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** 36-42-B10016	**3. DUNS Number** 806782173

4. Recipient Organization

New York State Education Department 89 Washington Avenue, Albany, NY 12234

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	**6. Is this the last Annual Report of the Award Period?** ◯ 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 Mary L Todd Library Development Specialist	**7c. Telephone (area code, number and extension)** (518) 486-4858
	7d. Email Address mtodd@mail.nysed.gov
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-13-2012

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)	0	0	0
Libraries	34	0	34
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* (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
Albany Public Library 161 Washington Ave Albany, NY 12010	16	32	8	5.3	147
Alfred Box of Books Library 1 West University St. Alfred NY 14802	13	35	4	15	29
Amsterdam Free Library 28 Church St. Amsterdam, NY 12180	20	53	6	15	495
Baldwinsville Public Library 33 E. Genesee St. Baldwinsville, NY 13027	21	56	10	50	174
Carthage Free Library 412 Budd St. Carthage NY 13619	16	44	0	4.9	139
Clinton Essex Franklin Library System (E-Mobile) 33 Oak St. Plattsburgh, NY 12901	11	38	0	1.5	48
Cortland Free Library 32 Church St. Cortland, NY 13045	15	21	5	12	149
Crandall Public Library 251 Glen St. Glens Falls, NY 12801	14	57	12	10	953
Dunkirk Free Library 536 Central Ave. Dunkirk, NY 13048	21	43	7	35	190

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
Geneva Public Library 244 Main St. Geneva, NY 14456	16	51	5	35	190
George F. Johnson Memorial Library 1001 Park St. Endicott, NY 13760	16	40	4	12	74
Greater Poughkeepsie Library District 93 Market Street Poughkeepsie, NY 12601	18	56	11	10	1,011
Haverstraw Kings Daughters Public Library 10 W. Ramapo Rd. Garnerville, NY 10923	16	27	6	100	84
James Prendergast Library Association 509 Cherry St. Jamestown, NY 14701	34	49	6	100	124
Jefferson Community College 1220 Coffeen St. Watertown, NY 13601	15	30	0	3	22
Cheektowaga Public Library aka Julia Boyer Reinstein Library 1030 Losson Rd. Cheektowaga, NY 14227	21	48	7	10	667
Lockport Public Library 23 East Ave Lockport, NY 13094	12	52	8	10	875
Mahopac Library 668 Rte 6 Mahopac NY 10541	13	54	12	20	750
Mid York Library System (PCC) 1600 Lincoln Ave. Utica, NY 13502	30	40	0	10	10
Mid York Library System (E-Mobile) 1600 Lincoln Ave. Utica, NY 13502	16	30	8	3	40
Moore Memorial Library 59 Genesee St. Greene, NY 13778	15	49	6	15	134
New Rochelle Public Library 1 Library Plaza New Rochelle, NY 10801	23	49	12	10	105
New York State Library Cultural Education Center Madison Ave. Albany, NY 12230	55	47	8	100	458
Nioga Library System 6575 Wheeler Rd. Lockport, NY 14094	14	35	7	1.5	53

North Country Library System 22072 County Rte 190 Watertown, NY 13601	24	38	0	3	27
Olean Public Library 134 N. Second St. Olean, NY 14760	21	57	7	10	115
Oswego SD Public Library 120 East Second St. Oswego, NY 13126	18	50	6	15	297
Plattsburgh Public Library 19 Oak St. Plattsburgh, NY 12901	12	35	0	6	86
Port Jervis Free Library 138 Pike St. Port Jervis, NY 12771	15	52	7	10	314
Potsdam Public Library 2 Park St. Potsdam, NY 13676	15	52	8	9	310
Southeast Steuben County Library 300 Nasser Civic Center Plaza Suite 101 Corning, NY 14830	21	46	10	10	878
Southern Tier Library System 9424 Scott Rd. Painted Post, NY 14870	18	38	0	1.5	45
Utica Public Library 303 Genesee St. Utica, NY 13501	21	57	12	15	148
Wayland Free Library 101 W. Naples St. Wayland, NY 14572	12	42	4	2	108
Western Sullivan Public Library 19 Center St. Jeffersonville, NY 12748	19	24	4	10	68

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:

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
Lifesize Express 220-10x Cam Phone	2236638	6,050	1	Teleconferencing capabilities for PCC (Carthage Free Library)
Chevrolet	Cargo Van 2500	19,007	1	E-Mobile Services vehicle (Clinton Essex Franklin Library System)
Chevrolet	Cargo Van	24,042	1	E-Mobile Services vehicle (Mid York Library System)
LifeSize	EXP 220-10x Cam Micpod	5,486	1	Teleconferencing capabilities for PCC (Moore Memorial Library)
LifeSize	LifeSize Bundle 220	8,740	1	Teleconferencing capabilities for PCC (Oswego Public Library)
LifeSize	LifeSize Tram 220 Videoconferencing Kit	8,653	1	Teleconferencing capabilities for E-Mobile (Southern Tier Library System)
LifeSize	Team 220 Video Conferencing equipment	8,653	1	Teleconferencing capabilities (wayland Public Library)
Totals:		80,631	7	

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	205,425	338,224	336,365
Multimedia	6,000	5,557	6,223
Office skills	29,775	15,202	29,922
ESL	8,000	6,590	12,919
GED	1,025	790	1,968
College Preparatory Training	350	304	372
Basic Internet and Computer Use	68,678	37,578	59,029
Certified Training Programs	403	58	48
Other (please specify):	60,179	20,324	39,906
Total	379,835	424,627	486,752

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).

The Broadbandexpress@yourlibrary project has promoted economic recovery in a number of ways as listed below:

1) PCC training and assistance for the underserved, unemployed and underemployed has helped produce a workforce better equipped for 21st century employment opportunities. A better trained workforce will encourage business expansion, thus increasing the economic base within communities.

2) The PCC has promoted economic recovery by providing the technological tools so participants can better locate and attain jobs, as well as providing them with a better grasp of technology to help them advance in the jobs they currently have.

3) With an online job market many people are denied job opportunities. By providing job-related training and access to high speed Internet, PCCs provide people with the skills they need to search for and apply for a job that matches their skills and abilities.

The PCC specifically provides both a 24/7 online tool- JobNow- plus personalized instruction on how to use technology to search for jobs, fill out employment applications online, communicate with potential employers via e-mail, create electronic versions of resumes

and cover letters, and basic interview strategies. Beyond formal classes, a very important part of the PCCs is to have employment specialists available for individual consultation on a regular schedule in community locations.

4)Job related instruction also includes basic digital literacy, experience with the most up-to-date software and office products that are commonly used by potential employers plus access to online testing tools for educational exams and civil service/licensing exams.

5) PCCs work at bringing relevant, quality programming for small business owners and entrepreneurs including topical training, technical expertise and soft skills business training for both employers and employees. Some of the more popular courses have been "Developing a Marketing Plan," "Record Keeping for Small Business," "Quicken for Business," and "Using Facebook and LinkedIn to Promote Your Business." Many PCCs have partnered with Chambers of Commerce to develop and offer programming and courses for entrepreneurs and business people.

6) In most communities many adults do not have access to the standard means of gaining basic digital literacy skills without external help. Considering the necessity of these kinds of skills for success in today's society, PCCs directly address the challenge of access to the Internet (either monetary barriers or geographic) and of experience and practice using computers through a well-staffed open lab that is accessible at various times of the day and evening coupled with the availability of an adequate number of public access computers.

7) PCCs offer guided access to local, state and federal services (from tax information through social service agencies) thereby enabling more people to benefit from their local infrastructure.

8) As necessary, PCCs help equip people whose first language is other than English by offering services and instruction designed to improve both their quality of life and employability.

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).

 None

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

1) Have a clear, written plan at the outset of the project that encompasses: a) the kinds of programs and services that will be provided and how; b) who will be responsible for providing such services; c) various documentation and resources for those programs/services (ie: surveys, basic patron resource handouts), and d) a staff training plan. The scale of the PCC work can be quite overwhelming and it is easy to try to do more than is reasonable. Having a written plan to guide decisions and a good system of record keeping from the beginning will help any new PCC immensely.

2) Sharing and collaboration is the key for the development and sustainability of a strong PCC. Although a partnership is generally a mutually beneficial arrangement between parties who have similar missions or goals, despite common ground, partnerships take time and patience. The involvement of time in nurturing relationships means that PCCs should focus on a few partners at a time. The most important factor to success is responsiveness. Each agency must be willing and able to adjust to support the needs of its partner. One way of promoting partnerships is to build both a referral system and cooperatively promoted services.

3) Advertising and publicity are a must. In-house produced flyers, bulletin board postings, and brochures, e-mail alerts, Facebook and website postings, television commercials, radio spots and newspaper announcements make patrons aware of the programs and services available to them on a continuing basis. Create an interactive website with links to other applications. For example, your website could allow people to register for classes online; contain links to actively updated Twitter and Facebook accounts, and also contain links to small business sites and 'how-to' videos.

4) Convene focus groups to find out what PCC target population(s) need. PCCs receive some of the best ideas from those they are serving. Ask people in a workshop what else they would like to learn. Ask community members what would bring them into the PCC. Try to identify and remove barriers to participation. Consider creating an advisory board of community leaders and a cross section of the general population. Give them specific tasks related to the development and sustainability of PCC services.

5) Understand and plan for potential problems. Obstacles which face a number of PCCs include: low population density combined with low levels of aspiration that are found in chronically economically depressed areas, lack of incentives to become digitally literate and lack of time to invest in education. PCCs may want to invest in professional public relations and marketing services to market the project. Additionally, staff should work to provide a stable yet flexible schedule so that people will have numerous opportunities to participate.

6) Utilize sound instructional principles when developing workshops and classes. Design instruction to be audience specific. Technology for anyone who did not grow up using it is intimidating and confusing. Similar to learning a foreign language, technological skill is acquired over time with practice—not with one or two exposures. All classes should involve hands-on learning and include time for participants to practice new skills. People can only absorb so much. It is recommended that no class be longer than two hours. The PCC lab needs to schedule training in various program formats: walk-in help, computer-based training, instructor- led courses and one-on-one training. All participants should leave with a handout or flash drive for future reference. Most importantly, commit to showing the highest level of customer service. Patrons will not want to utilize the service if the staff seems distant and unwelcoming.

7) PCCs should be in frequent communication with other PCCs within their state (and other states, if possible) to share ideas and techniques. Having project websites and listservs have proved to be effective communication avenues for this important activity.