

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

15-42-B10561

3. DUNS Number

965088057

4. Recipient Organization

University of Hawaii Systems 2530 Dole Street, SAK D-200, Honolulu, HI 96822

5. Current Reporting Period End Date (MM/DD/YYYY)

12-31-2012

6. Is this the last 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

Yaa-Yin Fong

Director

7b. Signature of Certifying Official

Submitted Electronically

7c. Telephone (area code, number and extension)

(808) 956-7800

7d. Email Address

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7e. Date Report Submitted (MM/DD/YYYY):

01-30-2013

Project Indicators (This Quarter)

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

The 669 BTOP funded computers at Hawaii State Public Library Systems (HSPLS) and University of Hawaii (UH) Public Computer Centers (PCC) continue to provide free Internet access to state's population on the six major islands. Several sites are reporting expansions to training sessions and sharp increase in usages as the community becomes more aware of their services.

HSPLS IT section earned the first State of Hawaii Excellence in Technology Award in the Improving State Operations category in recognition of HSPLS' successful implementation of several significant information technology projects, upgrades and enhancements during the past eighteen months.

PCC locations continue to share their BTOP computer anecdotes for this quarter:

- received cookies and avocados from Internet novice senior in appreciation for teaching her how to post messages to her granddaughter on Facebook. (Kaneohe branch)
- using the library's Internet access helped a patron find a new job after almost a year of searching, assisted patrons to retrieve medical records on-line, apply for an out-of-state birth certificate and use the foreign language desktop and keyboard to research the Internet in their native language. (Kapolei branch)
- provided Internet access for cruise ship passengers while in port as an alternative to the very expensive Internet access cost on the ship. Additional reservations were made at other libraries on other islands to use the computers while docked at ports throughout the state. (Lahaina branch)
- assisted a patron gain computer skills, help with job search and applications forms to several large local businesses which all required on-line applications. (Makawao branch)
- assisted a senior get a credit report and court case information related to a bank suing her for over \$6,000 for an account she did not open. This demonstrates that without basic computer skills, seniors are very vulnerable to fraud and identity theft. (Makawao branch)
- helped a patron set up an email account to check his passport status and communicate with the U.S. Embassy; staff receive lots of "Thank You" from regular patrons who use the computers to check their email or do their business since they are unable to afford Internet service at home. (Naalehu branch)
- patron with poor home cell phone and Internet connections appreciates being able to use library's Internet service to catch up on her email and work. (Pahala branch)
- regular Internet user is appreciative for the library's computers that lets her complete her work after her home computer broke.; provides Internet access to patron who recently lost her job and had to give up her home connection; assisted a patron in ordering original personal documents such as birth certificates on-line; assisted a deaf patron searching for a new housing rental. (Pearl City branch)
- helped patrons do on-line exams and set up their own blog; help patron qualify for jobs by developing his computer skills via the Microsoft IT Academy. (Princeville branch)
- a couple that had recently moved to the due to a job change was thrilled to discover all the new technology services at the branch and have become regular library users. (Thelma Parker Memorial Public and School Library branch)
- In a few short years, a patron went from taking a "basic" Internet instruction session to setting up manufacturing of slippers based on his original designs. This patron stated that over 300 stores are now carrying his slippers. (Waialua branch)
- Agriculture companies' temporary workers who are from different states and/or countries have learned to use the library's free Internet access to communicate long-distance with family and friends. (Waimea branch)

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	71	The baseline completion variance continues to increase with more actual expenditures being below the budgeted cost due to very competitive quotes on purchases.
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).

While a few sites reported that they needed to move into or out of temporary locations while buildings undergo renovations, no new challenges have been reported.

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	669	Workstation availability is less than the baseline plan due to physical space challenges for sites still waiting for renovations and construction activities.
4.b.	Average users per week (NOT cumulative)	9,872	Usage counts have increased since last quarter with many sites having seen increased usage during the Fall school semester.
4.c.	Number of PCCs with upgraded broadband connectivity	62	The total number of fully deployed PCC sites is 62 locations (12 UH, 50 HSPLS) out of 65 total sites (15 UH, 50 HSPLS.) There is one less HSPLS location than originally proposed due to the permanent closure of Holualoa Public Library that had been temporarily closed since July 2009 due to a position vacancy. Full completion of remaining PCC locations has been delayed by physical site challenges.
4.d.	Number of PCCs with new broadband wireless connectivity	50	As of April 2, 2012, broadband wireless Internet access was made available in all 50 HSPLS PCC locations as a direct result of BTOP funding. As noted in the previous indicator, this is one less than the baseline plan due to the permanent closure of the Holualoa PCC location.
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	72	Additional hours reported by North Hawaii Education Research Center, Kapiolani Community College Library, Lahaina and Lanai Educational Centers and Manoa, Kaimuki and Kalihi-Palama Public Library locations.

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
Oct-Dec 2012: Drop In Tech Session (basic computer skills and eBook downloading)	1	26	26
Oct-Dec 2012: Internet and Email for Beginners	1	18	18
Oct-Dec 2012: Introduction to Internet Explorer	1	7	7
Oct-Dec 2012: Internet for Beginners	1	12	12
Oct-Dec 2012: Electronic Databases	1	12	12
Oct-Dec 2012: Novelist	1	11	11
Oct-Dec 2012: Electronic Newspapers	1	12	12

Oct-Dec 2012: Downloading eBooks: Kindle, iPad and Nook	1	3	3
Oct-Dec 2012: Internet Basics	1	3	3
10/4/12: Math Lab	4	5	20
10/9, 10/15, 10/23/12: Psychology Test Prep	8	11	88
10/11/12: Math Lab	4	5	20
10/13, 10/27/12: Real Estate National Testing	4	19	76
10/13, 10/27/12: Real Estate State Testing	2	24	48
10/18/12: Math Lab	4	5	20
10/25/12: Math Lab	4	5	20
10/27/12: Certificate Testing for Pharmacy Technicians	4	1	4
11/3, 11/17/2012: Real Estate National Testing	4	19	76
11/3, 11/17/2012: Real Estate State Testing	2	21	42
11/10/2012: Certificate Testing for Pharmacy Technicians	4	2	8
11/10/2012: Psychology Test Prep	4	1	4
11/10/2012: Certified Clinical Hemodialysis Tech	4	1	4
12/1, 12/8/2012: Real Estate National Testing	4	11	44
12/1, 12/8/2012: Real Estate State Testing	2	12	24
12/6/2012: Math Lab Tutoring	4	5	20
12/13/2012: Math Lab Tutoring	4	5	20

[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).**

At least 26 additional computers are expected to be deployed to PCC sites in the upcoming quarter. These units will be installed in two existing locations and will establish one new PCC site.

PCC sites that have been established longer are making plans to start surveying users for feedback on what might be useful in the PCC for the future. Some sites are already looking to expand number and types of training sessions or re-instituting workshop series that have proven to be popular in the past.

One site has begun to research hosting hybrid or completely on-line preparation courses for the ACT, SAT and GED. They already have the support of the local Department of Education district superintendent but need to ensure that they would not be duplicating any other forms of the classes in the community.

HPSLS PCC locations are launching the Multi-language Gateway, enabling patrons to access the computers in 35 languages. Patrons will be able to select their preferred language when starting their Internet session, access the desktop, browser and Microsoft Office software in their chosen language.

Additionally, HSPLS plans on launching of two new e-Resources in February 2013:

- Ed2Go online courses will offer patrons access to hundreds of instructor-led online courses covering everything from health and wellness to creative writing, computer programming, GED test preparation and more. Each course is offered online for six weeks and features 12 lessons with online discussions, homework, quizzes and a final exam.
- OneClickDigital audiobooks will offer the largest collection of digital audiobooks, including exclusive content from Recorded Books as well as titles from major publishers. Downloading audiobooks will be available PC and Mac formats and will be compatible with all popular listening devices including the iPod, iPhone, Droid and Windows 7 devices.

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	73	Actual expenditures are expected to remain significantly less than the budgeted completion percentage primarily due to careful cost management. As previous noted in the current quarter's milestones and challenges sections, delays due to site renovation/construction also contribute to the variance in next quarter's completion percentage.
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).

Several sites have expressed concerns over higher utilization of workstation space and/or key staff vacancies which may impact public access availability hours and training schedules in the coming quarter. The sites will strive to provide maintain their current level of services in spite of these challenges.

RECIPIENT NAME:University of Hawaii Systems

AWARD NUMBER: 15-42-B10561

DATE: 01/30/2013

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

Sites target finalizing all remaining grant expenditures by June 2013 to allow adequate time to complete installations before the project end date.

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	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
e. Supplies	\$1,736,130	\$0	\$1,736,130	\$1,265,875	\$0	\$1,265,875	\$1,307,397	\$0	\$1,307,397
f. Contractual	\$188,230	\$0	\$188,230	\$119,444	\$0	\$119,444	\$119,444	\$0	\$119,444
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$25,000	\$0	\$25,000	\$0	\$0	\$0	\$0	\$0	\$0
i. Total Direct Charges (sum of a through h)	\$1,949,360	\$0	\$1,949,360	\$1,385,319	\$0	\$1,385,319	\$1,426,841	\$0	\$1,426,841
j. Indirect Charges	\$487,340	\$487,340	\$0	\$346,329	\$346,329	\$0	\$356,710	\$356,710	\$0
k. TOTALS (sum of i and j)	\$2,436,700	\$487,340	\$1,949,360	\$1,731,648	\$346,329	\$1,385,319	\$1,783,551	\$356,710	\$1,426,841

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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