



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

---

## **Table of Contents**

- A. General Application Information**
- B. Executive Summary, Project Purpose, and Benefits**
- C. Partners**
- D. Congressional Districts**
- E. Demographics**
- F. Project Budget**
- G. Historical Financials**
- H. Public Computer Center Summary**
- I. Project Readiness**
- J. Environmental Questionnaire**
- K. Environmental Questionnaire – Part 2**
- L. Uploads**



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

## A. General Application Information

<b>1. Applicant Information</b>	
<b>Name and Federal ID for Applicant</b>	
<b>DUNS Number</b>	159210863
<b>CCR # (CAGE)</b>	4VQ41
<b>Legal Business Name</b>	STATE, DELAWARE DEPT OF
<b>Point of Contact (POC)</b>	ANNIE NORMAN 3027394748 Ext. 126 annie.norman@state.de.us
<b>Alternate POC</b>	BETH-ANN RYAN 3027394748 Ext. 116 beth-ann.ryan@state.de.us
<b>Electronic Business POC</b>	BEN SAUSELEIN 3027394748 Ext. 132 ben.sauselein@state.de.us
<b>Alternate Electronic Business POC</b>	ANNIE NORMAN 3027394748 Ext. 126 annie.norman@state.de.us

<b>2. Name and Contact Information of Person to be Contacted on Matters Involving this Application:</b>	
<b>Prefix</b>	
<b>First Name</b>	Despina
<b>Middle Name</b>	
<b>Last Name</b>	Wilson



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

<b>Suffix</b>	
<b>Telephone Number</b>	302-739-4748
<b>Fax Number</b>	
<b>Email</b>	Despina.wilson@state.de.us
<b>Title</b>	Mgmt Analyst (Division of Libraries)

**3. Additional Contact Information of Person to be Contacted on Matters Involving this Application:**

<b>Project Role</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
Secondary Point of Contact	Ms. Annie , Norman	3027394748 5126	annie.norman@state.de.us
Other Contact	Mr. Michael , Hojnicky	3027399654	Michael.hojnicky@state.de.us
Other Contact	Mr. Ben , Sauselein	3027394748 5132	Ben.Sauselein@state.de.us

**4. Other Required Identification Numbers**

<b>Easygrants ID</b>	4843
<b>Funding Opportunity Number</b>	500000
<b>Catalog of Federal Domestic Assistance Number</b>	<b>BTOP CFDA Number:</b> 11.557 <b>BTOP CFDA Title:</b> Broadband Technology Opportunities Program

**5. Organization Classification**

<b>Type of Organization</b>	State or State Agency
<b>Is the organization a small business?</b>	No
<b>Does the organization meet the definition of a socially and</b>	No



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

<b>economically disadvantaged small business concern?</b>	
---	--

<b>6. Authorized Organizational Representative</b>	
<b>AOR</b>	NORMAN, ANNIE
<b>Result</b>	Applicant Authorized

**7. Project Title and Project Description**

**Project Title:** Delaware Library Job/Learning Labs

**Project Description:** Delaware Division of Libraries (DDL) will expand a pilot program to create Job/Learning Labs in 4 anchor libraries and leverage services at all 32 Delaware libraries, to improve workforce skills, assist with job searches, and educate adults. DDL will partner with government agencies, educational institutions, and local businesses to expand workforce development and adult education services.

**8. Other Applications**

Is this application being submitted in coordination with any other application being submitted during this round of funding?

- No

<b>Easygrants ID</b>	<b>Project Title</b>

If YES, please explain any synergies and/or dependencies between this project and any other applications.

9. Is the Applicant exempt from the Department of Commerce requirements regarding individual background screening in connection with any award resulting from this Application?

- Yes, Applicant is exempt because it is a unit of a state or local government



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

If the answer to the above question is "No," please identify each key individual associated with the Applicant who would be required to complete Form CD-346, "Applicant for Funding Assistance," in connection with any award resulting from this Application:

Name	Title	Employer

## **B. Executive Summary, Project Purpose and Benefits**

### **Essay Question**

**10. Executive Summary of the proposed project:**

Delaware is the corporate capital of the world and hosts some of the largest corporations in many industries, including banking, pharmaceuticals, car manufacturing, and energy. In good economic times this contributes to jobs and healthy economic returns to the state, but takes a particularly drastic toll on people's jobs and the state's tax revenues in an economic downturn. With the collapse of the banking industry, and the closings of car manufacturing and power plants, Delaware has seen an unprecedented job loss. Now more than ever, Delaware's libraries find themselves on the frontline for people seeking help. The Delaware Division of Libraries (DDL) will establish comprehensive Job/Learning Labs in libraries across the state by leveraging unique partnerships between libraries and social service organizations to combat unemployment through workforce development and educational programs. This initiative will ensure unprecedented levels of service to a wide spectrum of people in every community across the state.

The Delaware Department of Labor has noted that "Delaware's economy was essentially flat before falling off a cliff in the 4th quarter of 2008". The situation has worsened with the loss of over 17,000 jobs in wholesale and retail trade, construction, and manufacturing between 2007 and 2009. Major sources of long-term employment, such as Valero Energy, Chrysler and GM plants, and INVISTA (a polymer/fiber producer), have closed, contributing to unemployment rates of up to 12.1% in some areas. Many recently displaced workers struggle to adapt to a 21st century job market, in which computer skills and technological literacy are critical to success.



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

The situation is even worse for adults with low literacy and education levels. The Bureau of Labor Statistics noted a direct correlation between literacy and employment/income while the US Department of Education found 27 million adults cannot read well enough to complete a job application. Nationwide, only 57% of people with less than a high school education are employed, versus 85% of those with post-secondary training or education. With 68,000 functionally illiterate Delawareans, DDL believes a renewed focus on basic education and training can help develop a more skilled workforce that is better able to compete in the future. DDL will proactively combat unemployment and low literacy by creating job training and education centers called Job/Learning Labs in 4 anchor libraries located in the most economically underserved areas, in the Dover, Georgetown, Seaford, and Wilmington libraries, with specific scheduled sessions for job and educational activities. To reach pockets of the population that cannot access the anchor Labs, DDL will leverage and extend the job/learning content and assets from the anchor labs to the remaining 28 satellite PCCs at nominal cost to reach a statewide audience. DDL's Job/Learning Labs are an ideal candidate for BTOP funding as they not only provide broadband access, training, equipment, and awareness to vulnerable and potentially underserved populations, but also focus specifically on improving workforce skills, thereby stimulating demand for economic growth and job creation.

This project is not a new idea but part of DDL's master plan for libraries; DDL has simply lacked the funding to begin. In December 2008, DDL and the Delaware Council on Libraries convened the Delaware Library Summit to identify critical issues in the areas of economic development, lifelong learning, and health. Recommendations from the summit are in part responsible for driving the services proposed in this BTOP project. While Delaware has a strong history of introducing and implementing statewide enhancements to library services, the recent growth of unemployment and underemployment coincides with severe decreases in DDL's budget, which have prevented it from fully implementing an approach to address the economic crisis. DDL staffing has been cut from 22 FTEs to 15 FTEs in the past 2 years. Training programs and online databases have been cut at a time when needed most. Without federal assistance, DDL lacks the resources to provide the proposed services.

This project model expands on Delaware's successful Consumer Health Librarians model, where a librarian is headquartered in a library in each county but provides services (e.g., workshops for staff, public programming, informational brochures, collection development) to all other libraries in the county. In this project, the central Job/Learning Lab locations have been selected based on the demographics of greatest need; as the need also exists throughout the state, PCC services will be available at every library. The Librarians headquartered at the anchor Labs will coordinate



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

services among the satellite libraries in the corresponding county and among the other Job/Learning Labs in the state.

DDL is working with a number of partners in both the public and private sector to develop and deliver a robust schedule of training programs and educational activities. These partners will be providing trainers and programs for DDL's BTOP project, thereby allowing them to impact more people at minimum cost. DDL leveraged partnerships through its Community Resources Exchange, but needs this grant to develop and dedicate the tools and services necessary to support the libraries and partners in combating the crisis.

The 4 PCC anchor locations are in areas of high need and have the capabilities and space needed to impact a broad swath of the population. All 4 cities have median household incomes that are 8-19% below the 2004 US average of \$44,684. The main school districts of Dover, Seaford, and Wilmington rank first in their counties for high school dropout rates (7% in Dover, 9% in Seaford, and 11% in Wilmington versus a US average of 4%; Georgetown's rate is 4%), indicating that there is a large target market for educational programs. Unemployment in all 4 cities is elevated, with Wilmington the highest at 12.1%.

Although the focus will be on the 4 anchor Labs, DDL will cover the entire library service area population of 749,279 people. Of these, DDL currently serves about 425,390 people. Based on the increase in PCs, training and educational programs offered, and outreach efforts, DDL believes this project will serve an incremental 138,000 people over 3 years, bringing the annual number of people served to 471,390 (an 11% increase). However, given the size of the target market and the fact that DDL will be providing services across the state, particularly to audiences who may not be traditional library users, this number could be significantly higher. Services at the Labs will include wireless Internet access, robust videoconferencing units, additional PCs without time limits, and workforce development (e.g., résumé writing and interviewing skills) and educational training courses (e.g., computer literacy). Dedicated staff at the 4 anchor Labs will be responsible for scheduling and providing training sessions at the 28 satellite PCCs as well. The 28 satellite PCCs will receive WiFi hot spots and desktop USB videoconferencing units to enable access to content from the Labs.

DDL's project will create 31 jobs, of which 6 are directly employed contractors, 14 are indirect jobs, and 11 are induced jobs. In addition, DDL is leveraging partner training programs, which will provide the equivalent of 7.5 FTEs each year based on the number of hours of workforce development and educational training provided at each anchor Lab. Volunteers from Retired Senior Volunteer Project will assist in the PCCs. Volunteers have not been counted as jobs saved or created for the purpose of this project.



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

DDL's total project cost is \$2,908,023 over 3 years. DDL is providing matching funds of \$1,008,094 (34.7%), with a federal grant request of \$1,899,929. Where possible, DDL has based its project budget on actual costs and has strived to maintain the optimal balance between quality and cost-effectiveness. DDL has a long history of implementing complex projects combining technological and human resources statewide and is fully prepared to execute the proposed Job/Learning Labs project.

Delaware has been a leader among states in the availability of broadband to all libraries at over 10 Mbps, a key growth driver for the state as well as a model for other states to follow. Where DDL falls short, and what this application seeks to address, is expanding technological proficiency and broadband adoption to prepare the workforce for the evolving job market. This application will help cultivate additional technology elements to stay ahead of the curve. The state of Delaware is seeking effective ways to help Delawareans in need get back on their feet; DDL believes this proposal will help steer Delaware into economic recovery.

**11. Project purpose:**

Delaware (DE), as the hub of the largest corporations in the world including banking, pharmaceuticals, and energy provides a fertile ground for jobs and healthy state economic returns, but is equally hit hard in economic downturns. With the collapse of the banking industry, and the closings of car manufacturing and power plants, the state's economy has worsened with the loss of over 17,000 jobs between 2007 and 2009.

Specifically, Valero Energy, Chrysler and GM plants, INVISTA (a polymer/fiber producer), have closed, contributing to unemployment rates of up to 12.1% in some areas. Many recently displaced workers struggle to adapt to a 21st century job market. DE has a functionally illiterate population of 68,000 who require basic education and training to develop skills necessary to compete in the future. The situation is even worse for adults with low literacy and education levels. Nationally, 57% of people with less than a high school education are employed vs. 85% of those with higher education. There are 27 million adults in the US who cannot read well enough to complete a job application.

Now more than ever, Delaware's libraries find themselves on the frontline for people seeking help. DDL will establish Job/Learning Labs in libraries across the state by leveraging unique partnerships and their resources to combat unemployment through workforce development and educational programs. This initiative will ensure unprecedented levels of service to a wide spectrum of people in every community across the state.

Solution





**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

DDL will use BTOP funds to create robust job training and education centers called Job/Learning Labs in 4 anchor libraries located in the most economically underserved areas. In order to reach a statewide audience, DDL, will leverage the assets and resources of these anchor PCC centers, to extend these programs at a nominal cost to all 28 remaining ‘satellite’ PCC libraries.

DDL will hold training for workforce development and educational activities in all public libraries by expanding a preexisting program, the Community Resources Exchange (CRE). DDL created the CRE in 2008 to collate the resources available to Delawareans struggling with unemployment, rising costs, lack of education, and other obstacles to economic stability. The CRE is a conglomerate of state and non-profit partners that make resources available for vulnerable populations, particularly the unemployed and low-income.

DDL’s proposed Job/Learning Labs are an ideal candidate for BTOP funding as they provide broadband access, training, equipment, and awareness to vulnerable and potentially underserved populations. In addition the Job/Learning Labs will improve workforce skills, thereby stimulating demand for economic growth and job creation.

**Areas served and impact**

DDL will create dedicated public computing centers (PCC) in 4 anchor libraries; Dover, Georgetown, Seaford, and Wilmington, and will extend the programs created to the 28 ‘satellite’ libraries by enabling wireless access and videoconferencing and by offering select workshops and training at each location.

The 4 PCC anchor locations are in areas of high need and have the capabilities and space needed to impact a broad swath of the population. All 4 cities have median household incomes that are 8-19% below the 2004 US average of \$44,684. The main school districts in Dover, Seaford, and Wilmington all rank first in their counties for high school dropout rates (7% in Dover, 9% in Seaford, and 11% in Wilmington versus a US average of 4%; Georgetown is 4%), indicating that there is a large target market for educational programs. Unemployment in all 4 cities is elevated, with Wilmington the highest at 12.1%.

DDL estimates that this project can impact an additional 138K people, an 11% increase over current library patrons in Delaware. The Job/Learning Labs in the anchor libraries are estimated to drive an incremental 39K visitors per year (117K over 3 years) and the extension of the PCC programs to ‘satellite’ libraries will impact another 7K (21K over 3 years).

**Solution detail**

The Dover Public Library opened a pilot part-time Job Center in October 2009. This Job Center uses mobile laptops, a dedicated area within the building, and human resources professionals to provide one-on-one assistance, such as job counseling, interview preparation, and résumé



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

development. Every applicant who visits the Job Center leaves with a résumé, e-mail account, a referral to Delaware JobLink (an online jobs database), and either a job lead or a completed job application. The program is currently limited due to staffing, time constraints, and dwindling funding. Although the program is volunteer-run, it requires resources including a dedicated Adult Services Librarian to coordinate scheduling and volunteer recruitment and wireless internet access and printing. DDL will scale the success of this pilot program across the state by setting up similar programs at the anchor libraries. DDL will also use videoconferencing to assist applicants with remote job interviews and workshops and training sessions from local community organizations and professional services businesses. The Librarians will be responsible for facilitating workshops primarily at the Labs but will also conduct workshops at the satellite PCCs.

The education component of the Labs will build on existing adult learning, online GED and high school diploma programs. Making such resources available to patrons at libraries will greatly expand the capacity and availability of services. The 4 anchor PCCs will offer public computers without time limits (a key requirement of the education partners), wireless Internet for students with their own laptops to access course materials, proctors to monitor exams, and videoconferencing facilities to enable more people to participate in distance learning programs. In addition, education partners will provide staff members to conduct classes weekly at the Labs.

**12. Recovery Act and Other Governmental Collaboration:**

DDL is working with two partners who have previously received ARRA, federal, or state funding. However, DDL is not involved in operating these programs. These partners will be providing trainers for DDL's BTOP project, thereby allowing them to impact more people at minimum cost.

In 2009, the Delaware Center for Distance Adult Learning (DCDAL) received federal funding of \$98,018 to serve approximately 200 people in its adult basic education and GED programs. In addition, DCDAL received \$443,550 in state funding for distance learning programs associated with a local Delaware high school, James H. Groves. This program served approximately 400 people. DCDAL is providing trainers and supplies as in-kind contributions of \$59,150 per year, which will serve approximately 100 additional adult students each year. DCDAL believes this project will lead to greater efficiencies and support increased capacity by establishing a physical presence and awareness in parts of the state, such as the city of Wilmington and Western Sussex County, where DCDAL has historically had no access to students.

Literacy Volunteers Serving Adults received an ARRA grant in 2009 for \$45,000. The organization has used this funding to establish a literacy center at Bear Public Library in Bear,



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

Delaware. On a weekly basis, the center provides four classes, one-on-one tutoring, and a part-time staff person for 28 hours. The stimulus grant has also been used to cover administrative and course materials costs. This grant will be depleted by September 2010. However, if DDL’s grant request is successful, Literacy Volunteers Serving Adults has committed to offering a minimum of 8 hours of educational courses in computer literacy and English as a second language to patrons at the Wilmington Job/Learning Lab starting in 2011. Much like DCDAL, Literacy Volunteers Serving Adults has been unable to offer services in Wilmington due to space constraints, and thus DDL’s project will allow it to greatly expand its potential audience.

**13. Technology Strategy:**

DDL manages and procures equipment and network needs for Delaware libraries centrally. DDL plans to continue this model for the 4 Job/Learning Labs and services at the 28 satellite PCCs. The 4 anchor PCCs are currently on DDL’s network for public libraries. In order to separate public access functionality, the Delaware Department of Technology and Information (DTI) runs a different state network that connects key state agencies such as DDL and the Department of Labor. This network will be used to provide videoconferencing bridging facilities for the libraries. The remaining components of the Job/Learning Labs, namely the laptops and wireless access, will run over DDL’s library network. A network diagram is attached under supplemental information.

DDL plans to add 12 additional laptops and a videoconferencing unit to each of the anchor Labs but believes it can best leverage the 28 satellite PCCs by expanding wireless access to libraries that lack it in order to increase the number of people who can access broadband at a library, thereby enabling improved access to content from the Job/Learning Centers. Of DDL’s 28 satellite libraries, 16 do not have wireless access. DDL will therefore expand wireless access to the 4 anchor PCCs and 16 of the 28 satellite PCCs for a total of 20 sites.

DDL will deploy a power over Ethernet network switch at each of the 20 PCCs without wireless access in order to enable access points. DDL currently plans to have 1 access point per library to provide “hot spot” coverage. This system is scalable and could be expanded in later years. DDL will use WLAN management software and a wireless controller to configure and manage access points remotely across the 20 libraries, thus reducing operational expenses and staff time spent on wireless troubleshooting.

DDL currently uses a Verizon fiber broadband connection called TLS (transparent LAN services) that provides 10 Mbps of bandwidth at each library. TLS is a tiered service with 10, 100, or 1000 Mbps connections. As an increase in broadband connectivity would be a significant ongoing operational expense, and as DDL believes its current bandwidth of 10 Mbps is likely to



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

be sufficient for 12 additional laptops and wireless internet access at the PCCs, DDL is not currently requesting any funding for connectivity upgrades but will use existing network management tools to monitor usage.

DDL will leverage both physical and virtual network security measures in order to establish and maintain a secure environment for users. All laptops will be connected via secure cables to desks and will have CompuTrace, a utility currently used by both DTI and DDL, pre-installed.

CompuTrace is a software-based solution that centrally tracks devices, allows staff to delete data remotely, and locates stolen computers using GPS. In addition, individual laptops will have McAfee anti-virus and anti-spyware software and will be maintained by DDL IT staff to ensure regular monitoring and updates. Nothing can be installed on the computers or permanently written to the hard drives.

In order to maintain a secure environment with the addition of wireless access, DDL will use an encrypted tunnel to separate all wireless traffic from fixed broadband library traffic to limit the threat of harmful material from patron computers and/or activities. DDL is also considering adding additional internal security measures, such as wireless authentication, to enhance security. DDL currently uses a firewall at its central location to ensure a secure environment for the library networks and does not anticipate changing this setup.

DDL currently provides QoS at each library through router configuration. Staff-specific functionality is prioritized over general web browsing. DDL will work to ensure that the wireless and videoconferencing do not take up an excessive amount of bandwidth while providing a strong experience for all patrons.

Lastly, videoconferencing will be provided over DTI's network. The 4 anchor PCCs will have a videoconferencing unit with microphone, camera, and remote control connected to a 40" LCD display. The units will be attached to a special ViewMount cart which allows for mobility and flexibility within each anchor library. The 28 satellite PCCs will have a desktop USB videoconferencing unit installed at one computer in each library. Each of the PCCs will be connected to the state network, run by DTI, which will manage requests to set up videoconferences. Central videoconferencing equipment, particularly the gateway used to establish open bridges between the various centers, will be housed at DTI and will allow the Labs to access the state network. By putting the gateway on the state's central network core, DDL reduces the amount of traffic that is sent through the libraries' ISP to establish peering connections. This also allows videoconferencing at the Labs to be used by state agencies, as well as private companies. DDL plans to use the videoconferencing units for job interviews, training sessions, and DCDAL orientations.

**14. Public Availability:**



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

The 4 anchor libraries and the 28 satellite libraries are currently available to all members of the general public. Although DDL is targeting the unemployed and people with little education, DDL will not limit availability of the Job/Learning Labs to certain populations. However, people using the Labs for employment or educational activities will be given priority over members of the general public, as will referrals from partner programs (such as job training or educational courses).

Workshops and training sessions will be held on a regular basis at each of the Labs but, barring space constraints, will be open to anyone. Participants will be asked to sign up in advance for these sessions, although a workshop or training session with fewer than the maximum number of participants could accommodate people from a waiting list. The dedicated librarian at each Lab will also be available to field one-on-one queries from patrons who cannot attend workshops or training sessions.

**15. Restrictions on Center Use:**

DDL's Job/Learning Labs will be available for scheduled workshops, training sessions, and educational tutorials as well as general public computer use. DDL will prioritize job/educational activities (including scheduled sessions and computer use) and anticipates having a full schedule of events, as well as free computer access time for job seekers, adult students, and other library patrons. There are no other restrictions on center use.

**16. Involvement of Community College:**

Delaware Technical Community College, the only community college in Delaware, is already part of the statewide Delaware Library Catalog and has an established partnership with DDL. For the BTOP project, Delaware Technical Community College will provide annual staff training sessions for staff at all 32 libraries on how to conduct computer classes and leverage the internet for job searches and will provides referrals to Labs for Delaware Technical Community College students enrolled in distance learning courses. In addition, Delaware Technical Community College may potentially provide student volunteers to assist at Job/Learning Labs.

**17. Is the applicant is seeking a waiver of the Buy American provision pursuant to section x.Q of the NOFA?**

- No

**18. Is the applicant delinquent on any federal debt?**

- No



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

- If Yes, justification for delinquency:

**19. Are you seeking a waiver of any requirement set forth in the NOFA that is not mandated by statute or applicable law?**

- No

### **C. Partners**

**20. Are you partnering with any other key institutions, organizations, or other entities for this project?**

- Yes

If YES, key partners are listed below:

Project Role: Other  
Name: Ridgely, Barbara  
Email: bridgely@dtcc.edu  
Address 1: P.O. Box 897  
Address 2:  
Address 3:  
City: Dover  
State: Delaware  
Zip Code: 19903  
Organization: Delaware Technical Community College (DTCC)  
Organization Type: Other  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Contractor  
Name: Hughes, Janet  
Email: janet@janethughes.com  
Address 1: Three Mill Road  
Address 2: Suite 205  
Address 3:  
City: Wilmington  
State: Delaware  
Zip Code: 19806  
Organization: Janet Hughes and Associates  
Organization Type: For-profit Entity  
Small business: Yes  
Socially and economically disadvantaged small business concern: No



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

<p>Project Role: Other          Name: Nishi, Jill          Email: jill.nishi@gatesfoundation.org          Address 1: PO Box 23350          Address 2:          Address 3:          City: Seattle          State: Washington          Zip Code: 98102          Organization: Bill &amp; Melinda Gates Foundation          Organization Type: Non-profit Foundation          Small business: No          Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Other          Name: Hojnicky, Michael          Email: Michael.Hojnicky@state.de.us          Address 1: 801 Silver Lake Boulevard          Address 2:          Address 3:          City: Dover          State: Delaware          Zip Code: 19904-2407          Organization: Delaware Department of Technology and Information (DTI)          Organization Type: State or State Agency          Small business: No          Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Other          Name: Wojcieszyn, Sally          Email: sally.wojcieszyn@state.de.us          Address 1: 89 Kings Highway          Address 2:          Address 3:          City: Dover          State: Delaware          Zip Code: 19901          Organization: Delaware Economic Development Office (DED0)          Organization Type: State or State Agency          Small business: No          Socially and economically disadvantaged small business concern: No</p>



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

<p>Project Role: Contractor Name: Troy-Brooks, Patricia Email: PatTroyBrooks@advancedstaffing.net Address 1: 44 Read's Way Address 2: Address 3: City: New Castle State: Delaware Zip Code: 19720 Organization: Advanced Staffing Training Institute (ASTI) Organization Type: For-profit Entity Small business: Yes Socially and economically disadvantaged small business concern: Yes</p>
<p>Project Role: Other Name: Shermeyer, Cynthia Email: [REDACTED] Address 1: [REDACTED] Address 2: Address 3: City: Wilmington State: Delaware Zip Code: 19899 Organization: Literacy Volunteers Serving Adults (LVSA) Organization Type: Non-profit Corporation Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Other Name: Mathews, Daphne Email: mathewsd@christina.k12.de.us Address 1: 925 Bear-Corbitt Road Address 2: Eden Support Services Center Address 3: City: Bear State: Delaware Zip Code: 19701 Organization: Christina Adult Education Program (CAE) Organization Type: City or Township Government Small business: No Socially and economically disadvantaged small business concern: No</p>





**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

<p>Project Role: Other Name: Jones, Maggie Email: Maggie.Jones@state.de.us Address 1: 4425 North Market Street Address 2: Address 3: City: Wilmington State: Delaware Zip Code: 19802-1307 Organization: Delaware Department of Labor Organization Type: State or State Agency Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Other Name: Potter, William Email: William.Potter@state.de.us Address 1: 4425 N. Market Street Address 2: Fox Valley Address 3: City: Wilmington State: Delaware Zip Code: 19802 Organization: Delaware Workforce Investment Board (WIB) Organization Type: State or State Agency Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Other Name: Willey, April Email: april.willey@state.de.us Address 1: 546 South Bedford Street Address 2: Georgetown State Service Center Address 3: City: Georgetown State: Delaware Zip Code: 19947 Organization: Retired Seniors Volunteer Program (RSVP) Organization Type: State or State Agency Small business: No Socially and economically disadvantaged small business concern: No</p>



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

<p>Project Role: Other Name: Whelan, Maureen Email: mwhelan@doe.k12.de.us Address 1: 401 Federal Street Address 2: Address 3: City: Dover State: Delaware Zip Code: 19901 Organization: Department of Education Organization Type: State or State Agency Small business: No Socially and economically disadvantaged small business concern: No</p>
<p>Project Role: Third party in-kind contributor Name: Davis, Matt Email: [REDACTED] Address 1: [REDACTED] Address 2: Address 3: City: Dover State: Delaware Zip Code: 19904 Organization: Delaware Center for Distance Adult Learning (DCDAL) Organization Type: Non-profit Corporation Small business: No Socially and economically disadvantaged small business concern: No</p>

**21. Description of the involvement of the partners listed above in the project.**

DDL is working with private and public sector partners who have agreed to support this project. The majority of these partners will provide resources to facilitate implementation or ongoing operations at the Job/Learning Labs. State agencies have committed to providing online content and assistance in staffing and setting up the Labs. Private partners have developed customized workshops and outreach strategies for DDL. The costs of paying partners to provide these workshops and facilitate outreach have been included in DDL's project budget. Partners and their roles are listed below.

DDL Partners



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

Delaware Technical Community College (DTCC) is the only community college in Delaware and will expand its distance learning courses, as well as potentially provide student volunteers for Job/Learning Labs. The DTCC libraries are already a part of the statewide Delaware Library Catalog and have an established partnership with DDL and the public libraries. DTCC will provide training sessions for staff conducting computer classes and referrals to Labs for DTCC students enrolled in distance learning classes.

Janet Hughes & Associates is a local small business that has worked with DDL to develop and facilitate nationally recognized outreach and public education programs. Janet Hughes & Associates is interested in responding to an RFP to develop and coordinate outreach efforts and materials including media placement and print production.

The Bill & Melinda Gates Foundation will provide a \$750,000 cash match should DDL's BTOP grant be successful. The foundation has also provided technical assistance in developing DDL's BTOP project and application and has paid \$94,931 in consultancy fees for this application.

The Department of Technology and Information (DTI) is the state's central IT organization, chartered to deliver core services to other state organizations, and exercise governance over the technology direction and investments of the state. DTI is primarily an internal service organization, with only a few of its services directly touching the citizens or customers of the state. DTI will provide videoconferencing bridging facilities and will assist with technology procurement and deployment.

Delaware Economic Development Office (DEDO) set up and coordinated the pilot Job Center at Dover Public Library. DEDO will provide a training manual on setting up Job Centers, technical expertise on requirements of a Job Center (provided during application preparation), and a resource assessment of libraries throughout the state to determine how DEDO can best assist in implementing a Job Center program statewide (provided during application preparation).

Patron Workshops, Training, & Resources Partners

Advanced Staffing Training Institute (ASTI) is a socially/economically disadvantaged local small business that has worked with Delaware libraries to provide job search and workforce development workshops and one-on-one assistance for low-income populations. ASTI is interested in responding to an RFP to provide training programs and software at the 4 Labs.

Literacy Volunteers Serving Adults provides free literacy and English language tutoring to adults, as well as free English language/civics classes, tutoring, and small group instruction on various topics. Literacy Volunteers has committed to offering 8 hours of classes each week at the Wilmington PCC.

The Christina Adult Education Program manages adult and family programs year round that reach more than 4,000 participants annually. This organization will use Job/Learning Labs for



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

program sessions and has committed to providing a trainer at the Wilmington PCC for 10 hours a week at a cost of \$33 an hour.

The Department of Labor administers Delaware JobLink and is committed to working with DDL to increase access and awareness of job search resources. The Department of Labor will provide access to JobLink, workshops broadcast via videoconference from Department of Labor offices to libraries, referrals to libraries as places to access Job Link, and user guides to JobLink.

The Delaware Workforce Investment Board (WIB) is a public-private partnership committed to improving the career prospects of individuals and to meeting the current and future needs of Delaware employers. WIB, in conjunction with the Delaware Department of Labor – Division of Employment and Training, operates 4 One Stop Service centers around the state to help job seekers but would like to expand resources and capacity beyond these four locations. The Workforce Investment Board has provided training sessions and workshops at several libraries in Delaware and will provide these at the Labs and satellite PCCs.

Retired Senior Volunteer Service Program (RSVP), a program of the Corporation for National and Community Service, is the largest organized senior volunteer effort in the nation. RSVP recruits and places adults who are at least 55 years of age in volunteer positions at local non-profit, public and governmental agencies and has operated in Delaware for 34 years. RSVP will provide its Bridge to a New Position program workshops on career transitions and unemployment at both the Georgetown and Seaford Labs, as well as volunteers for the Job/Learning Labs.

The Department of Education will provide course materials and volunteers to assist with educational activities. The Department of Education oversees the Delaware Center for Distance Adult Learning (DCDAL), which runs Delaware’s online GED preparation and high school diploma programs. DCDAL will provide access to DCDAL training materials, monthly orientation sessions for new participants (potentially broadcast via videoconference from DCDAL headquarters), proctors for student exams, and tutors for weekly sessions at Job/Labs. Staff from DCDAL will be available in each Lab for 8 hours a week. DCDAL is providing the staff and the cost of course materials for students as an in-kind contribution of \$163,163 over 3 years.

## **D. Congressional Districts**

### **22. Applicant Headquarters**

- Delaware



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

**23. Project Service States**

Delaware

**24. Project Service Areas**

Delaware - At-Large

**25. Will any portion of your proposed project serve federally recognized tribal entities?**

➤ No

**26. Indicate each federally recognized tribal entity your proposed project will serve.**

**27. Have you consulted with each of the federally recognized tribal entities identified above?**

➤ No

## **E. Demographics**

### **Demographics**

**28. Will your proposed project be specifically directed to serve vulnerable population groups?**

➤ Yes

**If "Yes" which vulnerable population groups will your proposed project serve? Check as many as apply:**

Hispanic

English as Second Language (ESL)

Disabled



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

Low Income

Unemployed

Senior Citizen (55 and over)

Youth

**Other:**

**29. Vulnerable Populations**

DDL's programs serve those who are unemployed, have low literacy/educational levels, and lack basic technology skills (such as senior citizens). As there is overlap between these groups, DDL will focus on engaging the Hispanic community, the unemployed, and those without basic education.

DDL spoke to experts in the Hispanic community to determine which programs and strategies work best to serve this population and found significant interest in learning English and computer skills to bolster career options. DDL thus decided to offer English-as-a-2nd-language (ESL) and Spanish computer literacy courses at the Wilmington Lab through Literacy Volunteers Serving Adults (LVSA). DDL will target Spanish-language media (radio stations WYUS-AM and WNWK-AM; newspapers Hoy and El Tiempo) and plans to collaborate with Campus Alliance de La Raza, a student Latino group, and the Wilmington Latin American Community Center to engage younger Hispanics. DDL can also work with local churches, advertise in their weekly bulletins and church halls, and reach out to parishioners after Spanish masses.

DDL found résumé preparation and assistance with job searches were top priorities for the unemployed. DDL has partnered with Advanced Staffing Training Institute, Retired Volunteers Service Program (RSVP), and the Delaware Workforce Investment Board to offer workshops to help students write résumés, practice interviewing, and hone soft skills. The Department of Labor (DOL) will provide access and user guides to JobLink, workshops broadcast via videoconference from DOL to the Labs, referrals to the Labs to access JobLink, and will distribute DDL pamphlets to those seeking employment help. DDL will set up tables at financial training sessions offered by the Delaware Financial Literacy Institute to raise awareness of DDL's programs. Partners will also post information about DDL's project on their web sites.



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

DDL can work with established community groups to reach those with low literacy/educational levels. Christina Adult Education (CAE) and LVSA will provide adult education classes in reading and computer literacy at the Wilmington PCC. CAE will make announcements about DDL's services throughout the school district and will circulate information through its own classes and partners, including existing programs at the YMCA/YWCA. Similarly, as LVSA is a hub for Delaware literacy initiatives, posting information on its web site will reach employers, social workers, school counselors, and families of those with low literacy levels. LVSA also has contacts with local community groups and can distribute DDL marketing collateral. The Delaware Center for Distance Adult Learning (DCDAL) will provide access to GED preparation and high school diploma programs, including training materials, proctors for student exams, and tutors for weekly sessions at the 4 Labs. In addition, DDL's partnership to provide job search workshops through RSVP will help engage the elderly community.

### 30. Accessibility

DDL is committed to making PCCs available to all. The 4 anchor facilities are already accessible to people with disabilities. The Job/Learning Labs will ensure accessibility to people with limited mobility, sight impairments, and hearing impairments. Of the 12 laptop workstations at each Lab, 2 will be compliant with the terms of the Americans with Disabilities Act (ADA).

#### Physical equipment

The ADA laptops will be on separate single surface 24" by 36" computer desks that can be electrically lowered or raised to accommodate a wheelchair or a standing user. ADA-designated laptops will have a Keys U See large print keyboard specifically designed for those with sight impairments and a BigTrack 3" trackball to assist users with limited mobility or fine motor control.

#### Software

The laptops will have three pieces of user-friendly software to assist people with disabilities and ensure that disabled users have a variety of options. The first, Zoom Text Magnifier/Reader is an adaptive technology suite that provides integrated screen magnification and reading for the visually impaired. DDL will also install JAWS, a commonly used speech synthesizer and screen reader, which can provide output to Braille displays as well as audio. Lastly, DDL will provide Kurzweil, a tool which is used both by students with learning disabilities and by the visually impaired, to convert scanned/digital files to audio and read them. DDL will ensure that these tools are set up to work with the scanners and printers in each Job/Learning Lab.

### 31. Other Languages



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

DDL has demonstrated its commitment to multilingual outreach over the last decade, establishing relationships between libraries and Hispanic community leaders throughout the state. DDL has welcomed Latino organizations into the Community Resources Exchange, including La Red, a local health center, and La Esperanza, a multi-service support organization that assists with the assimilation of Latinos into the broader Sussex County population. Zaida Guajardo, Executive Director of La Esperanza, has remained a particularly active partner and liaison to the Hispanic community. In 2006, with support from the Bill & Melinda Gates Foundation, DDL established a Spanish Language Outreach Program, which facilitated six Spanish language outreach workshops for Delaware librarians to examine ways to improve “service to Spanish and other non-English speaking populations.” As part of its statewide library card campaign, DDL crafted a Spanish version of the application materials to make sure that it would reach Spanish speakers and has made the Delaware library catalog available in Spanish. The Delaware Library Catalog Consortium’s Collaborative Collection Development Committee currently evaluates and orders Spanish language books and materials to augment the catalog’s Spanish language repertoire.

DDL aims to bolster its commitment to strengthening ties between the Hispanic community and Delaware libraries. DDL will offer courses for Spanish-speaking residents at its Labs, while advertising in Spanish and working with local Hispanic community groups. As part of DDL’s collaboration with Literacy Volunteers Serving Adults (LVSA), LVSA will offer computer literacy and English-as-a-second-language (ESL) courses at the Wilmington Lab. These classes are 8 weeks in length and will run year-round. They consist of four hours of coursework per week, spread over 2 class meetings. LVSA has been working with ESL learners for 20 years and has impressive results with the majority of LVSA students making progress towards their goal of fluency in English.

DDL plans to pursue numerous outreach initiatives aimed at Hispanics (explained in the “Vulnerable Populations” question), which focus on raising awareness through Spanish-language media and local community organizations. For example, DDL plans to advertise on Spanish-language radio stations, such as WYUS-AM and WNWK-AM, and in local newspapers, such as Hoy and El Tiempo. DDL also plans to work with groups such as The Campus Alliance de La Raza, the Wilmington Latin American Community Center, and local Catholic parishes. DDL is confident that these outreach initiatives will help generate awareness and interest in DDL’s offerings among Hispanic Delawareans, thereby increasing access to broadband and education for an important yet often marginalized community.





**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

**Outreach**

**32. Public Computing Centers Outreach**

DDL will target niche populations like the unemployed, low-literacy, and Hispanics, and has developed a tailored approach, focused on:

1. Population-specific community involvement
2. Local media outreach
3. Tapping into existing networks

DDL developed this approach by consulting with state agencies and community stakeholders that engaged in similar outreach in the past, such as the Department of Health and Human Services (DHSS) and Christina Adult Education (CAE), and by considering its own outreach initiatives, such as the statewide Library Card Campaign of 2006. DDL has allocated \$125,000 for marketing and outreach, 80% of which will be spent in the 1st year to stimulate early interest in programs.

Engaging communities is key to ensuring that DDL's target audience participates in its programs. Sarah Vieni-Vento, a local Spanish-language academic, advised that DDL liaise with community groups, such as the Catholic Diocese of Wilmington, which serves all of Delaware. DDL will set up tables after the Spanish and English masses to inform parishioners about its programs and bring laptops so that individuals could sign up for programs on the spot.

Additionally, DDL plans to advertise through local businesses that have shown a commitment to educating their employees, like Perdue in Georgetown. Similarly, Daphne Mathews, the Administrator at CAE, recommended advertising in the YMCA and YWCA to reach young adults. DDL will also leverage the vast database of contacts that DHSS used for its H1N1 campaign.

Given the size of Delaware and the niche populations that DDL will target, media outreach must be local. DDL will replicate 4 successful outreach measures used in its Library Card Campaign. First, it will work with a local PR firm that has a strong track record, presence, and media contacts in Delaware. Second, DDL staff members will conduct interviews on radio stations, like WDOV and WILM. Third, it will place ads in local newspapers, such as the Dover Post. Fourth, it plans to advertise on a billboard on Rt. 1 in Odessa, a centrally-located yet low-cost spot that will be visible to all main traffic traveling the length of the state.

Finally, DDL will leverage existing networks and partner resources. DDL will reach out to organizations that aggregate local community groups, such as the Community Resources Exchange, Sonando Juntos, and the Delaware Coalition for Literacy. These organizations will



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

tap into their networks of member groups to disseminate information on DDL’s programs. DDL will provide collateral for its partners to distribute at meetings and to partners’ members, as well as emails that partners can distribute via their listservs. Similarly to the approach at churches, DDL plans to set up tables at financial training sessions offered by the Delaware Money School. Finally, Matt Davis at the non-profit Delaware Center for Distance Adult Learning will run radio public service announcements for the programs it will run in the Labs.

**33. How many total users do you expect to generate through the use of BTOP funds at your public computer center(s)?**

- 138000

**Training and Education**

**34. Peripherals and equipment**

DDL will set up 10 standard laptop workstations and 2 ADA-compliant laptop workstations at each anchor Lab. DDL will purchase headphones (with microphone), computer speakers, and a cable to secure the laptop for each workstation. Standard workstations will get USB keyboards and mice, while ADA-compliant workstations will get large key keyboards and large trackballs. DDL will purchase desk for every 2 standard laptops (20 total); 1 height-adjustable desk per ADA-compliant workstation (8 total); and 1 chair per laptop (48 total). Laptops come with 3-year warranties.

Each Lab will also receive one of the following peripherals: a color laser printer; a multi-function copier/scanner/fax/printer; an Acer X1160Z projector; a 1-terabyte external hard drive (for data backup and disk images); an extra laptop power cord; and a storm case to transport laptops (holds 6 laptops). Also, each Lab will get 3 surge protectors to hook up the laptops and 2 whiteboards.

To enable videoconferencing, DDL will purchase for each Lab a 40” LCD TV; a movable cart for the TV; a videoconferencing unit (including camera, microphone, and remote control); professional installation; and a 3-year maintenance contract. To provide the 28 satellite PCCs with a more economical solution, each will receive a desktop USB videoconferencing unit. Additional detail can be found in the detailed budget attachment in the uploads section.

**35. Workstation software**



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

All workstations will have basic computing software such as Microsoft Office Pro Plus 2007, which includes Microsoft Word, Excel, PowerPoint, and Outlook. DDL will purchase typing software to help patrons hone their typing skills. Each workstation will also be equipped with business and personal financial management tools like Quicken and Business Plan Pro. DDL will purchase design software like Adobe Creative Suite 4 Design Premium (includes InDesign CS4, Photoshop CS4 Extended, Illustrator CS4, Flash CS4 Professional, Dreamweaver CS4, Fireworks CS4, Acrobat 9 Pro, Adobe Bridge CS4, Adobe Device Central CS4, and Version Cue CS4). With this suite patrons can design web sites, create flyers, build and complete electronic forms, and take on a myriad of other professional and entrepreneurial tasks. Finally, DDL will deploy CompuTrace Complete, a security suite for remote laptop tracking, data auditing and removal, and theft recovery.

Each ADA-compliant workstation will be equipped with specialty software to assist people with disabilities. Patrons with poor vision can use Zoom Text Magnifier/Reader, an adaptive software that provides integrated screen magnification. DDL will install JAWS, a speech synthesizer and screen reader that can provide output to Braille displays and audio. Lastly, DDL will provide Kurzweil, a tool that the visually impaired and those with learning disabilities can use to convert scanned/digital files to audio and to read the

### **36. Training and education programs**

DDL will provide job training and educational courses in the four anchor Labs. While the core offerings will be held at these libraries, DDL will also offer sessions at the satellite PCCs.

A recent study by the American Library Association (ALA) found that “job-seeking resources are among the most critical and most in demand among the technology resources available in U.S. public libraries” (ALA 2010). However, the state also has a demonstrable need for educational support. In 2008-2009, Christina School District (Wilmington) had a high school dropout rate of 10.3%, Seaford 8.8%, and Capital School District (Dover) 6.9% versus the state average of 5.1% (Delaware Dept. of Education). The unemployment rate for workers who are high school dropouts is nearly 4 times that of college graduates (Bureau of Labor Statistics). DDL believes that helping Delawareans complete a high school education is a priority. DDL will meet the needs of job and educational training by partnering with the Workforce Investment Board (WIB), Retired Senior Volunteers Program (RSVP), Advanced Staffing Training Institute (ASTI), Delaware Center for Distance Adult Learning (DCDAL), Christina Adult Education (CAE), and Literacy Volunteers Serving Adults (LVSA).

WIB has been running workshops in job searches and résumé preparation across the state and will offer courses in the PCCs. 88% of libraries nationwide cite the provision of access to jobs



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

databases and other job opportunity resources as a top job seeker service (ALA 2010). To meet this need, the Department of Labor will provide access to JobLink, its free, self-service job matching system for job seekers and employers. It will also offer workshops at the libraries, user guides to JobLink, and workshops broadcast to libraries via videoconference.

RSVP will provide its job seeker program, Bridge to a New Position, to the Georgetown and Seaford Labs, with extensions at the satellite PCCs. The course focuses on interviewing skills, résumé writing and job searching and teaches attendees how to conduct their own searches. The course has 3 sessions, which will be offered once a week at both the Georgetown and Seaford Labs. Topics in the first session include overcoming the trauma of job loss; gathering the information needed for a résumé; learning about available resources; and matching skills and interests to careers. In the second session, students practice completing job applications correctly; write their résumés; and learn interviewing skills. In part 3, teachers go over résumés with students one-on-one, conduct mock interviews, and give individual feedback.

Advanced Staffing Training Institute (ASTI) will offer 5 courses at each Lab. ASTI is a socially/economically disadvantaged small business, as well as a Workforce Investment Act and State of Delaware-approved training provider and a certified business school. In 2009, ASTI created workshops for residents hit particularly hard by the economic collapse.

Before the workshops, ASTI will run a 2-hour Computer and Software Assessment to measure participant proficiency in basic computing capabilities followed by a Computer and Software Essentials workshop. Depending on students' scores, they may then be placed in the Computer and Software Essentials workshop, a 3-hour, web-based session teaching basic computer skills. 2 of the 5 job training workshops are 2-hour résumé preparation sessions in which participants receive training brainstorming, building, formatting, and submitting résumés. ASTI also offers a 3-hour Interview Preparation workshop, which includes developing strong narratives and elevator pitches. The 2-hour Soft Skills workshop focuses on job retention strategies. The final workshop focuses on Internet job search techniques, how to research companies and interviewers, and how to network.

ASTI will offer these 5 workshops once a month at each Lab in the first and second years to meet the urgent need in Delaware. As the economy improves, ASTI will decrease, holding workshops twice per quarter in the second and third years. DDL will continue these workshops once the BTOP project period ends, albeit on a more limited basis.

DCDAL will extend its online GED and high school diploma program to the anchor Labs. It will provide 1 staff member at each Lab 8 hours a week. S/he will provide information to patrons interested in DCDAL's programs, conduct assessments for new students, proctor exams, and



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

tutor and support enrolled students. DCDAL will also provide access to its training materials and orientation sessions for new participants.

CAE and LVSA will focus on the Wilmington Lab. CAE offers adult and family programs that reach more than 4,000 participants annually, with a current student base of over 300 and a waitlist of over 150. CAE has found that improving retention and program completion lies in providing more support outside actual class time. CAE will provide a trained teacher with at least a Bachelor's Degree, certification in relevant course matter, and 3-5 years experience teaching at-risk and adult learners. The teacher will spend 10 hours a week supporting students at the PCC, answering questions, and providing one-on-one tutoring.

LVSA will offer computer literacy, adult literacy, and English-as-a-second-language (ESL) classes. Supporting adult literacy is key to Delaware's future - 68,000 Delawareans are functionally illiterate, leading to \$1.1 M annual income loss (Adult Education Delaware State Meeting). LVSA is well-suited to meet these needs as its staff members have Bachelor's Degrees in education and English, among others; LVSA is an accredited member of ProLiteracy, an international leader in the adult literacy movement; and has worked with ESL learners for 20 years. LVSA's classes are 8 weeks long and will run year-round. There is 4 hours of coursework per week, spread over 2 class meetings. LVSA will provide 1 class on computer literacy and 1 ESL class weekly.

**37. If you are providing educational or training programs, how many people in total will these programs reach on an annual basis?**

- 2123

**38. How many hours of training will be provided to each participant?**

- 14

**39. How many Full Time Employee (FTE) instructors or facilitators will you employ for these courses?**

- 8

## **F. Project Budget**

### **40. Project Budget**



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

<b>Federal Grant Request</b>	\$1,899,929
<b>Total Match Amount</b>	\$1,008,094
<b>Total Budget</b>	\$2,908,023
<b>Match Percent</b>	34.7%

**41. Projects Outside Recommended Funding Range:**

- Not applicable – DDL’s project is within the recommended funding range.

**42. Sustainability:**

Operating costs account for \$601,100 annually at the end of the BTOP grant period. Major costs are staff (\$410,300), partner-provided training programs (\$66,900), equipment costs (including capital PC replacement costs) (\$49,600), materials and supplies for the Labs (\$56,000), databases and software (\$11,800), and outreach/public education (\$6,500). DDL believes that it can leverage approximately \$602,000 from existing funding sources after 2013 as noted below from funds that are currently committed to other projects and budgetary requirements. In addition, DDL believes the project model is sustainable based on past experience with similar projects. The three primary sources of funding that DDL expects to use are:

1. Funding from the Delaware Department of State,
2. Existing state funding that is currently being used for PC replacements but will be available in 2014, and
3. Funding from the Library Services and Technology Act.

The Department of State has leveraged previous grant support to libraries for public access computing to expand and sustain that investment. Similarly, the Department of State intends to support funding for the additional library staff (i.e., those added due to BTOP) as the economy recovers beginning in 2014 and has noted its willingness to do so in its attached letter of support. The Department of State’s contribution will account for about \$410,300 of ongoing operating expenses.

DDL has currently committed \$300,000 to plug a short-term funding gap and for PC replacement costs at libraries in 2012 and 2013. However, DDL believes that this money, part of its Corporations Technology Fund, will be available to use for the \$49,500 in equipment costs after 2013.

DDL will use federal funding from the Library Services and Technology Act to pay for the remaining operating expenses. DDL has committed to allocating \$143,500 of its average annual



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

appropriation of \$1,100,000 to this project. This money is not currently sufficient to pay for the capital expenses of setting up the Job/Learning Labs but, with the assistance of the Department of State funds, it should be able to cover the \$601,100 of ongoing operational expenses. Lastly, this project expands on successful staffing and pilot models used by DDL. DDL typically launches projects with a pilot, such as the 4 anchor Labs, with the ability to leverage satellite PCCs to scale the service across the state. For example, DDL currently has a Consumer Health Librarian in 1 library in each county who provides services to all of the other libraries in the county, such as workshops for staff, programming for the public, informational brochures, bibliographies, and collection development. In this project, the anchor Labs have been selected based on the demographics of greatest need; the need also exists throughout the state and PCC services will be available at every library. The Librarians at the Labs will coordinate services between the anchor Labs and satellite PCCs.

<b>43. Matching Funds</b>	
<b>Applicant is providing matching funds of at least 20% towards the total eligible project costs?</b>	Yes
<b>Describe the matching contributions</b>	<p>DDL is providing a match of 34.7% (\$1,008,094) to its total project budget of \$2,908,023. This figure includes both cash and in-kind contributions. Detail on these contributions is below.</p> <p>Cash contributions</p> <p>A. Party: The Bill and Melinda Gates Foundation</p> <p>B. Amount: \$844,931 or 29.1% of the budget</p> <p>C. Type of funding: Grant match</p> <p>D. Use of the funding: The Bill and Melinda Gates Foundation has committed to providing \$750,000 in cash if DDL's grant application is successful. This match will be used for project expenses in the first two years. In addition, the Bill and Melinda Gates Foundation hired a third party consultancy to facilitate, write, and develop DDL's grant proposal. The fees have been calculated on a</p>



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

	<p>pro-rated basis and totalled \$119,155 for work done after the release of the NOFA. However, according to the eligibility criteria listed in VE.3.a.viii of the NOFA, pre-application expenses cannot exceed 5% of the award amount. Therefore, DDL and the Bill and Melinda Gates Foundation have allotted only \$94,931 of this match (5% of the federal grant request) as application preparation fees.</p> <p>E. Key financing terms and conditions: \$94,931 of the funding has already been paid and the remaining \$750,000 will be available in two tranches. \$375,000 will be paid to DDL once it has received a favourable application decision from the NTIA. The remaining \$375,000 will be paid 365 days after the first payment. There are no other terms or conditions associated with this funding.</p> <p>In-kind contributions</p> <p>A. Party: Delaware Center for Distance Adult Learning</p> <p>B. Amount: \$163,163 or 5.6% of the budget</p> <p>C. Nature of contribution: The Delaware Center for Distance Adult Learning will provide eight hours of staff time per week at each Job/Learning Lab for 45 weeks of the year. This equates to a total of 32 hours per week at a cost of \$35 per hour. Delaware Center for Distance Adult Learning’s staff will be available in the Labs starting in the 2nd quarter of 2011, which results in a 2011 annual contribution of \$42,863, 2012 annual contribution of \$57,150, and a 2013 annual contribution of \$57,150. In addition, Delaware Center for Distance Adult Learning will provide approximately \$2,000 worth of course manuals and course materials to students at the Job/Learning Labs each year.</p> <p>D. Eligibility for BTOP: The Delaware Center for Distance Adult Learning’s in-kind contribution qualifies as an eligible cost under BTOP according to section VE.3.a.ii (“developing and providing training, education, support, and awareness programs or web-based resources, including reasonable compensation for qualified instructors,</p>
--	---





**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

	<p>technicians, managers, and other employees essential for these types of programs.”).</p> <p>E. Applicant benefits: The Delaware Center for Distance Adult Learning will be able to use the Job/Learning Labs to conduct classes, weekly tutorials, and broadcast orientations via videoconference. More importantly, Delaware Center for Distance Adult Learning students will now have a place in each county where they can access course materials online, visit Delaware Center for Distance Adult Learning tutors, and work on their course materials.</p>
<b>Unjust enrichment</b>	<p>DDL receives federal funding as part of its annual appropriations. However, this funding is not being used for the proposed BTOP project.</p> <p>In addition, DDL has received a funding commitment letter approving USAC reimbursements under E-rate of approximately \$288,000 for recurring costs in 2010 but is not requesting funding for recurring internet access services under BTOP.</p> <p>As these sources of funding are not being used for either the BTOP project or non-recurring costs, DDL believes its application does not qualify for unjust enrichment.</p>
<b>Disclosure of federal and/or state funding sources</b>	<p>DDL receives state and federal funding as part of its annual appropriations. Although this funding is not being used for the proposed BTOP project, DDL has listed the amounts for the 2010 fiscal year below.</p> <p>Federal funding: DDL received \$1,259,000 in federal funding from the Library Services and Technology Act to be used over the 2010 and 2011 fiscal years.</p> <p>State funding: DDL received \$8,835,000 in state funding in 2010. Of this, \$7,635,000 came from state appropriations specifically for libraries and \$1,200,000 from the state Division of Corporations Technology Infrastructure Fund.</p> <p>In addition, DDL receives USAC reimbursements under E-rate of approximately \$288,000 for recurring costs under the telecommunications services category but is not requesting funding for</p>



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

	recurring internet access services under BTOP. DDL's state funding appropriations for the fiscal years 2008, 2009, and 2010 have been uploaded as historical financial statements.
--	---

44. Budget Narrative	
<b>Budget narrative</b>	<p>DDL's project budget is \$2,908,023. This will be funded using federal funds, cash and in-kind matches. Total match for the project is \$1,008,094. DDL is requesting federal funding of \$1,899,929. Budget details below correspond with Form SF 424-A.</p> <p>Travel \$12,000 \$25/trip for day trips to satellite PCCs. Anchor Lab staff will make 420 trips and the IT contractor will make 60 trips over the 3 year project period.</p> <p>Equipment \$672,803 Videoconferencing will cost \$285,432; each Job/Learning Lab will be equipped with a videoconferencing unit including microphone, camera, and remote control and a 40" LCD (\$16,090*4); Each satellite will get 1 desktop videoconferencing unit (\$336*28). The central site will get 1 content server to record videoconferencing sessions, 1 multipoint control unit with installation and maintenance, 2 videoconferencing servers to enable network and non-network calls (\$211,664). Central site equipment will be bought in Q1 2011 and PCC videoconferencing equipment in Q1 2012.</p> <p>Wireless access equipment for 20 PCC locations is \$189,350; 1 network switch with power over Ethernet and gigabit capability plus 1 access point per PCC (\$6,504*20), 2 extra switches in lieu of maintenance contracts (\$11,774), WLAN management software and wireless controller for access points (\$36,196), and annual wireless controller license fee (\$3,600*3). Wireless equipment will be bought in Q1 2011.</p> <p>Lab equipment is the remaining \$198,021 which includes 48 laptops and per PC peripherals(\$58,744); 20 desk and chair units (\$14,548); software (\$112,649); and Lab peripherals and accessories (\$12,079). Lab equipment will be bought in Q1 2011.</p> <p>Supplies \$174,000</p>



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

	<p>Office supplies at the 4 Labs (printer cartridges, paper, flash drives, GED test license fees) at \$14,500/Lab/year. Contractual \$1,345,519 DDL will hire 5 adult services librarians costing \$787,661 over 3 years and 1 technical FTE to deploy wireless equipment, set up the Labs, and manage PCCs' technical needs costing \$355,320 over the same period. Staff will be employed in Q1 2011. Contractual costs also include trainers from DDL partners. The Christina School District Adult Education program will provide 10 hours/week at the Wilmington Lab (total \$45,375). DCDAL will provide 8 hours of training/week for 45 weeks/Lab/year for its GED programs (cost \$42,863 in 2011 as training begins in Q2; \$57,150 annually thereafter). Other: \$703,701 Training programs are \$341,700: these include workshops designed and taught by Advanced Staffing Training Institute (ASTI) and Delaware Technical Community College (DTCC). DDL will hold 5 ASTI workshops monthly/Lab between Q3 2011 and end 2012 (total \$331,800). DDL will reduce frequency in 2013 to 5 workshops every 2 months. DTCC's cost of training programs for library staff will cost (\$9,900) and will train staff from all 32 PCCs. The remaining costs are database/software license fees (\$142,070), application preparation fees (\$94,931) and outreach (\$125,000).</p>
<b>Budget reasonableness</b>	<p>Personnel &amp; Fringe Benefits N/A Travel costs for the IT and library FTEs are based on current staff travel costs for day trips, estimated at \$25 per trip for gas and parking. Equipment costs for lab equipment are based on quotes from state vendors used by DDL and DTI (primarily Dell and Cisco). In order to determine the equipment needed for the labs, DDL conducted in-depth primary research with DEDO, RSVP, ASTI, representatives from the Department of Labor, DCDAL, and the Department of Education to determine which resources it will need to provide an optimal experience and location for learning activities. The Job/Learning Lab equipment needed has been calculated on a per lab basis regarding the number of laptops and peripherals needed to handle demand.</p>



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

	<p>DEDO recommended 12-15 laptops that could be moved to different locations in a meeting room in order to ensure privacy during one-on-one counseling sessions, printers, scanners, and the ability to save documents to flash drives. RSVP agreed that 10-12 computers for attendees and trainers to use was the ideal number, but also requested projectors to support presentations, and videoconferencing to teach additional trainers at satellite libraries. ASTI’s needs to provide workforce development programs were similar, with a limit of 18-20 participants. In order to maintain quality at a reasonable cost while addressing space constraints, DDL opted for 12 laptops at each lab.</p> <p><b>Supplies</b> Costs for supplies are based on DDL’s historical costs and quotes from state vendors.</p> <p><b>Contractual</b> Staff costs use state pay scales to determine the title and position most appropriate to FTEs required for this project. Given the downward trend of public sector salaries in the last 18 months, DDL believes these costs are unlikely to rise until at least 2013. A 2% pay increase has been calculated for 2013 onwards for the 5 library FTEs. IT FTE costs are based on current pricing from DDL’s IT contractor. 3 partners, DCDAL, Christina Adult Education Programs, and Literacy Volunteers Serving Adults have also committed to providing a number of hours of staff time per week at the 4 anchor Labs. These are based on actual costs from the partners.</p> <p><b>Construction</b> N/A</p> <p><b>Other</b> Costs for programs and services provided by partners (including workshops, training materials, and outreach) are from actual quotes developed by the partners. ASTI will provide workshops and training materials; its costs include trainer time, per workshop fees, annual site licenses, and materials costs. Janet Hughes &amp; Associates has provided quotes for a complete marketing campaign and media production. Delaware Technical Community College provided a quote to DDL for the cost of providing a “train the trainer” session for library staff. Annual software and database licensing fees are based on cost quotes</p>
--	--



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

	<p>from state vendors. Application preparation consultancy fees are based on actual costs to date from the consultancy hired.</p>
<b>Demonstration of need</b>	<p>This project is not a new idea, created just for this grant. Rather, the project is a part of DDL’s plan for libraries, but DDL has simply lacked the funding to begin. In December 2008, DDL, working with the Delaware Council On Libraries, convened the Delaware Library Summit to identify critical issues in the areas of economic development, lifelong learning, and health. The project in this proposal is a direct result of that summit and the list of library services that it identified to address economic development.</p> <p>While Delaware has a strong history of introducing and implementing statewide services to enhance library services, the recent growth of unemployment and underemployment coincides with severe decreases in DDL’s budget, which have prevented it from implementing a coordinated, statewide approach for libraries to address the economic crisis. DDL staffing has been cut from 22 FTE to 15 FTE in the past two years. Training programs and online databases have been cut at a time when most needed. Without federal assistance, DDL lacks the resources to even consider providing the proposed services.</p> <p>DDL has provided historical financial information as requested in this application. For the current fiscal year, DDL projects expenditures of \$8,900,400 against revenues of \$9,165,400. Although this leaves DDL with approximately \$265,000 remaining in funding, most of this is a carry over from previous years and is usually reserved for unexpected operational expenses or contingencies (such as unplanned server replacements, etc.). DDL believes that in the current economic climate, where budgets and appropriations are declining each year, it would be imprudent not to have some monies set aside for such unplanned eventualities.</p>

**45. Funds to States/Territories**

States	Amount of Federal Grant Request
Delaware	1,899,929



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

--	--

**Funds to States/Territories Total:** \$1,899,929

## G. Historical Financials

<b>46. Matching Funds</b>			
	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>Revenue</b>	11,896,700	11,899,300	9,165,400
<b>Expenditures</b>	8,124,200	11,582,600	8,900,400
<b>Net Assets</b>	571,427	571,427	571,427
<b>Change in Net Assets from Prior Year</b>	0	0	0
<b>Bond Rating (if applicable)</b>	AAA	AAA	AAA

## H. Public Computer Center Summary

<b>47. Jobs</b>	
<b>How many direct jobs-years will be created from this project?</b>	6
<b>How many indirect jobs will be created from this project?</b>	14
<b>How many jobs will be induced from this project?</b>	11

### 48. Methodology used to estimate jobs:

DDL used the Council of Economic Advisors' guide to job creation estimates. On the assumption that \$92,000 = 1 job year, DDL divided its entire project budget (2,908,023) by \$92,000 to get 31.6 total job years. DDL then assumed that 36% of this was induced job years:  $0.36 \times 31.6 = 11.4$  job years; and that the remaining 64% was direct job years plus indirect job years:  $0.64 \times 31.6 = 20.2$  job years. DDL used the number of contractors hired directly by DDL for the project to calculate the number of direct jobs years, which is 6.25: 4 full-time librarians; 1 full-time statewide coordinator; 1 full-time technical contractor; and 1 part-time teacher (10 hours per week or .25 job years). Thus, direct job years = 6.25 direct job years.



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

To get the number of indirect job years, DDL subtracted the direct job years from the sum of direct job years and indirect job years:  $20.2 - 6.25 = 13.95$  indirect job years. Final job year numbers were then rounded to fit within the parameters of the BTOP application.

49. Proposed # of Public Computer Centers	
Schools (k-12)	0
Libraries	32
Medical and Healthcare Providers	0
Public Safety Entities	0
Community Colleges	0
Public Housing	0
Other Institutions of Higher Education	0
Other Community Support Organization	0
Other Government Facilities	0

**Total Proposed Public Computer Centers**            32

**Current Total Persons in Service Area**            749729

50. Minority Serving Institutions	
Historically Black Colleges and Universities	0
Tribal Colleges and Universities	0
Alaska Native Serving Institutions	0
Hispanic Serving Institutions	0



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

<b>Native Hawaiian Serving Institutions</b>	0
<b>TOTAL MINORITY SERVING INSTITUTIONS</b>	0

<b>51. Weekly Usage Summary</b>	
<b>Total Current # of Persons Served per 120-hour Business Week</b>	6973
<b>Total Proposed # of Persons Served per 120-hour Business Week</b>	7734
<b>Total Current # of Persons Served per 48-hour Weekend</b>	1368
<b>Total Proposed # of Persons Served per 48-hour Weekend</b>	1511

<b>52. Broadband Workstation Summary</b>	
<b>Number of Current Workstations proposed to be upgraded</b>	48
<b>Total Current # of Broadband Workstations</b>	489
<b>Total Proposed # of Broadband Workstations</b>	537
<b>Average Current Facility Broadband Connection Speed</b>	10.00 Mbps
<b>Average Proposed Facility Broadband Connection Speed</b>	10.00 Mbps





**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

## I. Project Readiness

### 53. Licenses and Regulatory Approvals

DDL does not require any licenses or regulatory approval to complete its project. The proposed project uses existing facilities and does not require any construction.

### 54. Organizational Readiness

DDL has a long history of implementing complex projects combining technological and human resources statewide and is fully prepared to execute the proposed Job/Learning Labs project. As of July 2010, DDL will manage the library network and troubleshooting for all 32 libraries centrally from its Dover headquarters. Of these, 20 libraries lack wireless Internet access. In 2005, DDL installed network routers in each of these 20 libraries and has continued to maintain these networks. DDL believes adding wireless access to these libraries will be a similar process that the organization is capable of fulfilling.

In addition, DDL conducts an annual group purchase of public library workstations and is responsible for PC replacements at 20 libraries. DDL currently replaces library PCs on a three year cycle. In the past year, DDL has replaced 67 PCs and therefore believes the additional 48 workstations proposed for the Job/Learning Labs project will be a smaller scale implementation. DTI will handle the videoconferencing side of the project. DTI has assisted agencies in implementing over 80 videoconferencing systems throughout the state. DTI maintains the core equipment for videoconferencing for these agencies. All videoconferencing endpoints must register with the core gatekeeper in order to be allowed to communicate with other agencies and with the outside.

DDL's largest project to date has been the \$498,000 implementation and creation of an integrated library catalog. This system replaced disparate legacy systems and now serves a total of 30 libraries. DDL created an Advisory Team of representatives from the libraries and DDL staff responsible for implementation, similar to the management team for this project. The Advisory Team worked with a vendor Project Manager to set up the software and implement the system. DDL then conducted extensive staff training and public outreach to publicize the new catalog. DDL continues to expand the services and build on its original catalog implementation project. For example, the shared catalog is now being used as a platform to roll out other new and innovative services such as downloadable e-books and audio books.

DDL also has significant experience implementing grant proposals and providing training centrally. In 2006, DDL staff used a \$17,700 grant from the Bill and Melinda Gates Foundation to facilitate Spanish language outreach workshops for Delaware librarians. DDL staff trained



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

staff in individual libraries using a “train the trainer” to facilitate Spanish language outreach and assist Spanish-speaking patrons. DDL therefore believes its approach of having Delaware Technical Community College provide a “train the trainer” session for library staff to assist patrons with computer literacy and online job searches will be successful.

**55. Project Timeline and Challenges**

**Q1**

This quarter’s focus will be hiring staff and buying equipment. DDL will develop job postings for the 6 contractual positions and RFPs for equipment and training. According to DDL policy, RFPs must be posted for 28 days. DDL anticipates 6-8 weeks to develop and post the RFPs and job positions. In month 3, DDL will award contracts, hire staff, and place purchase orders (POs). Key challenge: develop and publish the RFPs as soon as possible to minimize lead time to setting up the Labs.

**Q2**

In Q2, DDL will set up the Labs and train staff. DDL should have the wireless and videoconferencing (VC) gateway equipment by the middle of Q2. With vendor assistance, it will take 1 week to set up the equipment in each Lab (excluding VC) so that the Labs will be ready for deployment at the end of month 2. DDL will then set up WiFi hot spots at the 16 satellite PCCs without it. Since the vendor can preconfigure the wireless access switches and access points, deploying wireless will take only 2 days per PCC. Thus, by the end of Q2, DDL will have wireless access in the 4 anchor Labs and 7 of the 16 satellite PCCs.

While the equipment is being set up, DDL will train the library staff and develop curricula and schedules for the Labs. DDL will set up room scheduling software and develop policies for partners and satellite PCCs to use the Labs. DDL anticipates starting some partner-provided training programs for patrons, and will begin outreach. The official launch and outreach campaigns will begin in Q3.

Key challenge: staff training, as it will involve multipurpose software from multiple vendors. However, DDL has significant experience using a soft launch for other large-scale projects (e.g., implementation of the library catalog), which will mitigate the staff learning curve.

**Q3**

DDL will have a soft launch of services at the Labs at the start of Q3 and will finish setting up wireless at the remaining 9 satellite PCCs. It will deploy most of its outreach efforts in the first and second months of Q3, for an official Lab launch date in the middle of Q3.

Key challenges: resolving any issues that come up during the soft launch.

**Q4**



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

The Labs' administrative librarians will start planning curricula and development for VC services in Q4. DTI will install the VC gateway, but will need some involvement from DDL in integrating it with DDL's core network. Lastly, DDL will develop the PO for VC equipment at the PCCs. Throughout the quarter, DDL will evaluate program development to identify challenges and areas of improvement.

**Q5**

DDL will buy the equipment for VC at the PCCs and coordinate with the vendor and DTI to schedule installation at the 32 PCCs. DDL will need 1 week at each anchor Lab and 1 day at each satellite to set up equipment and train staff. Assuming DDL gets the equipment at the start of Q5, all equipment will be set up by the end of the quarter.

Key challenge: ensuring curricula and programs work well with the VC equipment

**56. SPIN Number**

## **J. Environmental Questionnaire**

**57. Does this PCC application have construction or ground disturbing activities?**

No

If no, please answer the questions below. If yes, please do not answer the questions below and instead proceed to the next page to answer the expanded environmental questionnaire.

**58. Does the proposed action involve the procurement of materials? If so, will the materials be installed, stored or operated in an existing building or structure? If yes, please click "Add" to include the list of equipment and peripherals to be procured.**

Yes

Laptops, headphones, speakers, cables  
Keyboards & mice  
Standard & ADA-compliant desks  
Chairs  
Printers & multifunction devices



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

Projectors, external hard drives, laptop power cords, storm cases, whiteboards, & surge protectors  
LCD TVs, movable carts, & videoconferencing units

**59. Does the proposed action involve procurement of electronic equipment? If yes, will the equipment be disposed of in an environmentally sound manner at the end of its useful life?**

Yes

**60. Does the proposed action involve construction, remodeling, or renovation? If so, will these activities be limited to only minor interior renovations to a structure, facility, or installation? If yes, click "Add" to include a description of the proposed renovations with your project summary.**

No

**61. Does the proposed action involve the production and/or distribution of informational materials, brochures, or newsletter?**

Yes

**62. Does the proposed action involve training, teaching, or meeting facilitation at an existing facility or structure? If yes, click "Add" to explain.**

Yes

DDL will hold workshops and training sessions to help job seekers and those aiming to improve their computer and basic literacy skills. These sessions will be held at the 32 PCCs, which are all in existing facilities. DDL is not proposing any construction for this project.

**63. Does the proposed action involve ground or surface disturbance to accommodate new fiber optic cable? If yes, please click "Add" to include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required.**

No



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

64. Does the proposed action involve an upgrade of broadband service to an existing facility or structure? If yes, please include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required?

No

## **K. Environmental Questionnaire – Part 2**

65. **Project Description**

66. **Property Changes**

67. **Buildings**

68. **Wetlands**

69. **Critical Habitats**

70. **Floodplain**

71. **Protected Land**



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM	<b>Easygrants ID:</b> 4843
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Despina Wilson

---

72. Coastal Area

73. Brownfield



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

**Uploads**

The following pages contain the following uploads provided by the applicant:

Upload Name	File Name	Uploaded By	Uploaded Date
Management Team Resumes and Organization Chart	17.1 Management Team Résumés and Organization Chart.pdf	Wilson, Despina	03/10/2010
Government and Key Partnerships	Key Partnership Letters FINAL.pdf	Wilson, Despina	03/12/2010
Historical Financial Statements	FY 2008 State Revenues Report - Condensed.pdf	Wilson, Despina	03/12/2010
Historical Financial Statements	FY 2009 State Revenues Report - short.pdf	Wilson, Despina	03/12/2010
Historical Financial Statements	FY 2010 State Revenues Report - short.pdf	Wilson, Despina	03/12/2010
Public Center Detail	17.4 PCC Detail 03.10.10.xls	Wilson, Despina	03/11/2010
Detailed Budget	PCC Detailed Budget Attachment FINAL.xls	Wilson, Despina	03/12/2010
BTOP Certifications	BTOP certification.pdf	Wilson, Despina	03/10/2010



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/14/2010 11:08:46 AM		<b>Easygrants ID:</b> 4843	
<b>Funding Opportunity:</b> Public Computer Centers		<b>Applicant Organization:</b> STATE, DELAWARE DEPT OF	
<b>Task:</b> Submit Application - Public Computer Centers		<b>Applicant Name:</b> Despina Wilson	

SF424 Budget (A or C)	16.8 SF424-A FINAL.pdf	Wilson, Despina	03/12/2010
SF424 B and D Assurances	SF424A Certification.pdf	Wilson, Despina	03/10/2010
Supplemental Information	Supporting Materials - Project Timeline.pdf	Wilson, Despina	03/11/2010
Supplemental Information	Supplemental Informatio - Library Letters.pdf	Wilson, Despina	03/12/2010
Supplemental Information	Supplemental Letters of Suport.pdf	Wilson, Despina	03/12/2010
Supplemental Information	Supplemental Glossary.docx	Wilson, Despina	03/12/2010