

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 04-42-B10001	3. DUNS Number 360861509
4. Recipient Organization Arizona State Library Archives and Public Records 1700 W. Washington St. Ste. 200, Phoenix, AZ 85007		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2010	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Irene Garnett	7c. Telephone (area code, number and extension)	
	7d. Email Address igarnett@lib.as.us	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-15-2011	

PROJECT INDICATORS						
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input checked="" type="radio"/> Improved <input type="radio"/> 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	24	24		
	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	0	0	0		
	(please specify): N/A					
	Other Community Support-Non-Governmental	0	0	0		
	(please specify): N/A					
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						
	Douglas Public Library 560 East 10th Street Douglas, AZ 85607-2010	19	45	8	2	850
	Fort McDowell Tribal Library 16708 N. Fort McDowell Road Ft. McDowell, AZ 85264	18	44	0	5	60
	Hayden Public Library 520 Velasco Avenue Hayden, AZ 85235	8	42	0	2	60
	Young Public Library 328 North McLane Road Payson, AZ 85541-4340	2	20	4	1	10

Prior to Improvement					
Glendale Public Library 5959 West Brown Street Glendale, AZ 85302-1200	60	57	12	10	2,800
Foothills Branch Library 19055 North 57th Avenue Glendale, AZ 85308-6841	43	57	8	10	2,000
Velma Teague Branch Library 7010 North 58th Avenue Glendale, AZ 85301-2425	40	57	8	10	2,000
Salazar-Ajo Branch Library 33 Plaza Street Ajo, AZ 85321-2463	6	48	8	1	320
Caliglia Arivaca Branch Library 17050 West Arivaca Road Arivaca, AZ 85601	4	32	8	100	100
El Pueblo Branch 101 West Irvington Tucson, AZ 85714-3050	13	41	8	100	570
Sam-Lena South Tucson Library 1607 South 6th Avenue Tucson, AZ 85713-2803	26	39	12	100	950
Santa Rosa Learning Center 1075 South 10th Avenue Tucson, AZ 85701-2900	38	36	8	100	400
Pima Public Library 50 South 200 West Pima, AZ 85543	5	33	0	3	25
Safford City - Graham County Library 808 7th Avenue Safford, AZ 85546-2944	28	42	4	5	650
Rio Rico Library 1060 Yavapai Drive Rio Rico, AZ 85648-1502	7	39	5	2	145
Sonoita Community Library County Complex Building 3147 State Route 83/ Highway 82 Sonoita, AZ 85637	3	15	0	2	15
Tubac Community Library	2	25	0	2	10

50 Bridge Road Tubac, AZ 85644 Camp Verde					
Community Library 130 Black Bridge Loop Road Camp Verde, AZ 86322-7394	5	38	6	2	120
Joel D.Valdez Main Library 101 North Stone Avenue Tucson, AZ 85701-1501	50	50	11	100	2,700
Congress Public Library 26750 Santa Fe Road Congress, AZ 85332	6	18	4	1	60
Cottonwood Public Library 100 South 6th Street Cottonwood, AZ 86326-4238	16	48	7	2	675
Valencia Library 202 West Valencia Road Tucson, AZ 85706-6897	15	47	12	100	1,200
Prescott Public Library 215 East Goodwin Street Prescott, AZ 86303-3998	49	53	12	45	2,600
Sedona Public Library 3250 White Bear Road Sedona, AZ 86336-4337	20	43	12	3	940

Add New PCC

Remove New PCC

After Improvement					
Douglas Public Library 560 East 10th Street Douglas, AZ 85607-2010	30	42	4	2	720
Fort McDowell Tribal Library 16708 N. Fort McDowell Road Ft. McDowell, AZ 85264	28	36	0	5	100
Hayden Public Library 520 Velasco Avenue Hayden, AZ 85235	12	42	0	2	100
Young Public Library 328 North McLane Road Payson, AZ 85541-4340	5	20	4	1	75
Glendale Public Library 5959 West Brown Street Glendale, AZ 85302-1200	75	34	9	10	2,700

Foothills Branch Library 19055 North 57th Avenue Glendale, AZ 85308-6841	56	31	5	10	1,300
Velma Teague Library Branch 7010 North 58th Avenue Glendale, AZ 85301-2425	51	28	4	10	1,400
Salazar-Ajo Branch Library 33 Plaza Street Ajo, AZ 85321-2463	18	48	8	1	315
Caliglia Arivaca Library Branch 17050 West Arivaca Road Arivaca, AZ 85601	10	32	8	100	75
El Pueblo Library 101 West Irvington Tucson, AZ 85714-3050	25	41	8	100	625
Sam-Lena South Tucson Library 1607 South 6th Avenue Tucson, AZ 85713-2803	38	39	12	100	850
Santa Rosa Learning Center 1075 South 10th Avenue Tucson, AZ 85701-2900	50	36	8	100	450
Pima Public Library 50 South 200 West Pima, AZ 85543	12	30	0	3	85
Safford City - Graham County Library 808 7th Avenue Safford, AZ 85546-2944	28	36	0	5	600
Rio Rico 1060 Yavapai Drive Rio Rico, AZ 85648-1502	8	39	0	2	230
Sonoita Community Library County Complex Building 3147 State Route 83/ Highway 82 Sonoita, AZ 85637	6	20	0	2	30
Tubac Community Library 50 Bridge Road Tubac, AZ 85644	5	25	0	2	30
Camp Verde Community Library 130 Black Bridge Loop Road	19	33	8	2	500

Camp Verde, AZ 86322-7394					
Joel D. Valdez Main Library 101 North Stone Avenue Tucson, AZ 85701-1501	62	50	11	100	2,800
Congress Public Library 26750 Santa Fe Road Congress, AZ 85332	13	18	4	1	65
Cottonwood Public Library 100 South 6th Street Cottonwood, AZ 86326-4238	17	36	4	2	680
Valencia Library 202 West Valencia Road Tucson, AZ 85706-6897	35	47	12	100	1,300
Prescott Public Library 215 East Goodwin Street Prescott, AZ 86303-3998	56	48	12	45	2,100
Sedona Public Library 3250 White Bear Road Sedona, AZ 86336-4337	40	41	7	3	920

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
N/A	N/A	0	0	N/A
Totals:		0	0	

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	0	0	0

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	0	0	0
Certified Training Programs	0	0	0
Other (please specify): N/A	0	0	0
Total	0	0	0

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 Public Computer Centers, located within our participating libraries, have provided patrons with increased access to computers, especially to patrons in traditionally neglected or under-served communities. Because many people in these communities have suffered in the economic downturn, the libraries' Public Computer Centers are often the only access they have to broadband-supported internet and the 21st century tools that the public-access computers facilitate. According to a recent survey, the Public Computer Centers are used by patrons for creating and revising resumes, filling out on-line applications for school programs-- often continuing education and vocational certification programs-- or for applying to jobs, and searching for jobs using internet sites such as Monster.com. The librarians managing the Public Computer Centers also promote economic recovery by using the computers for job-training educational workshops. Examples of some innovative programs at participating libraries are: Resume Basics, Preparing for your GED, LifeSpan Learning, and Achieving Computer Literacy and Employment. In addition to helping adults find jobs and access job-training, the Public Computer Centers allow students to conduct educational research using the many online e-resources and databases provided to the libraries by LSTA and other grants through the Arizona State Library. Students can freely use these databases and sites such as Tutor.com, as well as practice exams and tutorials for the GED, SAT and GRE, among other standardized tests. The increased number of Public Access Computer workstations in the Public Computer Centers have reduced wait times experienced by patrons and facilitated increased usage. Also, the grant-funded laptops facilitate mobile labs as the librarians are able to bring BTOP-funded laptops to community centers and recreation centers in remote areas that lack an established Public Computer Center. Often, Libraries provide the only freely accessible public computers to people in need of job-searching and job-training tools.

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).
 At the inception of this BTOP grant, the participating libraries were surveyed to determine the needs of their communities and were asked to compile lists of the equipment needed to improve their Public Computer Centers. They responded with numbers that would be ideal for serving their communities. Also during the early stages of this BTOP grant, the project manager created a time-line with milestones to be achieved at particular points during the three-year period. A lesson we have learned is that many of the participating libraries were in need of, and requested many new computer stations and other equipment, however they were severely understaffed, and thus unable to devote the time necessary to complete their orders, as well as set up the equipment as quickly as originally laid out in the baseline report. We have learned that the ordering and rolling-out the new Public Access Computers required a significant investment of time and work on the part of the participating libraries. The economic downturn resulted in many libraries cutting their staff and hours significantly. Therefore some of the libraries have had trouble meeting the time-line goals that were set prior to realizing the effects of the economic downturn.
 We have discovered that many factors contribute to real-life user statistics. By relying on a mathematical formula to project user numbers for the future, as documented in the initial grant, we were unable to anticipate many changes that the libraries experienced which affected their user numbers, such as drastically cut hours, changed time-limits for computer sessions, the need to replace older computers with new, BTOP replacements, an increase in personal laptop usage, and other factors contributing to reduced user statistics. However, each library has reported significant reduction in wait times for their Public Access Computers. Patrons are able to come in and access a computer without the long waits they had previously experienced prior to the addition of BTOP-funded workstations.