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	11-41-B10518	058250283

4. Recipient Organization

DISTRICT OF COLUMBIA, GOVERNMENT OF District of Columbia Public Library, 901 G ST NW RM 400, WASHINGTON, DC 20001-4531

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2013	⦿ **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)
Gail Avery	202-727-4002
	7d. Email Address
Senior Business Operator	gail.avery@dc.gov
7b. Signature of Certifying Official	**7e. Date Report Submitted (MM/DD/YYYY):**
Submitted Electronically	09-30-2013

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)	3	0	3
Libraries	0	25	25
Community Colleges	1	0	1
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	1	0	1
Other Community Support-*Governmental* (please specify): n/a	2	1	3
Other Community Support-*Non-Governmental* (please specify): n/a	1	0	1

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
Submitted via attachment	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					
Submitted via attachment	0	0	0	0	0

[Add New PCC]   [Remove New PCC]

New PCC Address					
After Improvement					
Submitted via attachment	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
n/a	n/a	0	0	n/a
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	1,050,000	2,435,435	0
Multimedia	175	160	320
Office skills	3,210	9,086	25,259
ESL	0	0	0
GED	30	67	196
College Preparatory Training	3,240	4,123	10,382
Basic Internet and Computer Use	6,000	23,694	78,104
Certified Training Programs	337	216	1,237
Other (please specify): Job Seekers' Workshops	1,800	3,661	16,788
Total	1,064,792	2,476,442	132,286

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).

DCPL public computer centers promote economic recovery by providing computer access, job skills training (more and more libraries are offering this), job seekers' clinics, one-on-one résumé and job application assistance, access to job searches--especially through our Job Seekers' portal, online courses and online databases.

Many libraries report that adults use public computer open access time for job searching and creating résumés.

Martin Luther King Jr. Memorial Library has instituted a monthly drop-in job clinic, which provides one-on-one help to job seekers. Other libraries (19 of them!) that offered job seekers' drop-in clinics include Bellevue, Benning, Petworth, Takoma Park, West End, Cleveland Park, Palisades, Lamond-Riggs, Northwest One, Shepherd Park, Woodridge and Southeast.

Some highlights of 2013 computer classes:
Capitol View Library offered instruction in PC Basics, where staff discussed the components of the computer (hardware), and Beginners' Internet, where seniors learned what the Internet is used for and how to access information via search engines (Google). They later practiced searching for information of their choice.

In addition to Capitol View, several other libraries offered computer basics, including Watha T. Daniel, Anacostia, Palisades, Petworth and Takoma Park. Sometimes Internet and Email Basics were included in that class or offered separately. For example, Petworth offered Internet/Email Basics, Southwest offered Introduction to the Internet, and MLK offered Email and Web I.

MLK offered Microsoft classes, including Word, Excel and PowerPoint. Southwest offered Word and Excel.

The community college estimates that 72% of the time students are using the computer lab for schoolwork, thus improving their chances of getting a degree and therefore a job. 15% of the time students are using the computers for job-related tasks, such as résumé creation and job searching.

The DC Public Library offers online databases that help build important job skills and prepare for academic and licensing tests,

including the Job & Career Accelerator, which allows users to explore occupations, search for jobs, create résumés and improve skills; the Learning Express Library, which offers practice tests and courses designed to help students and adult learners improve skills and pass academic and licensing tests; and the Testing and Education Reference Center, which helps users prepare for tests, plan for higher education, explore career paths, build a résumé and find job interview tools and tips.

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).

We have contracted with three small and local disadvantaged businesses (NOTE: As defined by the District government, not as defined by the federal government).

*Custom Integrated Solutions - This DC Ward 8-based business provides us with network engineering expertise. The company designed our network upgrade solution and will be involved in setting it up, documenting it, and working with the DC Office of the Chief Technology Officer throughout the grant.

*Hi Tech solutions - This DC ward 7-based business provided hardware used at the Petworth Library.

*Allied Telecom - This DC ward 2-based business is the library's Internet access and WAN service provider. The company provisioned, tested and documented each site as it was upgraded. This activity will continue throughout the life of the project.

9. Please describe any best practices / lessons learned that can be shared with other similar BTOP projects (900 words or less).
DCPL is increasing its use of cloud-based WiFi control, which increases speed, access and usage reporting ability.

Using our automated configuration and change management tools, we can load software and set up new computers quickly.
We use several tools to automate the setup and change management process (and these tools greatly improve our efficiency, allowing us to support a larger number of computers of all types). These tools include:

*Faronics Deep Freeze - used to set and maintain the software configuration of all computers. This tool provides the ability to make mass changes very quickly, and to recover from virus or other customer-caused changes that would render computers inoperable.

*Windows system management tools - including group policy management console, software update server, PowerShell scripting and others.

*Numara Footprints - our service desk solution used to automate the support and setup of all computers and peripherals. This tool greatly simplifies the support process by auto-assigning issues to designated personnel.

*Numara Asset Manager Platform - used to push out software updates to all PCs, and also used to track and report on inventory. Asset management is a critical and ongoing activity.

In addition, we strive for process maturity as defined by ITIL (Information Technology Infrastructure Library) V3 guidelines for incident management, service request management, problem management and configuration management.