

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 11-41-B10518	3. DUNS Number 058250283
4. Recipient Organization DISTRICT OF COLUMBIA, GOVERNMENT OF District of Columbia Public Library, 901 G ST NW RM 400, WASHINGTON, DC 20001-4531		
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 Chris Tonjes Chief Information Officer, DCP	7c. Telephone (area code, number and extension) 202-727-5725	
	7d. Email Address chris.tonjes@DC.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-24-2011	

PROJECT INDICATORS						
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input type="radio"/> Improved <input checked="" 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	6	6		
	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	0	0	0		
	(please specify):					
	Other Community Support-Non-Governmental	0	0	0		
	(please specify):					
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
	801 North Capitol Street N.E.	70	60	11	1,000	1,453
<input type="button" value="Add New PCC"/>			<input type="button" value="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						
	3162 Mt. Pleasant St. N.W.	16	40	8	10	427
	3260 R St. N.W.	0	40	8	10	0
	330 7th St. N.E.	8	40	8	10	320
	3310 Connecticut Ave. N.W.	14	40	8	10	200
	5001 Central Ave. S.E.	20	40	8	10	333
	1800 Good Hope Road, S.E.	34	40	8	10	635
<input type="button" value="Add New PCC"/>			<input type="button" value="Remove New PCC"/>			
After Improvement						
	3162 Mt. Pleasant St. N.W.	24	40	8	1,000	427
	3260 R St. N.W.	40	40	8	1,000	0
	330 7th St. N.E.	14	40	8	1,000	320

3310 Connecticut Ave. N.W.	20	40	8	1,000	200
5001 Central Ave. S.E.	36	40	8	1,000	333
1800 Good Hope Road, S.E.	36	40	8	1,000	635

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:

NA

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
NA	0	0	0	NA
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	175,000	168,134	0
Multimedia	0	0	0
Office skills	1,035	766	1,450
ESL	0	0	0
GED	0	0	0
College Preparatory Training	40	40	680
Basic Internet and Computer Use	1,000	850	1,820
Certified Training Programs	85	81	930
Other (please specify): Job Seekers	300	242	484
Total	177,460	170,113	5,364

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 promote economic recovery by providing job skills training (more and more libraries are offering this), access to job searches--especially through our Job Seekers' portal, online courses and online databases.

Northeast Library reports that adults use public computers for job searching and creating resumes. Mt. Pleasant also reports that adults use the public computers for job searching.

Martin Luther King Jr. Memorial Library has instituted a monthly drop-in job clinic, which provides one-on-one help to job seekers. Northwest One Library offers drop-in computer and résumé help. Watha T. Daniel/Shaw Library offers a workshop on job searching online and another on Word for Résumés.

The community college estimates that 72% of the time students are using the computer lab for schoolwork, thus improving their chances of getting a degree and therefore a job. 15% of the time students are using the computers for job-related tasks, such as résumé creation and job searching.

The DC Public Library offers online databases that help build important job skills and prepare for academic and licensing tests, including the Learning Express Library, which offers practice tests and courses designed to help students and adult learners improve skills and pass academic and licensing tests; and the Testing and Education Reference Center, which helps users prepare for tests, plan for higher education, explore career paths, build a résumé and find job interview tools and tips.

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).

We have contracted with three small and local disadvantaged businesses (NOTE: As defined by the District government, not as defined by the federal government).

*Custom Integrated Solutions - This DC Ward 8-based business provides us with network engineering expertise. The company designed our network upgrade solution and will be involved in setting it up, documenting it, and working with the DC Office of the Chief Technology Officer throughout the grant.

*Hi Tech solutions - This DC ward 7-based business provided hardware used at the Petworth Library.

*Allied Telecom - This DC ward 2-based business is the library's Internet access and WAN service provider. The company provisioned, tested and documented each site as it was upgraded. This activity will continue throughout the life of the project.

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

Using our automated configuration and change management tools, we can load software and set up new computers quickly. We use several tools to automate the setup and change management process (and these tools greatly improve our efficiency, allowing us to support a larger number of computers of all types). These tools include:

*Faronics Deep Freeze - used to set and maintain the software configuration of all computers. This tool provides the ability to make mass changes very quickly, and to recover from virus or other customer-caused changes that would render them inoperable

*Windows system management tools - including group policy management console, software update server, powershell scripting and others

*Numara Footprints - our service desk solution used to automate the support and setup of all computers and peripherals. This tool greatly simplifies the support process by auto assigning issues to designated personnel

*Numara Asset Manager Platform - used to push out software updates to all PCs, and also used to track and report on inventory. Asset management is a critical and ongoing activity.

In addition, we strive for process maturity as defined by ITIL (Information Technology Infrastructure Library) V3 guidelines for incident management, service request management, problem management and configuration management.