ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information		
1. Federal Agency and Organizational Element to Which Report is Submitted Department of Commerce, National Telecommunications and Information Administration	**2. Award Identification Number** 16-42-B10556	**3. DUNS Number** 833280410

4. Recipient Organization

Idaho Commission For Libraries 325 W STATE, Boise, ID 837026072

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	**6. Is this the last Annual Report of the Award Period?** ◯ 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 Gens Johnson	**7c. Telephone (area code, number and extension)** 208-301-3126
	7d. Email Address gensjohnson@gmail.com
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-29-2012

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	50	50
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):	0	0	0
Other Community Support-*Non-Governmental* (please specify):	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
N/A	0	0	0	0	0

<div align="center">[Add New PCC]   [Remove New PCC]</div>

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					
Aberdeen Public LIbrary, Aberdeen	11	42	3	0.5	288
Ashton Public Library, Ashton	4	39	3	0.4	17
Community Library Network, Athol	7	25	4	0.5	52
West Bonner Library District, Blanchard	5	25	4	1.3	30
Boundary County LIbrary, Bonners Ferry	7	49	6	0.07	132
Bruneau Valley District Library, Bruneau	5	22	0	0.5	6
Buhl Public LIbrary, Buhl	10	30	7	2.4	189
Burley Public LIbrary, Burley	16	36	7	0.06	462
Caldwell Public Library, Caldwell	12	52	10	1.5	932

Prior to Improvement					
Little Wood River District Library, Carey	2	12	0	1.5	29
Cascade Public LIbrary, Cascade	7	36	5	3	74
East Bonner County LIbrary District, Clark Fork	8	33	6	1.5	115
Craigmont Community Branch Library, Craigmont	1	15	0	2	10
Grangeville Centennial LIbrary, Grangeville	2	30	0	1.1	51
Clark County District LIbrary, Dubois	3	16	0	3.3	22
Camas County Public LIbrary, Fairfield	8	27	0	2	39
Tri-Community LIbrary, Fernwood	4	21	3	2.6	23
Garden City Public LIbrary, Garden City	55	47	6	2	561
Garden Valley District Library, Garden Valley	2	40	6	0.5	69
Eastern Owyhee County Library, Grand View	4	33	0	0.3	19
Community Library Network, Harrison	5	14	4	0.3	35
Island Park LIbrary, Island Park	4	12	6	1	24
Kellogg Public LIbrary, Kellog	5	26	3	0.5	99
Kooskia Community Library, Kooskia	3	24	0	0.5	71
Lapwai Community LIbrary, Lapwai	4	32	0	0.5	100
Leadore Community LIbrary, Leadore	4	16	4	0.05	30
Mackay Free Library District, Mackay	5	21	3	1.5	14
Lizard Butte Library District, Marsing	13	32	4	3.9	167
Mountain Home Public LIbrary, Mountain Home	19	45	8	1.5	113
Mullan Public Library, Mullan	5	14	6	0.08	38
Nampa Public Library, Nampa	16	38	7	0.5	507
Nezperce Community LIbrary, Nezperce	2	15	0	1.5	18
Oakley District Library, Oakley	3	8	4	1.5	5
Clearwater Memorial Public Library, Orofino	8	46	5	1.5	186
Community LIbrary Network, Pinehurst	8	33	3	1	34

Larsen-Sant Public Library, Preston	8	44	5	0.05	189
Priest Lake Public Library, Priest Lake	4	22	4	1.7	34
West Bonner Library District, Priest River	9	39	4	2.7	204
Community Library Network, Rathdrum	11	40	6	3	82
DeMary Memorial Public LIbrary, Rupert	15	40	4	3	143
East Bonner County LIbrary District, Sandpoint	29	47	7	0.09	1,208
Community LIbrary District, Spirit Lake	8	25	4	1.5	30
St. Anthony Public Library, St. Anthony	6	39	3	4	82
St. Maries Public Library, St. Maries	9	24	5	1	28
Stanley Community Library, Stanley	4	30	4	1.5	39
Ada Community Library, Star	20	43	7	1	750
Twin Falls Public Library, Twin Falls	27	54	9	0.3	395
Clearwater County District Library, Weippe	12	41	3	2.4	16
Wilder Public Library, Wilder	4	27	2	1.5	26
Winchester Community Library, Winchester	3	18	0	1.5	44

Add New PCC   Remove New PCC

After Improvement

Aberdeen Public LIbrary, Aberdeen	10	42	3	10	212
Ashton Public LIbrary, Ashton	5	39	3	3	48
Community Library Network, Athol	8	20	4	5	127
West Bonner Library District, Blanchard	6	23	4	8	111
Boundary County LIbrary, Bonners Ferry	6	49	6	10	213
Bruneau Valley District Library, Bruneau	5	22	0	10	16
Buhl Public LIbrary, Buhl	12	28	8	15	209
Burley Public LIbrary, Burley	26	36	7	45	307
Caldwell Public Library, Caldwell	12	52	2	20	1,123
Little Wood River District Library, Carey	5	18	3	5	22
Cascade Public LIbrary, Cascade	14	35	6	15	134
East Bonner County	8	39	7	4	229

LIbrary District, Clark Fork					
Craigmont Community Branch Library, Craigmont	2	15	0	4	5
Grangeville Centennial LIbrary, Grangeville	10	30	0	9	210
Clark County District LIbrary, Dubois	8	15	0	5	25
Camas County Public LIbrary, Fairfield	16	28	0	10	82
Tri-Community LIbrary, Fernwood	6	20	5	4	56
Garden City Public LIbrary, Garden City	40	37	6	40	937
Garden Valley District Library, Garden Valley	8	32	6	6	63
Eastern Owyhee County Library, Grand View	6	33	0	10	129
Community Library Network, Harrison	8	14	6	5	50
Island Park LIbrary, Island Park	4	12	6	3	9
Kellogg Public LIbrary, Kellog	7	29	3	4	108
Kooskia Community Library, Kooskia	3	25	0	3	67
Lapwai Community LIbrary, Lapwai	6	32	0	20	121
Leadore Community LIbrary, Leadore	6	13	4	10	24
Mackay Free Library District, Mackay	6	22	4	10	49
Lizard Butte Library District, Marsing	14	32	4	10	133
Mountain Home Public LIbrary, Mountain Home	22	45	8	20	326
Mullan Public Library, Mullan	10	14	6	7	193
Nampa Public Library, Nampa	14	35	7	20	895
Nezperce Community LIbrary, Nezperce	3	15	0	4	30
Oakley District Library, Oakley	5	8	4	3	15
Clearwater Memorial Public Library, Orofino	10	46	5	7	187
Community LIbrary Network, Pinehurst	8	33	3	5	89
Larsen-Sant Public Library, Preston	17	44	5	11	298
Priest Lake Public Library, Priest Lake	7	22	4	4	40
West Bonner Library District, Priest River	10	39	4	4	378
Community Library Network, Rathdrum	17	40	6	10	326

DeMary Memorial Public LIbrary, Rupert	16	40	4	20	247
East Bonner County LIbrary District, Sandpoint	35	47	7	45	1,306
Community LIbrary District, Spirit Lake	8	25	4	5	112
St. Anthony Public Library, St. Anthony	6	39	3	12	103
St. Maries Public Library, St. Maries	11	24	10	5	43
Stanley Community Library, Stanley	9	30	4	10	30
Ada Community Library, Star	10	43	7	20	322
Twin Falls Public Library, Twin Falls	41	54	18	45	1,019
Clearwater County District Library, Weippe	14	39	3	8	112
Wilder Public Library, Wilder	6	28	3	10	61
Winchester Community Library, Winchester	4	15	3	4	51

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
Hewlett Packard	Laptop Computer	643	29	Used for public access computing in public library gaining increased Internet bandwidth
Hewlett Packard	Desk Computer & Monitor	900	233	Used for public access computing in public library gaining increased Internet bandwidth
Lenovo	Laptop computer	736	122	Used for public access computing in public library gaining increased Internet bandwidth
Lenovo	Desk Computer, wifi adapter	635	98	Used for public access computing in public library gaining increased Internet bandwidth
Apple	Laptop Computer	1,199	25	Used for public access computing in public library gaining increased Internet bandwidth
Apple	Desk Computer	1,199	25	Used for public access computing in public library gaining increased Internet bandwidth
Apple	Tablet	499	15	Used for public access computing in public library gaining increased Internet bandwidth
SonicWall	Server/Firewall/ Wifi	916	48	Used for public access computing in public library gaining increased Internet bandwidth
Cisco	Wi-Fi Access Point	890	1	Used for public access computing in public library gaining increased Internet bandwidth
Plantronics	USB Headsets with microphone	30	103	Used for public access computing in public library gaining increased Internet bandwidth
ViewSonic	LCD Display	139	98	Used for public access computing in public library gaining increased Internet bandwidth

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Sony	Headsets	20	562	Used for public access computing in public library gaining increased Internet bandwidth
SonicWall	Wi-fi Access Point	405	2	Used for public access computing in public library gaining increased Internet bandwidth
Netgear	Modem Wi-fi	133	1	Used for public access computing in public library gaining increased Internet bandwidth
Totals:		8,344	1,362	

[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	10,035	10,035	0
Multimedia	0	0	0
Office skills	0	0	0
ESL	160	160	1,390
GED	1,735	1,735	8,782
College Preparatory Training	490	490	2,268
Basic Internet and Computer Use	800	800	3,961
Certified Training Programs	0	0	0
Other (please specify): Licensing practice, career training, Apangea	700	700	5,408
Total	13,920	13,920	21,809

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).

In Idaho, library users go to libraries to find jobs, create new careers, improve skills, learn to use the latest technology, get the tools and information needed to
reenter the workforce, and help grow small businesses. Libraries provide a vital link to technology and information. Over 70% of Idaho's public libraries are the only free source of Internet access in their communities.

92.6% of Idaho's public libraries help people access and use employment resources, helping with job searches, creating resumes, and submitting employment applications. Public libraries also partner with the Idaho Department of Labor to provide access to the Idaho Career Information System, IdahoWorks, and other Labor resources. 81.9% of Idaho's public libraries offer computer and other technical training, helping people gain essential technology skills for the 21st Century workforce.

BTOP funds have expanded Internet access to 49 libraries that before had only limited access to the Internet, enabling them to offer residents in their community access to these web-based resources and services. Three series of workshops have brought together the library staff from these libraries with Idaho Department of Labor case workers and regional managers as well as staff from the Idaho Division of Professional/Technical Education, Adult Basic Education programs to share resources and programs and plan outreach and end-user training focused on resources for the un- and under-employed, locally.

BTOP funds also enabled a statewide subscription to LearningExpress Library with resources for self-instruction to build computer skills and tools to study and practice for licensing and certification exams and GED, SAT, ACT, and TOEFL tests. Users have used 3652 resources to build computer skills and 2833 resources for career and professional development from this online resource.

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).

Efforts were made to engage small or local businesses in all aspects of services contracted for the project including computer installation, meeting services, public information design, media production and placement. Known SDB entities are:
Guy-Rome Associates, Gens Johnson

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

• Sustainability: E-Rate training for public library staff was the first thing done.
• Statewide Technical contract specialist hired to handle bid process and contract negotiations for expanded bandwidth for the libraries, as individual installations ensuring compliance with E-Rate rules and appropriate technical plans for each library.

• Statewide launch gathered potential partners and generated top-level support for collaborations.
• Promo: kit with "online @ your library" materials to promote the availability of the expanded broadband and resources
• Promo: television spots promoting the new resources available to Idaho
• Promo: Radio spots on college football and basketball game days
• Promo: Spanish radio and TV spots
• Promo: library launch kits to generate community awareness
• Collaboration: Partnering with other state agencies
• Collaboration: leveraging existing resources within the state (Apangea, PLATO, E-gov, IdahoPTV video, etc.)
• Resources: Providing resources statewide (LearningExpress Library, Internet2 membership)
• Resources: Developing new statewide resources (Scout, online job-seekers handbook)
• Regional and very local workshops to connect resources & local partners
• Youth Corps digital literacy coaches for computer users at the BTOP libraries

Expanded broadband
The Commission matched individual BTOP libraries with the lowest-cost providers for broadband Internet service in their particular communities. In addition, up to 90 percent of the Internet bill for the libraries will be paid by the FCC E-Rate Universal Service Fund. Most of the libraries are also getting wi-fi equipment that will enable library patrons who bring their own computers to the library to access the Internet.
Online resources
LearningExpress Library has been well-used since the BTOP-funded
statewide subscription became available in November 2010. At libraries throughout the state, jobseekers and students are using LearningExpress Library courses for reading, writing, math, and computer skills; study guides for academic tests such as the GED and SAT; and a wide array of career certification preparation and practice exams.
Statewide online resources coming in summer 2011 include "Scout" (a version of Teachers' Domain customized for Idaho students) and Internet2 resources for libraries. Like LearningExpress Library, these resources will be available through the LiLI portal at www.lili.org.
Library and partner training
Training is a key component in the "online @ your library" project, and staff members from BTOP libraries completed E-Rate training as well as training for newly available online resources.
BTOP libraries also participated in "Connecting Resources & Partners Workshops" held throughout Idaho during the first year of the project. These workshops connected BTOP libraries with their local grant partners—such as the Idaho Department of Labor and Adult Basic Education—and provided hands-on access to the various resources available to all Idaho residents through the BTOP project.
Promotion
BTOP libraries got a kit with "online @ your library" materials to promote the availability of the expanded broadband and resources. In addition, all public libraries got table-top displays to place near their public access computers to show computer users where to find valuable online resources. Idaho Public Television produced and aired television spots promoting the new resources available to Idaho residents at www.lili.org.
End-user training
During the summer and into the fall "digital literacy" coaches were available to computer users at the BTOP libraries. The Idaho Department of Labor field offices matched Youth Corps participants with BTOP libraries. The Youth Corps participants worked part-time in the public libraries, assisting patrons with basic computer skills.
The Department of Labor also leveraged their existing resources for jobseekers to develop an online "Idaho Jobseekers Handbook."
Collaboration
Partnering with other state agencies for the "online @ your library" project benefits not only the Commission and Idaho public libraries, but also the partnering agencies. While
the libraries learned about the resources available to their communities, staff at partnering agencies learned what the libraries across the state have to offer and have been "simply amazed" by the discovery. Partners found workshops and presentations provided by ICfL to be "very professional and informative." They also appreciate outreach efforts on the part of the Commission to raise awareness

about the BTOP project and leverage existing resources within the state. Partners are looking forward to using the information gathered at these sessions to design larger workforce services initiatives.

The call out for our "best practices" is nicely summarized in this comment from a foundation program officer working with us on this project:

"AFTER REVIEWING YOUR NTIA AND FOUNDATION REPORTS, I CONTINUE TO BE IMPRESSED WITH THE WORK OF THE IDAHO COMMISSION FOR LIBRARIES. THE ACHIEVEMENTS YOU HAVE MADE IN PROCURING BROADBAND UPGRADES AND ERATE PARTICIPATION ARE IMPRESSIVE. SO ARE THE NUMBERS. $290K IN ERATE SUPPORT FOR 43 LIBRARIES WITH PLANS FOR EVEN MORE IN THE NEXT ERATE CYCLE; UPGRADES FROM AN AVERAGE OF 1.5MBPS TO 11MBPS; A DIVERSE SET OF CARRIER CONTRACTS; 477 COMPUTERS ORDERED AND 287 INSTALLED IN LIBRARIES; DIGITAL LITERACY TRAINING THROUGH THE IDAHO YOUTH CORPS; AND PARTNERSHIPS WITH THE DEPARTMENT OF LABOR, ADULT BASIC EDUCATION, WGBH, PBS AND IDAHO PUBLIC TV."