

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
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4. Recipient Organization

 LIBRARY, MONTANA STATE 1515 East 6Tth Avenue, Helena, MT 59601-8206

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2013	6. Is this the last Annual Report of the Award Period? <input checked="" type="radio"/> Yes <input type="radio"/> No
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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): 09-19-2013
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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	2	43	45
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
(Mobile) 301 E Main, Missoula, MT 59802	8	16	5	8	25
Butte Plaza Mall 3100 Harrison Ave. Butte, MT 5970	14	24	6	15	77

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

After Improvement

Submitted via Attachment	0	0	0	0	0
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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:
None.

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
none	0	0	0	N/A
Totals:		0	0	

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	1,336,036	1,388,424	0
Multimedia	0	287	706
Office skills	0	1,215	1,753
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	53,084	11,637	23,031
Certified Training Programs	0	0	0
Other (please specify): Career Related training, i.e. resume and online job application assistance	0	274	379
Total	1,389,120	1,401,837	25,869

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 final six months of the Montana BTOP project focused on sustainability. The Montana project accomplished three statutory purposes and our sustainability efforts also emphasized these three purposes. 1) "provide improved access to broadband service to consumers residing in underserved areas of the country;" 2) "provide broadband education, awareness, training, access, equipment, and support to libraries; and," 3) "stimulate the demand for broadband, economic growth, and job creation."

Internet average broadband speeds were increased from 3.4 mbps to 17.33 mbps in the participating BTOP libraries. E-rate application assistance was provided to help fund and sustain better levels of service. A Statewide Consultant was involved with this process and will continue to off support to all Montana public libraries seeking E-rate funding.

Network health checkups were conducted at the BTOP libraries that opted to participate. The mitigation to these check-ups was completed this year and included installing firewalls, updating wiring, downloading software, virtually or physically creating sub-networks to separate public from administrative, and running updates to minimize security threats. Four Montana State Library Staff were trained how to conduct basic network health check-ups. This will allow them to assess a libraries network health and to make recommendations for improvements.

Technology related training has been a major focus of the grant project. Six libraries opted to hire an additional person in their library to present trainings. BTOP helped fund these positions with the understanding that every effort would be made to keep the technology trainer on staff beyond the grant. Four of the six libraries have found the funding to do so. During the grant period, libraries reported that 51,280 hours of training reached 130,354 patrons and 2,373 staff members.

The State Library will continue to offer technology related trainings and encourage and support libraries in their efforts to train patrons. BTOP and MSL staff worked together to create a best practices document guided by the Edge Benchmarks. This document

encourages libraries to maintain their Public Computer Centers to highest standards. This document will be released to all Montana libraries with training to support it.

Fact sheets were created for each library that summarized their successes through the BTOP grant including improvements made to Public Computer Centers, the number of Public Computer Center users, Wireless users, and training hours offered. This information will serve as a helpful communication tool when discussing with stakeholders the gains each library made over the last three years and their ongoing needs to continue to support their public computing center.

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.