

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 16-42-B10556	3. DUNS Number 833280410
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4. Recipient Organization

 Idaho Commission For Libraries 325 W STATE, Boise, ID 837026072

5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2012	6. Is this the last Annual 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 Gens Johnson	7c. Telephone (area code, number and extension) 208-301-3126
	7d. Email Address gensjohnson@gmail.com

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 02-12-2013
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PROJECT INDICATORS					
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input checked="" type="radio"/> Improved <input type="radio"/> 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	55	55		
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	0		
Other Community Support-Non-Governmental (please specify): 0	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
0	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="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					
See attachment	456	1,617	216	1	8,005
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
After Improvement					
See attachment	659	1,591	221	12	12,547
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.) <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> Training					
4.b. If "other," please specify the primary use of the PCCs: NA					
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
Apple	Tablet	399	57	Used for public access computing and staff training in public library.
Kindle	Tablet	159	30	Used for public access computing and staff training in public library.
Kindle	Tablet	199	9	Used for public access computing and staff training in public library.
Nook	Tablet	199	30	Used for public access computing and staff training in public library.
SonicWALL	Server/Firewall/Wifi	916	10	Used for public access computing and staff training in public library.
Totals:		1,872	136	

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	15,843	15,843	0
Multimedia	0	0	0
Office skills	4,106	4,106	6,670
ESL	735	735	2,008
GED	11,264	11,264	21,024
College Preparatory Training	3,437	3,437	5,435
Basic Internet and Computer Use	7,680	7,680	16,751
Certified Training Programs	0	0	0
Other (please specify): Licensing practice, career training, K-12, citizenship test prep	6,730	6,730	16,858
Total	49,795	49,795	68,746

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).

In Idaho, library users go to libraries to find jobs, create new careers, improve skills, learn to use the latest technology, get the tools and information needed to reenter the workforce, and help grow small businesses. Libraries provide a vital link to technology and information. Over 70% of Idaho's public libraries are the only free source of Internet access in their communities.

From an IMPACT survey done in Fall 2012 by the University of Washington we know that people are coming to the library to access the Internet primarily for what we call "purposeful use:" education, employment, health, eGov, civic engagement, eCommerce, and social inclusion. Almost 50% of the public access computers report using the computers for e-Commerce. 43% are looking for employment. Almost 4 out of 10 that apply for a job from the library computer get an interview. 1 of these 4 got a job. Some of those interviewing used Skype at the library for their interview.

The most used assets in LearningExpress Library were the online practice tests. In 2012 alone there were 13467 practice tests taken. About half of these were to prepare for the GED exam. There were 2503 university practice tests (SAT, ACT, AP, MCAT, GRE, etc.) taken. And 1851 career and licensing tests taken (real estate, commecial driving, PRAXIS, military, etc.) In 2012 there were 2564 courses related to work skills, including computer use, taken. Idaho's Adult Basic Education directed students to their public library for these courses and tests. Thee Idaho Department of Labor also directed job-seekers.

Working with the Idaho Department of Labor, new and existing resources for job-seekers were promoted through all Idaho public libraries. Posters, rack cards, and a presence on the table-tents guiding public access computer users to Labor's online resources. Links to the Labor resources were prominent at the ICfL LiLI portal, promoted as part of the "online @ your library" campaign. A collaboration between Labor, IdahoPTV and the Commission resulted in a new online workshop for job-seekers, in both English and Spanish: "Maximize Your Job Search." This addresses resume-writing, interview skills, networking, the hidden job market, and using social media. This was promoted by Labor with public service announcements that aired on public television and in movie theaters,

and in English and Spanish on commercial radio and television, urging people to go "online @ your library" to access the workshop.

Fourty Idaho Youth Corp and twelve refugees working through the Idaho Office for Refugees gained experience with their part-time jobs as digital literacy trainers and coaches in the public libraries. 68% of the people using the public access computers in the libraries got one-on-one help.

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).

Efforts were made to engage small or local businesses in all aspects of services contracted for the project including computer installation, meeting services, public information design, media production and placement. 75% of the payments from BTOP funds went to Idaho companies. Known SDB entities are: Guy-Rome Associates, Gens Johnson, Christine Henkel, Heather Meyer.

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

Best practices:

Sustainability:

- E-Rate training for public library staff was the first thing done.
- Statewide Technical contract specialist hired to handle bid process and contract negotiations for expanded bandwidth for the libraries, as individual installations ensuring compliance with E-Rate rules and appropriate technical plans for each library.
- Statewide launch gathered potential partners and generated top-level support for collaborations.

Promotion:

- Kit with "online @ your library" materials to promote the availability of the expanded broadband and resources
- TV spots promoting new resources available to Idaho, partnering with IdahoPTV statewide public television to air PSAs
- Social media contest targeting 'tweens and teens.
- Radio and TV spots in Spanish
- Library launch kits to generate community awareness
- Take advantage of last minute low price radio "reads" and "comp" ad placements

Collaboration:

- Work with IdahoPTV to leverage PBS Learning Media and local programming into Scout, Video Collections; design and produce public service announcements and other public information media
- Partner with other state agencies, including Adult Basic Education and State Department of Education
- Leverage existing resources within the state (Apangea, PLATO, E-gov, IdahoPTV video and web resources, Cyberbullying, etc.)

Resources:

- Contract for resources, statewide (LearningExpress Library, Internet2 membership, VolunteerMatch, Scout)
- Develop new statewide resources (Scout, online job-seekers handbook, media literacy workshop, citizens resources)
- Regional and very local workshops to connect resources & local partners
- Youth Corps digital literacy coaches for computer users at the BTOP libraries, partnering with Department of Labor
- Idaho Office of Refugees partnersip to provide digital literacy training to refugees in 16 languages
- Social Media engagement: professional certification and GED test prep, cyberbullying; DIY social media kit for public libraries

Expanded broadband

The Commission matched individual BTOP libraries with the lowest-cost providers for broadband Internet service in their particular communities. In addition, up to 90 percent of the Internet bill for the libraries will be paid by the FCC E-Rate Universal Service Fund. Most of the libraries are also getting wi-fi equipment that will enable library patrons who bring their own computers to the library to access the Internet. Equip other public libraries with wi-fi with the agreement that the wi-fi be available 24/7 to expand hours of access within the community.

Online resources

LearningExpress Library is well-used since the BTOP-funded statewide subscription became available in November 2010. At libraries throughout the state, jobseekers and students are using LearningExpress Library courses for reading, writing, math, and computer skills; study guides for academic tests such as the GED and SAT; and a wide array of career certification preparation and practice exams. "Scout, Video Collections" for library users leveraged the PBS Learning Media, customized for Idaho students as "Scout, Classroom Edition", as well as the PBS COVE player to provide full-length video programs on Idaho for Idaho learners. A citizens portal brought together resources from the Idaho Legislature, the Supreme Courts, a new media literacy online workshop featuring Idaho newspapers and public affairs sites, the state digital document repository (Stacks), e-gov links, the new Transparent Idaho and a new online tour of the recently remodeled Idaho Statehouse. Online resources for mid-life adults were expanded with VolunteerMatch and, partnering with IdahoPTV, localizing the national Next Avenue web-site. Like LearningExpress Library, all online resources are available at ICfL's LiLI portal at www.lili.org.

Library and partner training

Staff members from BTOP libraries completed E-Rate training as well as training for newly available online resources. BTOP libraries also participated in "Connecting Resources & Partners Workshops" held throughout Idaho (first year). These workshops connected BTOP libraries with their local grant partners—such as the Idaho Department of Labor and Adult Basic Education—and provided

hands-on access to the various resources available to all Idaho residents through the BTOP project. A follow-up series of workshops in year two, "Credible Connections" expanded on these first year workshops by including more community leaders and non-BTOP libraries. A "digital competency workshop" was developed and delivered in a first round (more to come after the grant is completed) to 52 public library directors and trustees. This workshop included one training session conducted using video-teleconferencing, and one face-to-face session bringing several regional libraries together for hands-on technology experiences. The project was launched with a partner workshop, and concluded with an "After BTOP" workshop.

Promotion

An entire campaign was built around "online @ your library." BTOP libraries got a kit with "online @ your library" materials to promote the availability of the expanded broadband and resources, including table-top displays to place near public access computers pointing to useful online resources. Idaho Public Television produced and aired television spots promoting the new resources available to Idaho residents at www.lili.org. Spots were also aired on commercial television and radio; in both Spanish and English. A Social media campaign around specific LearningExpress Library resources was used as a case study to develop sustainable recommendations for using social media for public information. A DIY Social Media kit was developed for public libraries. Roadway billboards encouraged drivers to "go online@ your library." Bookmarks (Scout, NextAvenue, Get Connected) and rack cards (Dept of Labor messages that included reference to using the computers at the public library to access services) were produced and distributed to all public libraries in the state and through hospitals and clinics (Get Connected, only). Department of Labor produced and bought media for spots targeting job-seekers, including the "online @ your library" message.

End-user training

During the summer and fall part-time "digital literacy" coaches helped computer users with basic computer skills at the BTOP libraries, in both 2011 and 2012. The Idaho Department of Labor field offices matched Youth Corps participants with BTOP libraries. Half of the wages for the Idaho Youth Corps are paid with Workforce Investment Act funds. The Department of Labor also leveraged existing resources for jobseekers to develop an online workshop, "Maximize your job search," in both English and Spanish. This includes tips on resume writing, where to look for jobs, interview tips, and how to use social media in job search. Contracting with the Idaho Office for Refugees, 12 refugees delivered digital literacy training and one-on-one coaching to over 2000 refugees in Nepali, Karen, Amharic, English, Burmese, Farsi, Russian, Tigrinya, French, Kibembe, Arabic, Swahili, Kinyarwanda, Kirundi, Kunama – a total of 15 languages; accessing job skills training and job search, education resources, Google-translate in order to read local news, and resources to prepare for citizenship. A Idaho-specific online media literacy workshop was developed, featuring Idaho media and public affairs sites. It included basic Internet safety, search tips, blog and social media skills and critique.

Collaboration

Partnering with other state agencies for the "online @ your library" project benefits not only the Commission and Idaho public libraries, but also the partnering agencies. The libraries learn about the resources available to their communities while staff at partnering agencies learn what libraries across the state have to offer, and have been "simply amazed" by the discovery. Partners found workshops provided by ICfL to be "very professional and informative." They also appreciate outreach efforts on the part of the Commission to raise awareness about the BTOP project and leverage existing resources within the state. They are looking forward to using the information gathered at these sessions to design larger workforce services initiatives. Internet safety, a component of digital literacy, was highlighted in a multi-agency collaboration targeting Cyber-bullying.

A key collaboration was with statewide IdahoPTV who produced public information materials, include both radio and TV public service announcements in both English and Spanand contributed over \$1.5M in broadcast time. Separate work with IdahoPTV brought forth a new online video collection for students, Scout, plus an online and virtual tour of the Idaho Statehouse.