

ANNUAL 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 21-42-B10562	3. DUNS Number 105370931
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4. Recipient Organization

 LOUISVILLE-JEFFERSON COUNTY METRO 301 YORK ST, LOUISVILLE, KY 40203

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> No
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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 Lee S Burchfield Manager of Computer Services	7c. Telephone (area code, number and extension) (502) 574-1691
	7d. Email Address Lee.Burchfield@LFPL.org

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-17-2012
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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)	0	0	0
Libraries	2	18	20
Community Colleges	0	0	0
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 (please specify):	0	0	0
Other Community Support-Non-Governmental (please specify):	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
Shawnee Library Teen Computer Center 3912 W. Broadway Louisville, KY 40211	6	51	11	19	372
Southwest Regional Library Job Shop 10375 Dixie Highway Louisville, KY 40272	13	55	12	19	871

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					
Main Library Public Computer Center 301 York St. Louisville, KY 40203	119	56	8	45	7,497
Western Branch Library PCC 604 S. 10th Street Louisville, KY 40203	10	41	7	10	480
Shawnee Branch Library PCC 3912 W. Broadway Louisville, KY 40211	20	51	7	10	1,160

Prior to Improvement					
Highlands Branch Library PCC 1250 Bardstown Rd. Louisville, KY 40204	24	51	7	10	1,392
Southwest Regional Library PCC 10375 Dixie Highway Louisville, KY 40272	56	56	8	10	3,584
Iroquois Branch Library PCC 601 W. Woodlawn Ave. Louisville, KY 40215	41	51	7	10	2,378
Bon Air Branch Library PCC 2816 Del Rio Place Louisville, KY 40220	35	56	8	10	2,240
Westport Branch Library PCC 8100 Westport Rd. 40222	16	24	7	10	496
Crescent Hill Branch Library PCC 2762 Frankfort Ave. Louisville, KY 40206	15	51	7	10	870
Fairdale Branch Library PCC 10616 W. Manslick Rd. Louisville, KY 40118	8	41	7	10	384
Middletown Branch Library PCC 200 N. Juneau Drive Louisville, KY 40243	16	51	7	10	928
St. Matthews Branch Library PCC 3940 Grandview Ave. Louisville, KY 40207	33	51	7	10	1,914
Fern Creek Branch Library PCC 6768 Bardstown Rd. Louisville, KY 40291	19	51	7	10	1,102
Jeffersontown Branch Library PCC 10635 Watterson Trail Louisville, KY 40299	32	51	7	10	1,856
Okolona Branch Library PCC 7709 Preston Highway Louisville, KY 40219	22	51	7	10	1,276
Newburg Branch Library PCC 4800 Exeter Avenue Louisville, KY 40218	34	51	7	10	1,972
Portland Branch Library PCC 3305 Northwestern Parkway Louisville, KY 40212	11	41	7	10	528
Shively Branch Library PCC 3920 Dixie Highway Louisville, KY 40216	13	51	7	10	754

		Add New PCC			Remove New PCC		
After Improvement							
Main Library Public Computer Center 301 York St. Louisville, KY 40203	119	56	12	350	8,092		
Western Branch Library PCC 604 S. 10th Street Louisville, KY 40203	10	41	7	19	480		
Shawnee Library PCC 3912 W. Broadway Louisville, KY 40211	35	51	11	19	2,170		
Highlands Branch Library PCC 1250 Bardstown Rd. Louisville, KY 40204	24	51	7	19	1,392		
Southwest Regional Library PCC 10375 Dixie Highway Louisville, KY 40272	56	56	12	19	3,808		
Iroquois Branch Library PCC 601 W. Woodlawn Ave. Louisville, KY 40215	48	51	11	19	2,976		
Bon Air Branch Library PCC 2816 Del Rio Place Louisville, KY 40220	35	56	12	19	2,380		
Westport Branch Library PCC 8100 Westport Rd. 40222	16	24	7	19	496		
Crescent Hill Branch Library PCC 2762 Frankfort Ave. Louisville, KY 40206	15	51	7	19	870		
Fairdale Branch Library PCC 10616 W. Manslick Rd. Louisville, KY 40118	8	41	7	19	384		
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Jeffersontown Branch Library PCC 10635 Watterson Trail Louisville, KY 40299	32	51	7	19	1,856		
Okolona Branch Library PCC 7709 Preston Highway Louisville, KY 40219	22	51	11	19	1,364		

Newburg Branch Library PCC 4800 Exeter Avenue Louisville, KY 40218	34	51	7	19	1,972
Portland Branch Library PCC 3305 Northwestern Parkway Louisville, KY 40212	11	41	7	19	528
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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:

At Job Shop locations, use of computers is reserved for users who are searching for, applying for, or training for employment.

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
Cisco	ASA 5540 Firewall	26,966	1	Firewall deployed in data center at Main Library to enable upgrade of Internet bandwidth shared by all locations. Previous firewall supported up to 150mb/sec. This firewall extended our capacity to 650 mb/sec, the target connectivity to provide broadband speed at the desktop level at all locations.
HP	Touchsmart All-in-one Computer	1,213	133	We have installed 90 of the 133 computers at 1 of 4 locations. The remainder will be installed when work is complete on the new computer centers at our Fairdale, Western, and Bon Air Branch libraries.
Epson	LCD Projector	815	1	The projector is used by our TechConnects team of technology trainers for offering classes and workshops at remote locations.
HP	Probook laptop computer	609	13	These laptops are part of a portable classroom used by our TechConnects staff to offer training and workshops at remote locations.
Apple	iPad tablet computer	495	4	These iPads are used by our Techconnects staff to offer "Make Lab" training and workshops at remote locations.
FujiFilm	Fine Pix JZ300 Digital Camera	129	4	These are used in our "Make Lab" programming to offer training on digital photography, photo editing, and movie-making.
Britek	ChromaKey Green Muslin Screen	56	1	Used in our "Make Lab" training programs for the production of video.
Apparent	Doxie portable scanner	139	1	Used by our TechConnects and JobShop staff to scan documents using OCR for programming and in support of services to job seekers.
WACOM	CTH461 Bamboo Craft Pen & Tablet	120	4	Used by our TechConnects staff for their "Make Lab" programming.
Zoom	H2 Handy Recorder	298	2	Portable digital recorder used in "Make Lab" programming.
Sony	MHSTS20/B MP4 Bloggie Touch Camera	160	2	Used in "Make Lab Programming" for recording video.
Sony	Wireless Camcorder Microphone	110	2	Used in "Make Lab Programming" for recording video.
Kensington	Keyfolio Keyboard/ Case for Ipad	75	4	Used to provide keyboard interface for iPad tablets used in "Make Lab" programming.
Kensingt	Microsaver Cable Lock	38	9	Used in public computer centers to secure HP Touchsmart computers and laptops to prevent theft.

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Totals:		31,223	181	

Add Equipment

Remove Equipment

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported cumulatively 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	111,762	111,762	0
Multimedia	532	398	789
Office skills	672	498	768
ESL	0	0	0
GED	0	0	0
College Preparatory Training	139	138	80
Basic Internet and Computer Use	1,166	893	1,244
Certified Training Programs	0	0	0
Other (please specify): Job Search/Job Skills Development	946	854	1,603
Total	115,217	114,543	4,484

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 at all 18 of our library locations offer free Internet access for library patrons who want to search for jobs, access email, apply online for jobs, and use networking sites such as LinkedIn to make contacts in search of employment. In addition, at our Job Shop locations we offer computers that are reserved for people searching for or applying for jobs. These locations also offer job skills technology training, resume writing software and assistance, free printing, and fax services. Special programs are offered on topics including dressing for success and job interview skills. Special classes are also offered for teens to provide the specialized guidance and resources they need to get a job, for many of whom it is their first job. Other services are available, not necessarily funded through the BTOP program, including online certification test preparation, GED preparation resources, and practice tests for licensing in vocations and trades such as plumbing, law enforcement, and culinary arts.

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).

No subcontracts or subgrants have been or will be awarded.

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

Our best practices list would include:

- Use of all-in-one form factor computers to simplify and streamline storage, transport, and installation of computers.
- Standardization on a single model of computer, to enable easy replacement and ensure universally compatible replacement parts and peripherals.
- Use of system-recovery software, in our case Drive-Vaccine, to prevent unwanted system changes.
- Use of enterprise security solution, Symantec Endpoint Protection, with daily centralized updates to prevent system infection and guard against malware, keystroke logging, and browser hijacking.
- Use of Windows Active Directory and policy to enable remote and unattended installation of operating system patches, software installation, and browser plugin updates.
- Use of Windows Policy and 3rd party computer session management software to secure desktop and operating system environment, preventing changes to desktop icons, background, screen resolution, and blocking or strictly limiting access to computer hard drive and system files.
- Use of standardized curriculum with a central storage location for outlines, handouts, etc., in order to prevent duplication of effort and to ensure uniformity and conformity to lesson standards.

Creation and consistent use of tracking system for recording classes offered, attendance figures, and hours worked by BTOP-funded staff in order to facilitate prompt report preparation.

Lessons learned:

Staffing has been difficult to maintain consistently. Building expected vacancies into the personnel budget would have made cost projections more accurate and goals easier to meet.

Costs for many hardware and software products have fluctuated, but typically have trended lower. Anticipating some lower costs and building some contingencies into the project budget would have made it easier to adapt to changing economics.

We did not include estimated indirect costs for grant administration into the budget. Given the amount of time needed for reporting and project management, estimating and including these expenses would have lowered the overhead and better reflected the actual costs of the project.