OMB CONTROL NUMBER: 0660-0037
EXPIRATION DATE: 12/31/2013

QUARTERLY 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	11-41-B10518	058250283

4. Recipient Organization

DISTRICT OF COLUMBIA, GOVERNMENT OF District of Columbia Public Library, 901 G ST NW RM 400, WASHINGTON, DC 20001-4531

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
09-30-2011	◯ 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)
Chris Tonjes	202-727-5725
	7d. Email Address
Chief Information Officer, DCP	chris.tonjes@DC.gov
7b. Signature of Certifying Official	**7e. Date Report Submitted (MM/DD/YYYY):**
Submitted Electronically	11-30-2011

Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

We upgraded two sites to 1,000 MBPS.

We installed new computers at existing library PCCs: Southwest, Southeast, Lamond-Riggs and Northeast.

We continued our trainings at approximately the same level, with an increase in drop-in clinics for job seekers. Six libraries now offer some kind of job seekers' help.

Reports from the field:

CCDC: Students use these computers during instruction, research for coursework and personal reasons, training sessions, and registration purposes. We canvas students randomly to determine approximate data:

Schoolwork - 58%
E mail -   9%
Job-related - 31%
Other uses -   2%

We have seen a much larger number of students responding to our survey as job seekers, or looking for ways to improve their current job. More of our Lifelong Learner students are using these computers, possibly causing the upswing in those numbers.

Francis Gregory: A woman walks to the reference desk with a fruit in hand. She asks me and another reference librarian if we could help identify the fruit that she was carrying. I went on Google and typed in "A green fruit that looks like a human brain" and came up with a hedge apple. After looking at the images, we were able to identify the fruit. She was really amazed, and we then searched the uses for the fruit, which is used to deter spiders as a natural way instead of using pesticides. She was grateful for the search and commented that she was glad to see how fast we were able to find that information. She also saw that we went under a new renovation and was happy to see all new computers, especially the iMacs for the teens.

Southwest: A patron who was displaced needed to find an apartment right away. Every day she came in to use the public computers and searched on many websites to find an apartment for her and her dog. After a week and a half of searching, she finally found a place and signed her lease. She told us, "Thank you for helping me get on the computers, I had never been to the public library in DC before. I didn't know that the library had computers available. I thought the library was just full of books. I'm glad I was able to come here and search the internet for free."

Southeast Tennis and Learning: An ambitious 10-year-old girl proudly showed off her spelling and vocabulary quizzes. She said, "Since I have been coming to the computer lab at the Southeast Tennis and Learning Center, I have REALLY improved. I use the computer here to go to Spelling City! I can't go online at home, but I can here."

Benning (from William Johnson): A young lady I've known since she was a little girl came into the library one day asking if I could help her send her résumé out for some jobs. After showing her how to attach her résumé, I looked it over and told her it could use a little work. I showed her the résumé templates in Word. Now she comes into the library to upgrade her résumé and to fit it to the job she is looking for.

A gentleman named Lenwood already knew how to use a computer, but he didn't it could be used to search for jobs rather than just looking up things or playing games. But first he needed an e-mail address, so I helped him with that. Then I showed him the résumé templates and how to send them by e-mail. Now he works for a restaurant on K street N.W., and the food there is good!

A young lady named Lisa had just gotten out of prison after doing 7 years. She was working at McDonald's for three years and really wanted a better job, but she needed to go back to school, so I showed her how to use the computer to look up schools that fit her needs. After her computer research, she contacted some schools, and is on her way to becoming a medical billing assistant.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/

A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (**300 words or less**).

		Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
2.a.		Overall Project	68	See below
2.b.		Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.		Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.		Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.		New Workstations Installed	-	Progress reported in Question 4 below
2.f.		Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.		Outreach Activities	-	Progress reported in Question 4 below
2.h.		Training Programs	-	Progress reported in Question 4 below
2.i.		Other (please specify):	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

Setting up new PCCs at schools has been challenging: they have infrastructure issues to solve, and our plan to set up PCCs in summer did not align with their vacation and maintenance schedules. Delays in construction of OCTO's data center continue to delay our upgrade plans, particularly for MLK library.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported underlined cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	427	see description
4.b.	Average users per week (NOT cumulative)	22,947	see descrioption
4.c.	Number of PCCs with upgraded broadband connectivity	17	see description
4.d.	Number of PCCs with new broadband wireless connectivity	2	see description
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	117	see description

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
Boost Academics (Southeast Tennis)	130	20	2,600
Computer Connections (Southeast Tennis)	130	20	2,600
Afterschool Access (King Greenleaf)	98	16	1,568
DOES OneStop (King Greenleaf)	423	9	3,807

Blackboard for students (CCDC)	2	174	348
Other student training (CCDC)	2	180	360
Other student training (CCDC)	1	87	87
Blackboard for faculty (CCDC)	2	42	84
Registration training for faculty (CCDC)	3	54	162
Court Services Client Orientation (MLK)	2	26	52
DC Central Kitchen (MLK)	2	6	12
DC Public Schools Library Service Training (MLK)	6	32	192
E-mail (MLK)	12	90	1,080
Evaluating Internet Resources (MLK)	2	9	18
Excel I (MLK)	22	204	4,488
Excel II (MLK)	16	128	2,048
Google training (MLK)	2	3	6
Health Literacy (MLK)	12	100	1,200
HTML (MLK)	8	45	360
Intro to Blogging (MLK)	2	25	50
Job Seekers Drop-in Clinic (MLK)	5	102	510
LACES Database Training (MLK)	8	70	560
Mavis Beacon Teaches Typing (MLK)	2	326	652
Language Access Training (MLK)	4	10	40
Office of Human Rights (MLK)	4	44	176
PC Basics (MLK)	2	283	566
PowerPoint (MLK)	2	71	142
Reference USA Database (MLK)	2	15	30
Searching the Catalog (MLK)	2	15	30
Social Media (MLK)	2	55	110
Summer Youth Business Development Plan Training (MLK)	3	70	210

Web I (MLK)	2	75	150
Word I (MLK)	2	187	374
Word II (MLK)	2	111	222
Drop-in Help for Job Seekers (NW1)	18	3	54
Word (Woodridge)	2	6	12
PC Basics (Petworth)	2	2	4
Microsoft Word Basics (Petworth)	2	6	12
Internet and E-mail Basics (Petworth)	2	6	12
Job Seekers Drop-in Clinic (Shepherd Park)	52	4	204
Computer Class (Deanwood)	9	10	90
Job Seekers Drop-in Clinic (Woodridge)	12	2	24
Basic E-mail Walk-in Clinic (Woodridge)	2	22	44
Health Literacy (Washington Highlands)	3	5	15
Résumé Tutorial Workshop (Capitol View)	2	15	30
Computer Class (Capitol View)	2	12	24

Add Training Program   Remove Training Program

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).
We will upgrade broadband at four more library sites. We will add new computers at six existing library PCCs. We will have "job seeking activities" added to library "smart goals," so that adult librarians will be required to participate in activities that help job seekers (mostly online activities).

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	**Overall Project**	75	NA
2.b.	**Equipment / Supply Purchases**	-	Milestone Data Not Required
2.c.	**Public Computer Centers Established**	-	Milestone Data Not Required
2.d.	**Public Computer Centers Improved**	-	Milestone Data Not Required
2.e.	**New Workstations Installed**	-	Milestone Data Not Required
2.f.	**Existing Workstations Upgraded**	-	Milestone Data Not Required
2.g.	**Outreach Activities**	-	Milestone Data Not Required
2.h.	**Training Programs**	-	Milestone Data Not Required
2.i.	**Other (please specify):**	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).
OCTO data center delays may continue to impede our progress.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$705,000	$211,500	$493,500	$0	$0	$0	$0	$0	$0
e. Supplies	$1,141,040	$343,219	$797,821	$1,129,198	$445,766	$683,432	$1,280,198	$491,066	$789,132
f. Contractual	$374,270	$112,281	$261,989	$374,270	$112,281	$261,989	$374,270	$112,281	$261,989
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$0	$0	$0	$0	$0	$0	$0	$0	$0
i. Total Direct Charges (sum of a through h)	$2,220,310	$667,000	$1,553,310	$1,503,468	$558,047	$945,421	$1,654,468	$603,347	$1,051,121
j. Indirect Charges	$0	$0	$0	$0	$0	$0	$0	$0	$0
k. TOTALS (sum of i and j)	$2,220,310	$667,000	$1,553,310	$1,503,468	$558,047	$945,421	$1,654,468	$603,347	$1,051,121

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0