ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	10-42-B10599	159210863

4. Recipient Organization

STATE, DELAWARE DEPT OF 121 DUKE OF YORK ST, DOVER, DE 199017430

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2012	○ Yes ◉ No

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official	7c. Telephone (area code, number and extension)
Benjamin J Klein	302-739-4748 X5134
	7d. Email Address
Grant Reporting and Compliance	ben.klein@state.de.us

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	01-30-2013

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

◯ **New**   ⦿ **Improved**   ◯ **Both**

2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).

Institutions	Established	Improved	Total
Schools (K-12)	0	0	0
Libraries	0	0	0
Community Colleges	0	0	0
Universities / Colleges	0	0	0
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	0	0
Other Community Support-*Governmental* **(please specify):** N/A	0	0	0
Other Community Support-*Non-Governmental* **(please specify):** N/A	0	0	0

3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.

3.a. New PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Submitted Via Attachment	0	0	0	0	0

[Add New PCC] [Remove New PCC]

3.b. Improved PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Prior to Improvement					
Submitted Via Attachment	0	0	0	0	0

[Add New PCC] [Remove New PCC]

After Improvement					
Submitted Via Attachment	0	0	0	0	0

[Add New PCC] [Remove New PCC]

4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)

☑ **Open Lab Time**   ☐ **Other**   ☑ **Training**

4.b. If "other," please specify the primary use of the PCCs:

N/A

5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other

(matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Tandberg/Cisco	Videoconferencing Infrastructure (Video bridge HD MCU, Content Recorder, VCS Controller, etc.	301,536	1	Central, back-end videoconferencing equipment installed at technology center.
Cisco/Sharp/VFI/YTC	Videoconferencing Endpoint Equipment	16,874	5	Endpoint videoconferencing equipment installed at 5 library PCC locations.
Totals:		318,410	6	

Add Equipment   Remove Equipment

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported cumulatively from award inception to the end of the most recent calendar year.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	1,753	8,933	15,404
Multimedia	0	0	0
Office skills	0	0	0
ESL	155	790	1,826
GED	193	984	2,791
College Preparatory Training	0	0	0
Basic Internet and Computer Use	394	2,010	3,547
Certified Training Programs	0	0	0
Other (please specify): Job search, employment skills, job preparation, resume development, literacy, entrepreneurship, financial literacy.	689	3,513	6,317
Total	3,184	16,230	29,885

7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).
The Public Computer Centers provide a variety of services and training to assist patrons with job searches, resume development, employment applications, pre-employment skills, adult GED or high school diploma, computer skills, English as a Second Language (ESL), literacy, entrepreneurship, on-line training programs and financial literacy. Individualized assistance, walk-in hours and scheduled group training classes are provided at the Public Computer Centers.

8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).

N/A

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).
For our library PCCs it seems to be important to have the flexibility to tailor a mix of walk-in hours, scheduled training classes, and on-line resources to meet the needs of patrons in each community. Walk-in hours provide patrons with the opportunity to receive immediate assistance; and an opportunity to find out about other services available at the PCC. Interaction with patrons during walk-in hours enables PCC staff to gain a better understanding of the services that may be most useful to patrons; and the menu of scheduled

group training classes continues to evolve based on patron feedback. On-line resources allow patrons to continue job search or skills development independently, at their own pace and schedule.