

QUARTERLY 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 11-41-B10518	3. DUNS Number 058250283
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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) 09-30-2012	6. Is this the last Report of the Award Period? <input type="radio"/> Yes <input checked="" 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 Gail Avery	7c. Telephone (area code, number and extension) _____
	7d. Email Address gail.avery@dc.gov

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 11-07-2012
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Project Indicators (This Quarter)

1. Please describe significant project accomplishments completed during this quarter (600 words or less).

We upgraded bandwidth at Mt. Pleasant Library. We installed 62 computers at Mt. Pleasant Library. We trained more than 2,000 DC residents at MLK Library and 559 more in libraries all over the city. Classes included introductory courses such as typing, PC Basics, email and Internet; classes in business applications (Word, Excel, PowerPoint); job seekers' workshops and one-on-one help; and more specialized training, such as HTML, health literacy and social networking. At Southeast Tennis and Learning Center (Ward 8), 1,430 students attended Computer Connections and Boost Academic sessions. These sessions help students research information and tap resources on the Internet to assist in homework and projects. CCDC trained 628 students and faculty in its computer labs.

Benning Library (Ward 7) reports that helping customers with computers is a constant every day that it is open to the public. Staff spend countless hours instructing and helping clients, for example the Job Seekers' Clinic held every Tuesday and Thursday, home-schooling, Monday-Friday, homework help with children, after school and Saturdays and navigation around the MACs for teens. Every computer in the library gets maximum usage. A lot of Benning's customers, especially seniors, need extra attention when first introduced to the computer. In the East of the River Community, more customers need help with unemployment and disability claims since most agencies and businesses are online.

Watha T. Library reports that its One-on-One Help with Job Searching (Fridays from 11 a.m. to 2 p.m.) has a steady and regular attendance. The librarian in charge makes appointments all through the week for Friday, and often helps people outside this time frame to accommodate those who cannot make it or who need help right away. Help includes all job-related issues – searching for jobs, application process (cover letter, résumé completing online applications, attaching documents, etc.).

The Watha T. Email Basics classes (every Thursday from 11 a.m. to 1 p.m.) often go beyond email to include downloading media, installing software, uploading media to Facebook, and help with Excel, Word, PowerPoint and creating flyers.

Chevy Chase Library reports that, during one class, while doing a "Google your own name" exercise, they discovered that one of the students in the class was in the National Women's Hall of Fame. She was a renowned feminist and civil rights advocate!

Takoma Park Neighborhood Library reports that a young man came in who had an old résumé that they were helping him update and polish. After spending nearly an hour changing spacing, bullets, bolding and italicizing headings, and making sure everything was consistent, he sat back and said: "Wow, these little things really do make the difference between getting hired or not even getting [your résumé] looked at."

West End Neighborhood Library reports that Mandy was a job seeker at the branch for about a year. She would arrive as the building opened and would search for jobs using a public access computer for an hour or two, 3-4 times per week. The librarian introduced her to the Job Seekers Portal on the DC Public Library website, which seemed to help her. The librarian also listened to her war stories about job seeking and gave her moral support. She had several interviews and declined at least one job offer due to concerns about the employer or salary offers that couldn't sustain her livelihood. Finally, after an interview this summer she accepted a position as an administrator in a law office downtown. For Mandy, the position seemed to be a good match that paid reasonably well. Mandy thanked the librarian for being a resource for her at the library.

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	96	n/a
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below

2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	Other (please specify):	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

The DC Public Library CIO, Chris Tonjes, left the library for another position during this quarter. Although work has continued, it has been at a slower pace while the management of the project transitioned to other DCPL staff. Recruitment of a new CIO is underway, and a new project manager has been identified.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	767	n/a
4.b.	Average users per week (NOT cumulative)	24,718	DCPL 292,983 for quarter, 22,537/week; DPR 133/week; CCDC 26,625 for quarter, 2,048/week. Kimball did not report.
4.c.	Number of PCCs with upgraded broadband connectivity	28	n/a
4.d.	Number of PCCs with new broadband wireless connectivity	4	n/a
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	117	n/a

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program
Job Training (MLK)	2	23	46
Email (MLK)	2	98	196
Excel (MLK)	2	152	304
Excel II (MLK)	2	100	200
Facebook for Business Profiles (MLK)	2	9	18
Facebook for Personal Profiles (MLK)	2	11	22
GED Demo (MLK)	2	15	30
Get LinkedIn part 1 (MLK)	2	14	28
Health Literacy (MLK)	3	107	321
HTML (MLK)	2	77	154

Internet Job Seeking 101 (MLK)	2	38	76
Internet Security (MLK)	2	19	38
Job Seekers Drop-In Clinic (MLK)	4	63	252
Job Seekers Drop-In Clinic and One City Hire (MLK)	6	40	240
Leveraging the Power - LinkedIn Part II (MLK)	3	13	39
Mavis Beacon Typing (MLK)	2	266	532
OCTO Website Training (MLK)	7	93	651
OSSE Literacy System Training (MLK)	6	68	408
PC Basics (MLK)	2	254	508
PowerPoint (MLK)	2	127	254
PowerPoint Extra! (MLK)	3	14	42
Practice and Play (MLK)	2	18	36
Restaurant Opportunity Center Training (MLK)	3	4	12
SYEP Training (MLK)	3	15	45
Microsoft Tips and Tricks (MLK)	2	46	92
Volunteer Computer Class Assistant Orientation (MLK)	2	5	10
Web I (MLK)	2	76	152
Windows 7 Essentials (MLK)	2	18	36
Wireless and Mobile Computing (MLK)	2	35	70
Word I (MLK)	2	149	298
Word I Extra!	3	26	78
Word II (MLK)	2	118	236
Job Seekers Drop-In (Southeast)	2	13	13
Health Literacy (Southeast)	2	8	16
Job Seekers Drop-In (Takoma Park)	2	9	18
Word for Beginners (Chevy Chase)	2	24	48
Computer Basics (Chevy Chase)	2	24	48
Internet Basics (Chevy Chase)	2	24	48

Email Basics (Chevy Chase)	2	24	48
Computer Basics (Watha T.)	3	10	30
Email Basics (Watha T.)	3	10	30
Social Networking Basics (Watha T.)	3	10	30
Email Basics Plus (Watha T.)	2	72	144
One on One Help with Job Searching (Watha T.)	3	60	180
Beyond Google (Deanwood)	2	9	18
Finding Good Health Information (Deanwood)	2	9	18
Introduction to Computers (Deanwood)	2	9	18
Job Seekers Drop-In (Palisades)	2	19	38
Computer Assistance (Palisades)	2	30	60
PC Basics (Petworth)	2	9	18
Internet/Email Basics (Petworth)	2	9	18
Boost Academics (Southeast Tennis)	2	630	1,260
Computer Connections (Southeast Tennis)	4	1,430	5,720
Blackboard for Students (CCDC)	2	258	516
Other Student Training (CCDC)	2	196	392
Other Student Training (CCDC)	1	45	45
Blackboard for Faculty (CCDC)	2	63	126
Registration Training for Faculty (CCDC)	3	66	198

Add Training Program

Remove Training Program

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).
 We will continue trainings at the current level. We will install computers at Southeast Library (12) and Rosedale (26) . We will upgrade bandwidth at the following libraries: Petworth (1 GB) Palisades (1 GB), West End (1 GB), Cleveland Park, Anacostia, Northeast, and Southwest.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	Overall Project	98	n/a
2.b.	Equipment / Supply Purchases	-	Milestone Data Not Required
2.c.	Public Computer Centers Established	-	Milestone Data Not Required
2.d.	Public Computer Centers Improved	-	Milestone Data Not Required
2.e.	New Workstations Installed	-	Milestone Data Not Required
2.f.	Existing Workstations Upgraded	-	Milestone Data Not Required
2.g.	Outreach Activities	-	Milestone Data Not Required
2.h.	Training Programs	-	Milestone Data Not Required
2.i.	Other (please specify):	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).
 Due to the departure of the DC Public Library CIO, a new project lead has been assigned, and the recruitment of a new CIO is underway.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Budget for Entire Project				Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
Cost Classification	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
b. Fringe Benefits	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
c. Travel	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
d. Equipment	\$705,000	\$211,500	\$493,500	\$623,986	\$211,500	\$412,486	\$663,986	\$211,500	\$452,486
e. Supplies	\$1,141,040	\$343,219	\$797,821	\$1,141,040	\$343,219	\$797,821	\$1,141,040	\$343,219	\$797,821
f. Contractual	\$374,270	\$112,281	\$261,989	\$374,270	\$112,281	\$261,989	\$374,270	\$112,281	\$261,989
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
i. Total Direct Charges (sum of a through h)	\$2,220,310	\$667,000	\$1,553,310	\$2,139,296	\$667,000	\$1,472,296	\$2,179,296	\$667,000	\$1,512,296
j. Indirect Charges	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
k. TOTALS (sum of i and j)	\$2,220,310	\$667,000	\$1,553,310	\$2,139,296	\$667,000	\$1,472,296	\$2,179,296	\$667,000	\$1,512,296

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: \$0	b. Program Income to Date: \$0
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