

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 21-42-B10562	3. DUNS Number 105370931
4. Recipient Organization LOUISVILLE-JEFFERSON COUNTY METRO 301 YORK ST, LOUISVILLE, KY 40203		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2012	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> 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 Lee S Burchfield Manager of Computer Services	7c. Telephone (area code, number and extension) (502) 574-1691	
	7d. Email Address Lee.Burchfield@LFPL.org	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-22-2013	

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	3	18	21
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
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:

At Job Shop locations, use of computers is reserved for users who are searching for, applying for, or training for employment.

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
HP	Touchsmart 9300 Computer + warranty	1,106	27	Deployed as public computers at Western Branch Library (22) and as accessibility computers at various branches (5)
Acer	22" Monitor	128	2	Used as accessibility computer monitor
Dell	Optiplex 790 Computer	587	2	Deployed as accessibility computers
Leviton	Patch panels	290	2	Used in wiring closet at Western Branch Library
Leviton	Cable Management Racks	50	2	Used in wiring closet at Western Branch Library
Leviton	Cable Management Rack	180	1	Used in wiring closet at Western Branch Library
HP	Probook 4730 Laptop + warranty	1,091	3	Used in programming by TechConnects staff
Amazon	Kindle Fire	195	1	Used in programming by TechConnects staff
Barnes and Noble	Nook tablet	201	1	Used in programming by TechConnects staff
Logitech	Mice	6	10	Used with accessibility computers
Adobe	Acrobat Licensing	243	2	Used in programming by TechConnects staff
HP/Compaq	Elite 8300 Touchscreen Computer + Warranty	1,111	50	Deployed as public computers at Bon Air Branch Library
Totals:		5,188	103	

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	408,786	408,786	0
Multimedia	1,182	893	1,611
Office skills	1,572	1,193	1,830
ESL	0	0	0
GED	0	0	0
College Preparatory Training	189	172	134
Basic Internet and Computer Use	5,166	4,295	5,075
Certified Training Programs	0	0	0
Other (please specify): Job Search / Job Skills Training	1,846	1,598	2,971
Total	418,741	416,937	11,621

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).
 Our public computer centers at all 18 of our library locations offer free Internet access for library patrons who want to search for jobs, access email, apply online for jobs, and use networking sites such as LinkedIn to make contacts in search of employment. In addition,

at our Job Shop locations we offer computers that are reserved for people searching for or applying for jobs. These locations also offer job skills technology training, resume writing software and assistance, free printing, and fax services. Special programs are offered on topics including dressing for success and job interview skills. Special classes are also offered for teens to provide the specialized guidance and resources they need to get a job, for many of whom it is their first job. Other services are available, not necessarily funded through the BTOP program, including online certification test preparation, GED preparation resources, and practice tests for licensing in vocations and trades such as plumbing, law enforcement, and culinary arts.

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).

No subcontracts or subgrants have been or will be awarded.

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

Our best practices list would include:

Use of all-in-one form factor computers to simplify and streamline storage, transport, and installation of computers.

Standardization on a single model of computer, to enable easy replacement and ensure universally compatible replacement parts and peripherals.

Use of system-recovery software, in our case Drive-Vaccine, to prevent unwanted system changes.

Use of enterprise security solution, Symantec Endpoint Protection, with daily centralized updates to prevent system infection and guard against malware, keystroke logging, and browser hijacking.

Use of Windows Active Directory and policy to enable remote and unattended installation of operating system patches, software installation, and browser plugin updates.

Use of Windows Policy and 3rd party computer session management software to secure desktop and operating system environment, preventing changes to desktop icons, background, screen resolution, and blocking or strictly limiting access to computer hard drive and system files.

Use of standardized curriculum with a central storage location for outlines, handouts, etc., in order to prevent duplication of effort and to ensure uniformity and conformity to lesson standards.

Creation and consistent use of tracking system for recording classes offered, attendance figures, and hours worked by BTOP-funded staff in order to facilitate prompt report preparation.

Lessons learned:

Staffing has been difficult to maintain consistently. Building expected vacancies into the personnel budget would have made cost projections more accurate and goals easier to meet.

Costs for many hardware and software products have fluctuated, but typically have trended lower. Anticipating some lower costs and building some contingencies into the project budget would have made it easier to adapt to changing economics.

We did not include estimated indirect costs for grant administration into the budget. Given the amount of time needed for reporting and project management, estimating and including these expenses would have lowered the overhead and better reflected the actual costs of the project.