	2	5	10
Introduction to Microsoft Word (Southwest)	2	3	6
Introduction to Microsoft Excel (Southwest)	2	3	6
Introduction to Microsoft Powerpoint (Southwest)	2	2	4
PC Basics (Southwest)	2	2	4
Job Seekers' Clinic (Takoma Park)	2	13	26
Computer Classes for Seniors (Southwest)	2	40	80
Drop-In Download Clinic (Palisades)	1	50	50
Job Seekers' Clinic (Bellevue)	2	18	36
Job Seekers' Clinic (Southeast)	2	28	56
E-Reader Workshop (Southeast)	1	7	7
Job Seekers' Clinic (West End)	2	18	36
Job Seekers' Clinic (Shepherd Park)	2	30	60
E-Reader Workshop (Shepherd Park)	1	9	9
Digital Media Clinic (Shepherd Park)	1	8	8
Freegal (Georgetown)	1	4	4
Downloadable Media (Georgetown)	2	30	60

Add Training Program

Remove Training Program

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).
 Next quarter, DCPL will create two new PCCs at two DC Public School locations: McKinley Tech High School and Sousa Middle School.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	Overall Project	100	n/a
2.b.	Equipment / Supply Purchases	-	Milestone Data Not Required
2.c.	Public Computer Centers Established	-	Milestone Data Not Required
2.d.	Public Computer Centers Improved	-	Milestone Data Not Required
2.e.	New Workstations Installed	-	Milestone Data Not Required
2.f.	Existing Workstations Upgraded	-	Milestone Data Not Required
2.g.	Outreach Activities	-	Milestone Data Not Required
2.h.	Training Programs	-	Milestone Data Not Required
2.i.	Other (please specify):	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).
 n/a

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Budget for Entire Project				Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
Cost Classification	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
b. Fringe Benefits	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
c. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
d. Equipment	\$705,000	\$211,500	\$493,500	\$623,986	\$211,500	\$412,486	\$705,000	\$211,500	\$493,500
e. Supplies	\$1,141,040	\$343,219	\$797,821	\$1,141,040	\$343,219	\$797,821	\$1,141,040	\$343,219	\$797,821
f. Contractual	\$374,270	\$112,281	\$261,989	\$374,270	\$112,281	\$261,989	\$374,270	\$112,281	\$261,989
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
i. Total Direct Charges (sum of a through h)	\$2,220,310	\$667,000	\$1,553,310	\$2,139,296	\$667,000	\$1,472,296	\$2,220,310	\$667,000	\$1,553,310
j. Indirect Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
k. TOTALS (sum of i and j)	\$2,220,310	\$667,000	\$1,553,310	\$2,139,296	\$667,000	\$1,472,296	\$2,220,310	\$667,000	\$1,553,310

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: \$0	b. Program Income to Date: \$0
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