## 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 | 22-42-B10018 | 176036564 |

**4. Recipient Organization**

State Library of Louisiana 701 North 4th Street, Baton Rouge, LA 70802

| 5. Current Reporting Period End Date (MM/DD/YYYY) | 6. Is this the last Annual Report of the Award Period? |
|---|---|
| 12-31-2013 | ⦿ **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) |
|---|---|
| Bryan   Babin | (225) 342-6759 |
| | **7d. Email Address** |
| | bbabin@slol.lib.la.us |

| 7b. Signature of Certifying Official | 7e. Date Report Submitted (MM/DD/YYYY): |
|---|---|
| Submitted Electronically | 04-30-2013 |

## 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** | 0 | 0 | 0 |
| **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*** <br> **(please specify):** | 0 | 0 | 0 |
| **Other Community Support-*Non-Governmental*** <br> **(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 |
|---|---|---|---|---|---|
| N/A | 0 | 0 | 0 | 0 | 0 |

| 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** | | | | | |
| N/A | 0 | 0 | 0 | 0 | 0 |

| Add New PCC | Remove New PCC |
|---|---|

| **After Improvement** | | | | | |
|---|---|---|---|---|---|
| N/A | 0 | 0 | 0 | 0 | 0 |

| 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:**

We have delivered 640 laptops to 62 Public Library systems, but these are not used as additional PCC workstations. They are for checkout to the public and are primarily used outside the PCCs. In addition to these laptops, we have installed and delivered 65 accessibility workstations to 64 parishes (or counties). These workstations are Dell PC's with specialized software installed and a separate CCTV magnification unit. We had the final unit deployed, and the last training session completed on January 17, 2013.  The 640 laptops and the 65 accessibility workstations give us the total of 705 that we have accounted for in our final report (Year 4, Quarter 1).  By adding these 65 accessibility workstations and an additional 275 installations of the MAGic (magnification) software packages within library branches statewide, we will be helping disabled users that are in need of these services.

**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 |
|---|---|---|---|---|
| Dell | PowerVault 124T LTO-140 Backup System with 10 LTO5 Tapes | 6,687 | 1 | In order for us to have delivered 4,746 training & consulting sessions statewide we had to develope & use a registration system as well as deploy a Microsoft SharePoint Server. The PowerVault Backup system was approved by BTOP, purchased & deployed to ensure these systems & the data collected were being properly backed up. |
| Dell | Dell KACE eK1100 Help Desk Appliance | 9,954 | 1 | This Help Desk appliance was deployed to keep track of grant related work orders. We've used this device to track checkout laptop repairs, wireless router deployment & repairs, site visit training sessions & repairs. We have even leveraged the remote licenses to purchase the full version appliance & licenses so that we can do more work for the public libraries without the expense of traveling to their site for every single repair, thus allowing us to continue the same level of technology support after the grant ends. |
| Fluke | EtherScope Series II Network Assistant | 9,975 | 1 | This handheld EtherScope analyzer assists us with installation, validation and troubleshooting of public libraries local area networks & wireless networks. This level of diagnosis is invaluable to our libraries and ensures the public the best possible broadband experience. |
| **Totals:** | | 26,616 | 3 | |

[ 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** | 0 | 0 | 0 |
| **Multimedia** | 0 | 0 | 0 |
| **Office skills** | 21,282 | 12,555 | 95,158 |
| **ESL** | 0 | 0 | 0 |
| **GED** | 0 | 0 | 0 |
| **College Preparatory Training** | 0 | 0 | 0 |
| **Basic Internet and Computer Use** | 17,511 | 10,499 | 38,285 |
| **Certified Training Programs** | 0 | 0 | 0 |
| **Other (please specify):** Career Enhancement, Business Skills & Site Visit Consulting/Support | 6,607 | 3,161 | 24,468 |
| **Total** | 45,400 | 26,215 | 157,911 |

**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).**
We have provided crucial technical services during our consulting site visits that have improved their infrastructural stability. This has had an overall positive effect on the public's perception of broadband usage. We have provided additional resources to encourage the use of public library PCCs. We have created the Louisiana Jobs and Career Center (LAJaCC) website which pulls together over 100 of the best resources for the job hunter. It also provides links to online tutoring, test preparation tools, career information, computer skills tutorials, small business resources, resume assistance and many other resources for the person looking for a job or considering changing careers. The after school online tutoring service, HomeworkLouisiana, provides assistance not only to students preparing for their future, but also provides GED tutoring. Learning Express provides tools to assist the adult student in preparing for their GED: sample tests, skill builders, etc. Career Cruising, one of the electronic resources provided by this grant, provides in-depth information on careers, education needed, resume templates and more. Together these resources have been used over 100,000 times since the inception of the grant.

**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).**

N/A

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

We have learned several lessons since the beginning of the grant.

First, we have learned that just because people sign up for a class that does not mean they will attend.  We had long waiting lists for some classes.  So, two days prior to each class, State Library staff would call each person who was registered and remind them about the class.  If they said at that time they could not come, then we would call the next person on our waiting list.

Second, we learned that the entire project needed constant marketing and promotion.  We worked directly with the public libraries, providing them with sample press releases, flyers, posters, fact sheets, etc. – all they had to do was to insert their library name.  We have seen increased registration and solid attendance at training in areas where the libraries have promoted the services; lower registrations in areas that did not.   Based on answers to class evaluation forms, it appears that the ways most people hear about the training are through the newspaper, library signage and by word of mouth.

Third, we had consistent, written guidelines for all instructors teaching our classes.  We expected all classes to mention BTOP, the State Library, other resources available through the grant and so on.  We provided each instructor with several PowerPoint slides and a specific script outlining what to say. All instructors were trained to not only follow our script but to present the information with an exciting, high energy delivery. Our excitement over the entire program became infectious.

Forth, we learned that with any large scale program there needs to be a level of anticipated follow up support required.  Equipment breaks, software upgrades and re-training may be necessary. When key staff at public libraries who participated initially were replaced, it was necessary to follow up with new personnel on the various procedures involved.

Fifth, it was necessary to document detailed procedures as learned through an initial setup of hardware and software configurations. With any large scale project the same tasks may be revisited time and again as was the case here.  Without detailed notes it may be necessary to "re-invent the wheel".  Staff changes, library changes and equipment changes are a driving force behind this occurrence.  Adequate notes saved both time and frustration.

Sixth, have tools in place to accurately track all documents and resources used during a project.  This will need to include a centralized knowledge base for tracking and reporting details around any particular device, location or individual that may need to be referred back to in the future.