

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 48-42-B10534	3. DUNS Number 095085747
--	---	--

4. Recipient Organization

Library & Archives Commission, Texas State 1201 BRAZOS STREET, AUSTIN, TX 787011938

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2013	6. Is this the last Annual Report of the Award Period? <p style="text-align: center;"> <input checked="" type="radio"/> Yes <input type="radio"/> No </p>
--	--

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 Denise Hendlmyer	7c. Telephone (area code, number and extension)
	7d. Email Address dhendlmyer@tsl.state.tx.us

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 10-30-2013
---	--

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	3	113	116
Community Colleges	0	10	10
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): mostly city recreation centers and multi-purpose centers	26	2	28
Other Community Support-Non-Governmental (please specify): Hugh Smith Recreation Center	1	0	1

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
See Addendum	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					
See Addendum	0	0	0	0	0

Add New PCC

Remove New PCC

After Improvement

See Addendum	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
EME Corporation	wide scanner	9,595	1	Scanner for public use at Eagle Pass Public Library
Dell	PowerEdger R320 Server Domain	6,036	1	Server for Palestine Public Library computer network
Library Interiors of Texas	reference/tech help desk	46,160	1	new reference/tech help desk for San Antonio Public Library's Connect Space (renovated computer center)
Metro Fire Apparatus Specialists, INC.	Mobile PC Lab vehicle	234,190	1	Arlington Public Library's mobile lab vehicle for public computing and computer training out in the community.
Totals:		295,981	4	

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	414,823	67,408,676	0
Multimedia	854	14,956	32,641
Office skills	2,562	34,428	67,323
ESL	214	1,090	11,766
GED	213	1,664	9,519
College Preparatory Training	214	625	1,334
Basic Internet and Computer Use	16,229	96,471	190,006
Certified Training Programs	0	0	0
Other (please specify): workforce development (resume writing, job search, online applications), digital photography, computer gaming and misc. advanced computer topics	1,068	12,221	29,556
Total	436,177	67,570,131	342,145

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 Technology Expertise, Access and Learning for all Texans project (TEAL) promotes economic recovery in communities across Texas by providing job seekers with access to the internet, as well as basic computer skills, Office skills and workforce development/ job training at local libraries and computer centers. Basic computer skills trainings prepare job seekers with the skills that they need to enter the workforce, while other training classes cover resume writing, online job searching, applying for jobs online and more. Several participating libraries offer classes in multiple languages for English as a Second Language (ESL) and Spanish-speaking job seekers. The Texas State Library also conducts computer and workforce development classes via mobile computer labs in libraries lacking the resources to offer classes themselves. This means that a diverse set of unemployed Texans can find the resources that they need to secure a job at a time when many of them cannot afford home access and when many employers are requiring online applications. Anecdotal evidence indicates success. As Austin Public Library reports, "The excitement and pride an individual shows when they first learn how to use e-mail or figure out how to download and save a file is inspiring, but the most rewarding experiences are hearing from customers who got the job interview and job they wanted. Recently Gracia returned to the Lab to talk about her new job working for the city as a janitor/floor tech making good pay, 40 hours a week with benefits. Gracia was a perfect Carver Computer Training and Job Search Center customer. She had been a custodian for over 15 years and enjoyed the work, but she did not have the computer skills needed to connect her with a job that fit her expertise and experience. She came in 3 -4 days a week after a full day of work. She was tired but kept at it. She received help navigating the online jobs boards, creating her resume, and using online portals and websites. After working with her, often answering the same types of questions most days, such as 'what does this field mean?' or 'How do I upload my resume again?' she became more proficient using the computer and internet to find a job. The computer and technology no longer was an obstacle keeping her from a job, but rather a tool in finding one."

Additionally, the Texas State Library and Archives Commission (TSLAC) is collaborating with the Texas Workforce Commission at the agency level. We hosted training webinars for librarians about the workforce system, including online resources for job seekers for incorporation into trainings. The agency collaboration has prompted local collaborations in places like Seven Points. Last year the Library at Cedar Creek hosted a job fair with the help of the local workforce office, attracting more than 15 employers and 150 job seekers to this small town library.

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).

The very last month of the BTOP Grant term, TSLAC technology trainers hosted mini- technology training sessions for library staff. Although we could have reached more people with larger workshops, the smaller, intimate sessions were very popular. Helping patrons with technology can be an intimidating subject for library staff who are not trained in this area and do not see themselves as technology experts or as technology trainers. We learned that people who may not feel equipped or confident enough to attend a larger workshop on the topic of helping patrons with technology were more willing to attend a smaller session, for a shorter amount of time, when coached and encouraged one-on-one by state library staff.