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** 36-42-B10016	**3. DUNS Number** 806782173

4. Recipient Organization

New York State Education Department 89 Washington Avenue, Albany, NY 12234

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2010	**6. Is this the last Annual Report of the Award Period?** ◯ **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 Mary Ann Stiefvater	**7c. Telephone (area code, number and extension)**
	7d. Email Address mstiefva@mail.nysed.gov
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-23-2011

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	13	0	13
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): N/A	0	0	0
Other Community Support-*Non-Governmental* (please specify): N/A	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
Amsterdam Free Library 28 Church St Amsterdam, NY 12010	26	48	6	7	505
Baldwinsville Public Library 33 E. Genesee St. Baldwinsville, NY 13027	43	56	10	50	340
Carthage Free Library 412 Budd St. Carthage, NY 13619	19	44	4	2	92
Crandall Public Library 251 Glen St. Glens Falls, NY 12801	14	57	12	10	18
Poughkeepsie Public Library District 93 Market St. Poughkeepsie, NY 12601	18	40	10	10	30
James Prendergast Library Association 509 Cherry St. Jamestown, NY 14701	39	55	6	10	392
Mahopac Public Library 668 Rte 6 Mahopac, NY 10541	33	54	12	20	967
Moore Memorial Library 59 Genesee St. Greene, NY 13778	15	50	6	10	29

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
New Rochelle Public Library 1 Library Plaza New Rochelle, NY 10801	23	49	12	6	85
Oswego Public Library 120 East Second St. Oswego, NY 13126	25	23	0	6	22
Plattsburgh Public Library 19 Oak St. Plattsburgh, NY 12901	12	35	0	2	30
Potsdam Public Library 2 Park St. Potsdam, NY 13676	22	65	0	9	180
Wayland Public Library 101 W. Naples St. Wayland, NY 14572	22	42	4	7	138

[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					
N/A	0	0	0	0	0

[Add New PCC] [Remove New PCC]

After Improvement					
N/A	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:

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
Tandberg Products	Basic teleconferencing unit, including monitor	17,577	1	Teleconferencing equipment for interactive video conferencing services
Ford	Cutaway truck	30,327	1	E-Mobile van to transport training personnel and computer equipment to sites around Genessee, Niagara and Orleans counties to provide PCC workforce-related services to underserved and unserved populations
Earthworks	Laptop cart	5,000	1	Cart to provide a single, secure location to store, charge, and update PCC laptop computers
Chevrolet	Van	24,083	1	E-Mobile van to transport training personnel and computer equipment to sites around Allegany, Chemung, Schuyler, Steuben and Yates counties to provide PCC workforce-related services to underserved and unserved populations

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
Ford	2010 Transit Connect Van	21,165	1	E-Mobile van to transport training personnel and computer equipment to sites around Jefferson and Lewis counties to provide PCC workforce-related services to underserved and unserved populations
Chevrolet	Van	24,042	1	E-Mobile van to transport training personnel and computer equipment to sites around Oneida, Herkimer and Madison counties to provide PCC workforce-related services to underserved and unserved populations
Totals:		122,194	6	

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	25,425	4,432	4,034
Multimedia	400	45	20
Office skills	5,774	438	394
ESL	1,100	421	581
GED	425	41	26
College Preparatory Training	50	5	12
Basic Internet and Computer Use	11,178	1,132	2,774
Certified Training Programs	203	48	28
Other (please specify): Workforce Development	10,179	535	598
Total	54,734	7,097	8,467

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 PCCs in the Broadbandexpress@yourlibrary project have promoted economic recovery in a number of ways as listed below:
1) PCC training and assistance for the underserved, unemployed and underemployed will help produce a workforce better equipped for 21st century employment opportunities. A better trained workforce will encourage business expansion, thus increasing the economic base within communities.
2) The PCC promotes economic recovery by providing users with the technological tools to better locate and attain jobs, as well as providing them with a better grasp of technology to help them advance in the jobs they currently have.
3) The PCC specifically provides instruction on how to use technology to search for jobs and fill out employment applications online, create electronic versions of resumes and cover letters, and to become familiar with the software office products that are commonly used by potential employers. Classes offered include basic digital literacy, resume writing, job bank search, interview techniques, and the creation of e-mail accounts to communicate with potential employers.
4) The PCC offers patrons access to online testing tools for educational exams and civil service/licensing exams.
5) PCCs work at bringing relevant, quality programming for small business owners and entrepreneurs including topical training, technical expertise and soft skills business training for both employers and employees.
6) PCCs directly address the challenge of access to the Internet (either monetary barriers or geographic) and experience using computers. With an online job market many people are denied job opportunities. By providing job-related training and access to high speed Internet, PCCs provide people with the skills they need to search for and apply for a job that matches their skills and abilities.
7) Beyond formal classes, a very important part of PCCs is to have employment specialists available for individual consultation on a regular schedule in community locations. These sessions result in job placements and in referrals to other services that government agencies provide. One-on-one sessions allow patrons to receive personalized instruction suited to their specific needs. These opportunities help lift individuals out of poverty and unemployment.
7) PCCs help people become more literate and improve their English language skills thereby improving their employment potential.

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).

This grant project only involves educational entities (libraries and community colleges), so no sub grants have been awarded to SDB entities.

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

Multiple lessons/best practices have been learned from the Broadbandexpress@yourlibrary project.

1) Sharing and collaboration is the key for PCC development and sustainability. A partnership is a key that opens many doors. However, partnerships with companies, other non-profits, and individuals takes time and patience and will never be accomplished without reaching out to those entities. The involvement of time in nurturing relationships means that PCCs should focus on a few partners at a time. The relationships involve compromise and reciprocation, just as any other relationship. Therefore, when asking for help from a partner, think of what services can be offered in return. One way of promoting partnerships is to establish a consortium with local business development services (i.e. Chamber of Commerce, NYS Dept. Of Labor) to build both a referral system and cooperatively promoted services.

2) Convene focus groups to find out what PCC target population(s) need. PCCs receive some of the best ideas from those they are serving. If people do not participate in library activities, ask what barriers are keeping them from doing so and act on those suggestions whenever possible

3) Understand and plan for potential problems. Obstacles which face a number of PCCs include low population density combined with the somewhat low levels of aspiration that are found in chronically economically depressed areas. PCCs should invest in professional public relations and marketing services to market the project. Additionally staff should work to provide a stable and predictable schedule so that people will have numerous opportunities to interface with the project.

4) Advertising and publicity are a must. In-house produced flyers, bulletin board postings, and brochures, e-mail alerts, Facebook and website postings, television commercials, radio spots and newspaper announcements make patrons aware of the programs and services available to them on a continuing basis.

5) Libraries are ideal locations for PCCs and should capitalize on their strengths. Libraries are used to working with all the different populations that make up the public, they are skilled in reaching out, and they have the staff and technology in place once the public walks through their doors. Libraries also have websites and can provide remote access to information and training.

6) The PCC lab needs to schedule training in various program formats: walk-in help, computer-based training, instructor- led courses, career workshops, one-on-one training.

7) PCCs need to solicit and respond to feedback regarding the access and training they provide. At the end of every program or session, feedback must be collected for assessment of the quality of the program materials, the effectiveness of the presenter, and suggestions for improvement.

8) Decision makers, particularly elected officials through all levels of government, need to be made continuously aware of PCC activities, specific PCC success stories, outreach and programming. If possible, create an attitude of involvement in the success of the PCC among elected officials.

9) PCC staff should be trained in effective ways of dealing with the unemployed and the underemployed.

10) PCCs should be in frequent communication with other PCCs within their state (and other states, if possible) to share ideas and techniques. Listservs have proved to be effective communication avenues for this important activity.