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	21-42-B10535	050950989

4. Recipient Organization

Kentucky Arts, Education & Humanities Cabinet P.O. Box 537, Frankfort, KY 406020537

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Report of the Award Period?
03-31-2013	◯ 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)
Nicole Bryan	
	7d. Email Address
	nicole.bryan@ky.gov

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	05-22-2013

Project Indicators (This Quarter)

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

All 46 PCCs were operational with one library closing for a month while they moved to a newly renovated building. Another reported having driver problems on all of their laptops which rendered them unavailable for two weeks. Software renewals and support for training events received funds. The libraries reported that 2,675 customers participated in classes including Computer Basics, Keyboarding/Mouse, Online Job Searching, MS Office, Email, Internet, Resumes, Interview Skills, Facebook/Twitter, Web Blogs, Skype, Small Business, Quickbooks, Photoshop, eBay, Linkedin, GoogleDocs, Website Development, Local Internet Options, Windows 8. Libraries reported continually assessing their classes and redirecting them based on participant input. More libraries were concentrating on self-employment and starting small businesses. They worked with their local Small Business Development Centers which conducted classes at the library. They brought in trainers to discuss how to turn hobbies into money. One library reported that they were purchasing a number of DIY type DVDs to add to their collection to address practical skill sets toward being self-employed. More libraries were reporting that customers who had attended classes were more independent and if they asked for one on one assistance that their questions were more advanced. One library which was the first to bring Kentucky Teleworks to their library reported that the counselor was more impressed by the skills of the applicants and many more were ready for at home online work while others had already obtained jobs. Eleven libraries conducted classes off site at churches, community centers, the Salvation Army, senior centers, jail, and a variety of government offices. Eleven libraries taught classes outside normal hours. Eighty-one library staff members participated in free appropriate training outside the grant. One of those opportunities was concerning the Kentucky Adult Education's statewide 2013 GED Closeout Campaign, aimed at reaching the 16,000 Kentuckians that have incomplete or non-passing GED scores. KYAE staff explained the upcoming changes to the test and how that might impact citizens. 17,021 customers received individual assistance with basic computers, MS Office, Resumes, Online Job Applications, Job research, email accounts, eBay and Craigslist, Skype, scanning documents, student loans, online courses, jobs and test databases, job testing, government forms including heating assistance, unemployment, Social Security. The libraries reported that computer equipment was used by 229,696 customers. The E-Rate Coordinator trained 176 library staff members on E-Rate and technology related topics. 39 of the 46 BTOP libraries filed for FY 2013 E-rate discounts in the amount of $351,076. The BTOP listserv was used for communication and sharing of resources. The monthly best practices webinars continued and links to the archived sessions mounted on the website. Many outreach, marketing, and partnership efforts continued. Partnerships with businesses continue to emerge and be maintained. One library was contacted by the Adult Education Office staff who asked them to coordinate a meet and greet at the library for them. The library paid for advertisement, wrote an article for the newspaper and went on the radio. The staff from the Adult Education Office was extremely pleased that they were able to speak directly with 20 people about the GED during that time. The library's role in the community continues to evolve. One library reported that a new business conducted interviews in their community room. 54 people completed applications and were given a brief interview. 25 people were hired and several candidates for the chef's position were scheduled with a second interview. The user share continued to be populated with subrecipient documentation that included quotes, expenditure reports, call notes, and other materials.

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	94	N/A
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).

As was reported previously, libraries continued to see one on one assistance provided by library staff members to the public thrive and escalate. More libraries are indicating that the one on one assistance is taxing their existing staff and that they are trying to find solutions that their communities will accept. The BTOP Best Practice webinar that featured libraries' attempts to address this issue has led others to adopt some of these solutions. They continue to have mixed results but the conversation continues. Many libraries continued to struggle with the face to face formal training requirements of the grant. It continues to be proven that adults who need help want it when they need it. Formal training does not meet their educational needs. Faced with the fact that they must provide the face to face classes, libraries continue to look for more creative marketing options. From what is being reported anecdotally by the libraries, it appears that economic recovery across the state continues to be slow and inconsistent. One library reported that although her county was recovering and the unemployment rate was declining that it remained high in surrounding counties. Those citizens are coming to her classes. More libraries have reported that they are now the site where employers send prospective employees for help in completing the online application. Unfortunately, most of these are for low level positions. The good news associated with this though is that several libraries have reported that these businesses are scheduling their employees to come to the library to attend training on new software applications specific to their operations. Libraries have continued to escalate their small business assistance with more training and support. Many libraries are interested in taking their laptop labs out into their communities to broaden their deployment of face to face classes and one on one assistance. The libraries are undeterred if things do not work out and continue to look for locations out in their communities. Several libraries have reported that the Adult Education Office in their counties is no longer offering basic computer classes. It appears that many have redirected their limited resources on GED completion. Subsequently, the Adult Ed offices are already sending their customers who need computer training to the libraries to take their classes. On library has reported that this influx of customers has necessitated that he work toward hiring a contract trainer because their own staff trainers can no longer meet the needs. Another library indicated that they could not fiscally support the training after the BTOP funds were gone. They were trying to find volunteer trainers among recently retired professionals in their community. Because of our work with AARP and service to seniors, we recommended that they post these opportunities on the AARP volunteer website—Create the Good. While the number of BTOP libraries applying for E-rate remained the same from last year (39 of 46,) the amount on track to be received is 17% higher. Some of the non-participating libraries have indicated that they will apply for E-rate discounts after the BTOP grant has concluded. These topics are part of the sustainability discussion that has begun.

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 <u>cumulatively</u> 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	733	N/A
4.b.	Average users per week (NOT cumulative)	45,816	N/A
4.c.	Number of PCCs with upgraded broadband connectivity	46	N/A
4.d.	Number of PCCs with new broadband wireless connectivity	0	N/A
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	882	N/A

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
Adair Co Public Library, Email	2	10	20
Adair Co Public Library, Intro to Internet	2	30	60
Adair Co Public Library, MS Word	2	6	12
Bath Co Public Library, Computer Basics	2	30	60
Boyle Co Public Library, Computer Basics	1	5	5

Boyle Co Public Library, Computer Basics	2	6	12
Boyle Co Public Library, Facebook/Twitter	1	5	5
Boyle Co Public Library, Financial Aid for College	1	5	5
Boyle Co Public Library, Intro to Internet	1	3	3
Boyle Co Public Library, MS Excel	1	2	2
Boyle Co Public Library, MS PowerPoint	1	2	2
Boyle Co Public Library, MS Word	1	13	13
Boyle Co Public Library, Online Job Searching	1	2	2
Boyle Co Public Library, Resume Writing	1	3	3
Calloway Co Public Library, Career Assistance	2	3	6
Calloway Co Public Library, Computer Basics	2	53	106
Calloway Co Public Library, Email	2	14	28
Calloway Co Public Library, File Management	2	14	28
Calloway Co Public Library, How to Download Software	2	5	10
Calloway Co Public Library, MS Word	2	52	104
Calloway Co Public Library, One on One Tech Help - Bring Your Problems	2	19	38
Calloway Co Public Library, Using e-Books	2	19	38
Calloway Co Public Library, Working with Digital Pictures & Picasa	2	21	42
Carroll Co Public Library, Computer Basics	2	20	40
Carroll Co Public Library, Email	1	3	3
Carroll Co Public Library, Email	2	8	16
Carroll Co Public Library, MS Word	2	7	14
Carroll Co Public Library, Online Job Searching	2	2	4
Carroll Co Public Library, Quickbooks	2	19	38
Casey Co Public Library, Computer Basics	2	71	142
Casey Co Public Library, Email	2	14	28

Casey Co Public Library, Online Job Searching	2	7	14
Clinton Co Public Library, Computer Basics	1	17	17
Clinton Co Public Library, Intro to Internet	1	7	7
Clinton Co Public Library, Intro to Internet	2	3	6
Clinton Co Public Library, MS Word	1	2	2
Corbin Public Library (Whitley Co), Interview Skills	2	12	24
Corbin Public Library (Whitley Co), Resume Writing/New Device Tutorial	2	23	46
Crittenden Co Public Library, Computer Basics	1	1	1
Crittenden Co Public Library, Email	1	1	1
Crittenden Co Public Library, Google Maps	1	1	1
Crittenden Co Public Library, Internet Searching	1	1	1
Crittenden Co Public Library, Intro to Internet	1	1	1
Cynthiana-Harrison Co Public Library, Computer Basics	2	30	60
Cynthiana-Harrison Co Public Library, eBay	2	10	20
Cynthiana-Harrison Co Public Library, Intro to Windows 8	2	10	20
Cynthiana-Harrison Co Public Library, Social Media	2	10	20
Edmonson Co Public Library, Online Job Applications	3	46	138
Estill Co Public Library, Computer Basics	2	5	10
Fleming Co Public Library, Career Transitions Database	1	3	3
Fleming Co Public Library, Computer Basics	1	9	9
Fleming Co Public Library, eBay	1	8	8
Fleming Co Public Library, eBooks/eReaders	1	3	3
Fleming Co Public Library, Facebook/Twitter	1	20	20
Fleming Co Public Library, Intro to Craigslist	1	3	3
Fleming Co Public Library, Intro to Word Processing	1	8	8
Gallatin Co Public Library, Computer Basics	4	12	48

Gallatin Co Public Library, Email	2	2	4
Gallatin Co Public Library, GED Keyboarding/Mouse Skills	3	2	6
Gallatin Co Public Library, iPad Basics	2	1	2
Gallatin Co Public Library, Keyboarding/Mouse Skills	2	7	14
Gallatin Co Public Library, Organizing Digital Photos	2	1	2
Garrard Co Public Library, Intro to Internet	2	3	6
Garrard Co Public Library, MS Word	2	3	6
Garrard Co Public Library, Resume Writing	1	2	2
Grant Co Public Library, Computer Basics	1	4	4
Grant Co Public Library, Computer Basics	2	20	40
Grant Co Public Library, Interview Skills	2	20	40
Grant Co Public Library, Intro to Internet	1	6	6
Grant Co Public Library, Intro to Internet	2	31	62
Grant Co Public Library, MS Excel	2	1	2
Grant Co Public Library, MS PowerPoint	1	4	4
Grant Co Public Library, MS Word	2	5	10
Graves Co Public Library, Computer Basics	3	47	141
Graves Co Public Library, Interview Skills	3	10	30
Graves Co Public Library, Online Job Searching	3	5	15
Graves Co Public Library, Resume Writing	3	5	15
Hancock Co Public Library, Computer Basics	2	12	24
Hancock Co Public Library, Facebook/Twitter	2	12	24
Hancock Co Public Library, iPad Basics for Use with Laptops	2	15	30
Hardin Co Public Library, Computer Basics	2	29	58
Hardin Co Public Library, Email	2	8	16
Hardin Co Public Library, Facebook/Twitter	2	12	24

Hardin Co Public Library, Intermediate MS Word	2	10	20
Hardin Co Public Library, MS Excel	2	17	34
Hardin Co Public Library, MS PowerPoint	2	13	26
Hardin Co Public Library, MS Word	2	6	12
Hardin Co Public Library, Smart Start Business Basics	2	28	56
Harry M Caudill Memorial Library (Letcher Co), Computer Basics	3	12	36
Harry M Caudill Memorial Library (Letcher Co), eBay	3	5	15
Harry M Caudill Memorial Library (Letcher Co), Email	3	6	18
Harry M Caudill Memorial Library (Letcher Co), Intro to Internet	3	6	18
Harry M Caudill Memorial Library (Letcher Co), MS Word	2	8	16
Henry Co Public Library, Computer Basics	2	29	58
Henry Co Public Library, Digital Photography	2	4	8
Henry Co Public Library, eBay	1	2	2
Henry Co Public Library, Facebook/Twitter	1	5	5
Henry Co Public Library, Intro to Internet	2	5	10
Henry Co Public Library, Skype	1	2	2
Jessamine Co Public Library, Computer Basics	2	8	16
Jessamine Co Public Library, Intro to Internet	2	5	10
Jessamine Co Public Library, MS Excel	2	9	18
Jessamine Co Public Library, MS PowerPoint	2	16	32
Jessamine Co Public Library, MS Word	2	9	18
John L Street Public Library (Trigg Co), Advanced Email	1	5	5
John L Street Public Library (Trigg Co), Advanced Internet	1	6	6
John L Street Public Library (Trigg Co), Computer Basics	1	13	13
John L Street Public Library (Trigg Co), Email	1	11	11
John L Street Public Library (Trigg Co), Intro to Internet	1	11	11

John L Street Public Library (Trigg Co), Intro to Internet	2	8	16
LaRue Co Public Library, Intro to Internet	2	11	22
LaRue Co Public Library, Jewelry Design, Marketing & Kentucky Crafted	2	12	24
LaRue Co Public Library, MS PowerPoint	2	7	14
LaRue Co Public Library, Windows Movie Maker	2	5	10
Lewis Co Public Library, Basic Internet and Email Skills	2	10	20
Lewis Co Public Library, Computer Basics	2	25	50
Lewis Co Public Library, Email	2	17	34
Lewis Co Public Library, Intro to Internet	2	18	36
Lewis Co Public Library, iPhone for Beginners	2	20	40
Lewis Co Public Library, Nook for Beginners	2	6	12
Lewis Co Public Library, Online Job Searching	2	11	22
Logan Co Public Library, Computer Basics	2	21	42
Logan Co Public Library, Email	2	1	2
Logan Co Public Library, Learn to Pinterest	2	6	12
Logan Co Public Library, Library to Go: eReaders	2	12	24
Martin Co Public Library, Computer Basics	2	4	8
Martin Co Public Library, Computer Basics	3	5	15
Martin Co Public Library, KY Teleworks	4	24	96
Mason Co Public Library, Computer Basics	3	19	57
Mason Co Public Library, Email	3	4	12
Mason Co Public Library, Intro to Internet	3	2	6
Mason Co Public Library, MS Word	3	4	12
Mason Co Public Library, Resume Writing	3	9	27
McCreary Co Public Library, Computer Basics	2	44	88
Meade Co Public Library, Computer Basics	1	11	11

Meade Co Public Library, Computer Basics	2	2	4
Meade Co Public Library, MS Excel	1	3	3
Meade Co Public Library, MS PowerPoint	1	4	4
Meade Co Public Library, eReaders	1	5	5
Metcalfe Co Public Library, Adults Returning to School	2	3	6
Metcalfe Co Public Library, Back to School Options	1	1	1
Metcalfe Co Public Library, Computer Basics	2	10	20
Metcalfe Co Public Library, Interview Skills	2	11	22
Metcalfe Co Public Library, Online Job Applications	1	2	2
Mt Sterling-Montgomery Co Public Library, Computer Basics	1	9	9
Mt Sterling-Montgomery Co Public Library, Email	1	4	4
Mt Sterling-Montgomery Co Public Library, Financial Aid for Non-Traditional Students	1	10	10
Mt Sterling-Montgomery Co Public Library, Intermediate MS Excel	2	23	46
Mt Sterling-Montgomery Co Public Library, Job Fair	2	32	64
Mt Sterling-Montgomery Co Public Library, KY Teleworks	1	9	9
Mt Sterling-Montgomery Co Public Library, Open Computer Lab	2	4	8
Mt Sterling-Montgomery Co Public Library, MS PowerPoint	2	5	10
Mt Sterling-Montgomery Co Public Library, Resume Writing	2	4	8
Mt Sterling-Montgomery Co Public Library, Starting Your Own Business	2	17	34
Nicholas Co Public Library, Email	1	16	16
Nicholas Co Public Library, Facebook/Twitter	1	8	8
Nicholas Co Public Library, Keyboarding	2	10	20
Nicholas Co Public Library, MS Word	1	8	8
Nicholas Co Public Library, Photoshop	2	11	22
Nicholas Co Public Library, Resume Writing	2	10	20

Ohio Co Public Library, Email	3	2	6
Ohio Co Public Library, eReaders & Audio Books	3	5	15
Ohio Co Public Library, eReaders Simplified	3	4	12
Ohio Co Public Library, Intro to Internet	3	2	6
Ohio Co Public Library, MS Excel	3	2	6
Ohio Co Public Library, MS PowerPoint	3	3	9
Ohio Co Public Library, MS Publisher	3	3	9
Ohio Co Public Library, Open Lab - Technology Problems	3	4	12
Ohio Co Public Library, Web Design	3	1	3
Owen Co Public Library, Build Your Own Website	2	11	22
Owen Co Public Library, Facebook/Twitter	2	9	18
Owen Co Public Library, Intro to Internet	2	15	30
Owen Co Public Library, Online Job Searching	2	22	44
Owen Co Public Library, Open Lab	4	6	24
Owen Co Public Library, Transferring Digital Photos to PC	2	4	8
Pike Co Library District, Computer Basics	2	34	68
Pike Co Library District, Email	1	12	24
Pike Co Library District, Intro to Internet	2	16	32
Pike Co Library District, MS Word	2	9	18
Pike Co Library District, Online Job Searching	2	18	36
Pike Co Library District, Resume Writing	2	23	46
Powell Co Public Library, Computer Basics	2	27	54
Powell Co Public Library, Intro to Internet	2	4	8
Powell Co Public Library, Online Job Searching	2	8	16
Pulaski Co Public Library, Computer Basics	2	39	78
Pulaski Co Public Library, eBay	3	5	15

Pulaski Co Public Library, Intermediate Computer Class	2	17	34
Pulaski Co Public Library, Interview Skills	1	19	19
Pulaski Co Public Library, KY Teleworks	4	39	156
Pulaski Co Public Library, MS Excel Pt 2	2	17	34
Pulaski Co Public Library, MS PowerPoint	1	3	3
Pulaski Co Public Library, Online Job Searching	1	2	2
Pulaski Co Public Library, Resume Writing	1	38	38
Rowan Co Public Library, Backing Up Your Important Documents	1	4	4
Rowan Co Public Library, Career Transitions Database	1	5	5
Rowan Co Public Library, Downloading eBooks	1	4	4
Rowan Co Public Library, eBay	1	12	12
Rowan Co Public Library, Email	1	4	4
Rowan Co Public Library, eReaders	1	3	3
Rowan Co Public Library, Google Docs	1	4	4
Rowan Co Public Library, iPod/ iPad	1	1	1
Rowan Co Public Library, MS Excel	1	6	6
Rowan Co Public Library, MS Word	1	2	2
Rowan Co Public Library, Organizing Your PC Workspace	1	5	5
Russell Co Public Library, Gale Career Transitions	2	3	6
Russell Co Public Library, How To Download Electronic Resources	2	2	4
Russell Co Public Library, Learn Visual.ly, Infogr.am & Peachtree	2	3	6
Russell Co Public Library, Online Job Searching	2	4	8
Russell Co Public Library, Understanding LinkedIn Part 1	2	6	12
Russell Co Public Library, Understanding LinkedIn Part 2	2	5	10
Spencer Co Public Library, Computer Basics	2	4	8

Spencer Co Public Library, eReaders	2	5	10
Spencer Co Public Library, MS Word	2	3	6
Spencer Co Public Library, Online Job Searching	2	4	8
Spencer Co Public Library, Resume Writing	2	4	8
Taylor Co Public Library, Computer Basics	2	28	56
Taylor Co Public Library, Intermediate Computers	2	21	42
Taylor Co Public Library, Using New Mobile Technology	4	18	72
Trimble Co Public Library, Blogging	2	3	6
Trimble Co Public Library, Google Products Review	2	6	12
Trimble Co Public Library, Internet Basics & Local Internet Connection Options for Trimble County	2	10	20
Trimble Co Public Library, MS Publisher	2	2	4
Trimble Co Public Library, Skype	2	6	12
Union Co Public Library, Career Transitions Database	1	16	16
Union Co Public Library, Computer Basics	2	32	64
Union Co Public Library, Computer Basics Part 2	1	10	10
Union Co Public Library, Email with eBooks	2	32	64
Union Co Public Library, Facebook/Twitter	2	39	78
Union Co Public Library, MS Excel	2	15	30
Warren Co Public Library, Computing for Seniors	1	1	1
Warren Co Public Library, Computing for Seniors	2	2	4
Warren Co Public Library, Creating a Blog	1	1	1
Warren Co Public Library, Digital Downloading	1	4	4
Warren Co Public Library, Digital Downloading	2	10	20
Warren Co Public Library, eBay	1	7	7
Warren Co Public Library, Email	1	3	3
Warren Co Public Library, Facebook/Twitter	1	2	2

Warren Co Public Libary, Facebook/Twitter	2	13	26
Warren Co Public Library, Google Docs	1	4	4
Warren Co Public Library, Intermediate Computers & the Internet	1	1	1
Warren Co Public Library, Intro to Computers & the Internet	1	9	9
Warren Co Public LIbrary, Intro to Genealogy	1	2	2
Warren Co Public Library, Intro to Genealogy	2	3	6
Warren Co Public Library, Intro to Pinterest	1	4	4
Warren Co Public Library, Intro to Social Media	1	2	2
Warren Co Public Library, MS Excel	2	9	18
Warren Co Public Library, MS PowerPoint	1	3	3
Warren Co Public Library, MS Word	1	15	15
Warren Co Public Library, Online Job Searching	1	4	4
Warren Co Public Library, Resume Writing	1	2	2
Washington Co Public Library, Computer Basics	1	45	45

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).

As Spring flows into summer, we anticipate that the number of customers coming to public libraries will decline and spike upward as events unfold. Spring breaks see fewer customers in libraries. However, as schools close for the summer and summer reading programs begin, populations explode. While the winter weather did close some school systems, many were not adversely affected. Subsequently, the large number of inclement weather days that were built into the academic calendar has ultimately translated into the number of days that are cut which results in schools closing much earlier than scheduled. One library has already reported that they will schedule BTOP classes for the parents during the times that the children will be engaged in Summer Reading events. One library has been working with their local Walmart to take classes into the store to reach community members who do not come to the library. They are currently scheduled to start the first Saturday in June. Two staff members will take 6 laptops and will teach Basic Computers and Resume Writing starting at 11 am. Everyone is very excited about this outreach event and hope to expand it. Libraries will continue to assess their face to face event offerings and will adjust their classes accordingly. As per usual, the e-rate coordinator will continue to maintain contact with E-Rate libraries by listserv, email, phone, and site visits were appropriate. She will also work directly with the Universal Service Administrative Company's School Libraries Division on behalf of subrecipient libraries as E-Rate issues arise. The monthly best practice/good idea sessions will continue and are created based on the monthly BTOP reports from the libraries. April's session included staff from one library reporting about the local hospital asking them to train their staff on Excel 2010. Another library's staff discussed their frustration with the workforce related face to face trainings that they had conducted with minor success. When two customers asked for a Basic Computers class, they complied and to their surprise they had 9 attendees. With input from those customers, they revamped their entire schedule and reverted to basic classes including the MS Office Suite. These classes have been wildly successful and the library staff plan to continue with this schedule. Handouts created by these two libraries for their classes were distributed. Libraries continue to advance in their service and thinking outside the box. One library reported that they had a customer in their community room after hours using a library laptop and wifi to take their college courses. Allocation spreadsheets related to procurement throughout the project will be generated and sent to the project managers and the IT contractor for review and affirmation. Training expenditures are not part of this process. The project related listserv will continue to be used as a communication device and a discussion forum by everyone involved with the project. The administrative user share will continue to be populated with subrecipient documentation that includes expenditure reports, emails related to the project and quotes as appropriate. Sustainability discussions will continue.

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	97	N/A
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).

N/A

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	$121,037	$80,326	$40,711	$118,030	$81,098	$36,932	$121,123	$83,268	$37,855
b. Fringe Benefits	$28,961	$25,704	$3,257	$45,480	$41,166	$4,313	$46,617	$42,195	$4,421
c. Travel	$1,700	$1,200	$500	$978	$978	$0	$1,055	$1,030	$25
d. Equipment	$0	$0	$0	$0	$0	$0	$0	$0	$0
e. Supplies	$1,242,064	$299,281	$942,783	$1,417,293	$248,782	$1,168,511	$1,429,500	$260,500	$1,169,000
f. Contractual	$96,000	$19,200	$76,800	$78,894	$17,976	$60,918	$78,920	$18,000	$60,920
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$307,690	$115,053	$192,637	$115,623	$104,563	$11,060	$145,531	$134,331	$11,200
i. Total Direct Charges (sum of a through h)	$1,797,452	$540,764	$1,256,688	$1,776,298	$494,563	$1,281,734	$1,822,746	$539,324	$1,283,421
j. Indirect Charges	$93,138	$0	$93,138	$8,259	$1,439	$6,820	$8,270	$1,440	$6,830
k. TOTALS (sum of i and j)	$1,890,590	$540,764	$1,349,826	$1,784,557	$496,002	$1,288,554	$1,831,016	$540,764	$1,290,251

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