# 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 | 23-41-B10524 | 002491384 |

**4. Recipient Organization**

MAINE STATE LIBRARY 64 State House Station, Augusta, ME 04333-0064

| 5. Current Reporting Period End Date (MM/DD/YYYY) | 6. Is this the last Annual Report of the Award Period? |
|---|---|
| 12-31-2011 | ◯ 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) |
|---|---|
| Elissa   Burke | |
| | **7d. Email Address** |
| | eburke@tilsontech.com |

| 7b. Signature of Certifying Official | 7e. Date Report Submitted (MM/DD/YYYY): |
|---|---|
| Submitted Electronically | 02-14-2012 |

## 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 | 107 | 107 |
| **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*** <br> (please specify): | 0 | 0 | 0 |
| **Other Community Support-*Non-Governmental*** <br> (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 |
|---|---|---|---|---|---|
| 0 | 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** | | | | | |
| See uploaded spreadsheet -File name: Maine_AnnualPPR-3b | 0 | 0 | 0 | 0 | 0 |

| Add New PCC | Remove New PCC |
|---|---|

| | | | | | |
|---|---|---|---|---|---|
| **After Improvement** | | | | | |
| See uploaded spreadsheet -File name: Maine_AnnualPPR-3b | 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:**
11 of the PCCs are also video conferencing hubs.  Those sites serve other purposes of the grant for training, communication, and

programs with partners.

**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 |
|---|---|---|---|---|
| Cisco/Tandberg | Tandberg Video Confererencing Equipment | 12,527 | 11 | C20 Video Conferencing Units were delivered to each library via delivery arranged by vendors.<br>Once equipment was delivered and engineer visited each library to assemble equipment, connect equipment to state infrastructure, test and provide basic training to one or more people at the location.<br>Further testing and training was performed by Maine State Library Staff and Networkmaine. |
| | | | | |
| | | | | |
| | | | | |
| **Totals:** | | 12,527 | 11 | |

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** | 682,794 | 236,629 | 0 |
| **Multimedia** | 0 | 36 | 29 |
| **Office skills** | 0 | 56 | 21 |
| **ESL** | 0 | 0 | 0 |
| **GED** | 0 | 0 | 0 |
| **College Preparatory Training** | 0 | 0 | 0 |
| **Basic Internet and Computer Use** | 0 | 2,111 | 3,090 |
| **Certified Training Programs** | 0 | 0 | 0 |
| **Other (please specify):** Job Search/Employment/E-gov/Health | 0 | 573 | 863 |
| **Total** | 682,794 | 239,405 | 4,003 |

**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).**
Economic recovery in Maine is aided by our partnership with the Maine Department of Labor and courses offered in libraries related to job searching, crossover skills, using social media, interviewing skills, etc. Our subscription to LearningExpress Library and Popular Software tutorials offers an online component for job seekers to improve skills and learn additional skills on their own at libraries and at home. We partner with Adult Education in the state to also promote this tool for GED, SAT, GRE as well as for digital literacy skills. The Maine State Library has also created online courses delivered via Adobe Connect and available through the Information Commons Learning Portal. These courses include: What to do at a Job Fair, How to File for Unemployment in Maine, Interviewing Skills, How to Navigate Job & Employment Websites, etc. None of the online courses offered are included in the totals above. We cannot track usage on time spent utilizing these online courses although we know we have 454 registered LearningExpress users who are taking 732 courses and we can tell that our Adobe Connect courses are being viewed.

**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).**

None.

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

Communication with the PCCs and partners is a vital to ongoing success of our project. Each opportunity with an existing partner has lead to new efforts with new partners we have not expected. It is important to continue conversations, speak about the project in all possible venues, and offer support to both partners and PCCs. The Maine State Library is serving as a model for the public libraries in our state for how to build relationships with partners and experimenting with new models of service and technologies.