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** 22-42-B10018	**3. DUNS Number** 176036564

4. Recipient Organization

State Library of Louisiana 701 North 4th Street, Baton Rouge, LA 70802

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 Bryan Babin	**7c. Telephone (area code, number and extension)** (225) 342-6759
	7d. Email Address bbabin@slol.lib.la.us
7b. Signature of Certifying Official Submitted Electronically	**7e. Date Report Submitted (MM/DD/YYYY):** 02-11-2011

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	0	0	0
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
N/A	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					
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:
Although not yet completed, by Sept 2011, 65 PCCs will have been improved by adding accessibility hardware & software for disabled

users.

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 individual unit cost for this project was over $5,000.
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	0	0	0
Multimedia	0	0	0
Office skills	4,082	2,554	2,520
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	2,576	1,254	1,570
Certified Training Programs	0	0	0
Other (please specify): Career Enhancement, Business Skills & Site Visit Consulting/Support	634	157	797
Total	7,292	3,965	4,887

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).

Although we have not made substantial improvements to the infrastructure of the PCCs, we have provided additional resources to encourage their use. We have created the Louisiana Jobs and Career Center (LAJaCC) website which pulls together over 100 of the best resources for the job hunter. It also provides links to online tutoring, test preparation tools, career information, computer skills tutorials, small business resources resume assistance and many other resources for the person looking for a job or considering changing careers. The after school online tutoring services, Homework Louisiana, provides assistance not only to students preparing for their future, but also provides GED tutoring. Learning Express provides tools to assist the adult student in preparing for their GED: sample tests, skill builders, etc. Career Cruising, one of the electronic resources provided by this grant, provides in-depth information on careers, education needed, resume templates and more. Together these resources have been used 24,861 times since the inception of the grant.

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).

N/A

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).
We have learned several lessons since the beginning of the grant.

First, we have learned that just because people sign up for a class that does not mean they will attend. We have long waiting lists for some classes. So, two days prior to each class, State Library staff call each person who is registered and remind them about the class. If they say at that time they cannot come, then we can call one of the people on the waiting list.

Second we know that the entire project needs constant marketing and promotion. We have worked directly with the public libraries, providing them with sample press releases, flyers, posters, fact sheets, etc. – all they have to do is insert their library name. We have seen increased registration and solid attendance at training in areas where the libraries have promoted the services; lower registrations in areas that do not.   Based on answers to class evaluation forms, it appears that the ways most people hear about the training are through the newspaper for library signage.

Third, we have consistent, written guidelines for all instructors teaching our classes. We expect that all classes will mention BTOP, the State Library, other resources available through the grant and so on. We provided each instructor with several PowerPoint slides and a specific script outlining what to say.