

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 30-41-B10523	3. DUNS Number 878328541
4. Recipient Organization LIBRARY, MONTANA STATE 1515 East 6Tth Avenue, Helena, MT 59601-8206		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	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 Kris Schmitz Central Services Manager	7c. Telephone (area code, number and extension) 406-444-3117	
	7d. Email Address kschmitz@mt.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-27-2012	

PROJECT INDICATORS						
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> 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	2	42	44		
	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	0	0	0		
	(please specify): 0					
	Other Community Support-Non-Governmental	0	0	0		
	(please specify): 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
	(Mobile) 301 E Main, Missoula MT 59802	8	15	0	8	9
	Butte Plaza Mall 3100 Harrison Ave Butte MT 59701	14	24	6	4	64
		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 attached report.	0	0	0	0	0
		Add New PCC		Remove New PCC		
After Improvement						
	See attached report.	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.) <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> 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
N/A	0	0	0	No equipment has been purchased as of December 31, 2011.
Totals:		0	0	

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	218,028	198,309	0
Multimedia	0	209	264
Office skills	0	579	818
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	3,084	3,402	4,516
Certified Training Programs	0	0	0
Other (please specify): One-to-One Training on Basic Computer Use - Not scheduled workshops	0	40,074	9,885
Total	221,112	242,573	15,483

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).

The public computer centers participating in the Montana State Library BTOP project promote economic recovery by providing job training, resume and online job application assistance, partnerships with workforce services offices, partnerships with small business organizations, access to high speed Internet and current computer equipment. Our partnership with the Montana Digital Academy provides training of library staff to assist students participating in online education programs such as credit recovery and enrichment classes not available in some high schools. Library staff encourages students to complete education, assisting in economic recovery by providing a more educated workforce. Montana Public Computer Centers provide technical training in many forms, one-to-one, workshops, off-site, customized to the needs of community members. The mobile public computer center (Web on Wheels, or WOW) provides high speed Internet access to 14 communities that otherwise would not have free public access, as well as technical training for job seekers and people improving their skills for current jobs. A survey completed recently identified that patrons operate their small business out of Montana public libraries. The Montana BTOP website has links to partner agencies, promoting use of public computer centers for technical training, job applications through local Workforce Service Centers, application for public assistance, free legal assistance, health-related resources, and small business resources.

By improving access to high speed Internet and technical training for Montana communities, the Montana State Library BTOP program also decreases aspects of isolation that come with living in rural communities. The project expands the use of computer equipment by increasing accessibility for people with disabilities. Low vision software and peripherals, and blind patron software was distributed to libraries with community members with those needs. Those patrons now have easier access to health-related websites as well as small business and job seeker resources. By focusing on technical training for library staff, the BTOP project provides potential for sustainable resources for the community. Library staff incorporates the technology into library policy and priorities, and transfers knowledge to patrons, giving patrons opportunities to learn more about resources available online such as continuing education, photo editing software, tax assistance, auction sites, and more. Patrons with positive Internet experiences at the library demand high speed Internet in their homes, and purchase personal devices such as laptops, smartphones, and e-Readers. Many libraries report a large increase in requests for training on e-Readers. Increasing availability, consistency, and efficiency of electronic communication methods promotes economic recovery. Many libraries report use of public computers and wireless service by tourists and people travelling for business. Carnegie Library reported that at least ten patrons actively seeking employment check agencies online at the

library daily. Five local libraries reported that patrons gained employment thanks to librarian assistance and the use of the public computers.

The Montana BTOP project directly purchased more than \$600,000.00 worth of computers, peripherals, and network switches and routers. Seven full time and three part time professional positions were created for the project, with potential to sustain four of the full time and three of the part time positions after the grant period.

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).

None.