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	21-42-B10535	050950989

4. Recipient Organization

Kentucky Arts, Education & Humanities Cabinet P.O. Box 537, Frankfort, KY 406020537

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)
Nicole Bryan	
	7d. Email Address nicole.bryan@ky.gov

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	10-16-2013

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)	0	0	0
Libraries	0	46	46
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): N/A	0	0	0
Other Community Support-*Non-Governmental* (please specify): N/A	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					
Submitted via attachment	0	0	0	0	0

Add New PCC   Remove New PCC

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	

<div align="center">[Add Equipment]   [Remove Equipment]</div>

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported <u>cumulatively</u> 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	131,613	3,722,396	0
Multimedia	2,000	1,715	9,148
Office skills	5,100	4,306	82,958
ESL	100	59	167
GED	50	10	20
College Preparatory Training	50	22	28
Basic Internet and Computer Use	8,500	7,919	446,771
Certified Training Programs	0	0	0
Other (please specify): Workforce	9,000	14,748	67,477
Total	156,413	3,751,175	606,569

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).

All public library PCCs provide expanded computing capacity and broadband access to the citizens in their communities. These libraries are helping job seekers and job holders alike by offering courses and resources that will allow them to gain and build on skills that make them more attractive to employers through their regions. They develop and deploy formal instructor led training classes that will assist citizens in moving toward higher paying jobs and away from simple service positions. They provide assistance with starting small businesses and becoming successfully self-employed. They provide individual assistance at the point of need.

They accomplish these things by using trainers from community partners, contracted professional trainers, and skilled in house and volunteer trainers to develop and deploy face to face formal training opportunities in the areas of Computer Basics, Keyboarding/ Mouse, Online Job Searching, MS Office, Email, Internet, Resumes, Interview Skills, Facebook/Twitter, Linkedin, Web Blogs, Skype, Small Business, Quickbooks, Photoshop, eBay, etsy, GoogleDocs, Website Development, Local Internet Options, Windows 8, Computer Maintenance, File Management and Security/Anti-Virus, Spanish in the Workplace, Career Planning, Firefox, Windows Movie Maker, Career Transitions, and GED.

Libraries take their classes outside of their physical facilities into the community to reach customers who do not have easy access to the library. Formal instructor led classes are offered in community centers, senior centers, churches, housing authorities, Adult Education offices, One Stop centers, jails and other locations. In order to accommodate customers who cannot attend a class during the library's normal business hours, libraries offer classes outside of their normal hours.

They provide highly skilled and trained library staff who deliver immediate individual assistance and training to customers when they need it. These sessions cover all technology and jobs related topics: basic computers, MS Office, Resumes, Online Job Applications, Job research, email accounts, eBay, Craigslist, Skype, scanning documents, student loans, online courses, jobs and test databases, government forms including heating assistance, unemployment, Social Security, and taxes, MapQuest, business cards, Quickbooks, jobs and test databases, job testing, Facebook, student loans, online courses, job training, digital downloads, Internet, and scam reporting. Libraries schedule one on one sessions for customers who have more complex questions or issues which needed more time to address.

Libraries work with local businesses in several ways. One library is working with Adecco which is used by the main employer in that county as well as other areas of the state by providing them with a room and laptops two times a week for 3 hours each time to help potential employees complete the process. Library staff assist and provide information about library resources and classes. One library reported that a new business conducted interviews in their community room. 154 people completed applications and were given a brief interview. 25 people were hired and several candidates for the pivotal critical position were scheduled with a second interview. One

local insurance company used BTOP laptops at the library to sign up the county employees for insurance. Another library worked with the HR manager of a business that was closing to ensure that those who were losing their jobs knew about the library's classes. Another library reported that real estate professionals are using the library as their off site office. Many libraries have reported that a number of employers rely on them to assist potential employees with the completion of online job applications. More libraries hosted KY Teleworks which brings legitimate work at home opportunities to remote depressed areas. Several libraries generate weekly lists of jobs available in their areas.

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).

Collaboration is good. After the initial monthly conference calls with the participating libraries relating to the administrative and management aspects of the grant were no longer necessary, KDLA adopted the Best Practices concept from the BTOP created webinars and started a monthly "good ideas" live online session. The narrative reports which were submitted by the libraries monthly were reviewed for exceptional and creative ideas. For 15 months including the 7 of this year, staff from 3-4 of these libraries presented their "good ideas" each month. The chat during the webinars and the narrative reports frequently revealed adoption of previously presented "good ideas."

Partnerships make your library and community stronger. Libraries have reached out to every conceivable community organization including governmental, non-profit and service, educational institutions, elected officials and businesses to not only spread the word about the access, training and services available at the libraries but to work together to provide training and support to the unemployed and underemployed in their communities. One library partnered with Adult Ed, the One Stop, the local court and the jail when a local judge started to require that probationers get their GED. These agencies worked together to bring training to the jail. The library brought their laptops and taught basic computer, Internet searching skills and resume writing; the One Stop staff taught Interview skills and the Adult Ed staff assisted and worked with the inmates on their GEDs. This group also worked with a local bank which taught a six week course at the library on basic finance to probationers. One library was contacted by the Adult Education Office staff who asked them to coordinate a meet and greet at the library for them. The library paid for advertisement, wrote an article for the newspaper and went on the radio to promote it. The staff from the Adult Education Office was extremely pleased that they were able to speak directly with 20 people about the GED during that time. The library's role in the community continues to evolve. The Career Center in one county was experiencing staff problems and worked with the library so that they could accommodate a large influx of customers and ensure that their training needs were met.

Flexibility and creativity are paramount. In a very creative outreach effort, one library scheduled a training session at the local Walmart. They had a long established positive relationship with the manager who had provided some fiscal support for their new building. The trainer had hoped to train on resume writing on the library laptops. Unfortunately, people just didn't have time to sit down and work on one. While this might have been a negative experience, the trainer moved into marketing mode and talked to about 100 people about the library services and viewed this as an extremely positive experience. In a final report on the project, she reported that her dream is to gain access to one of the vacant store fronts in the Walmart so that she can teach classes there on a regular schedule.

When we applied initially, unemployment was at 10.7%. That rate has improved only slightly to 8.5% in July 2013. When it became apparent that there would be no quick recovery and that jobs were not coming to these communities, many libraries turned to providing training related to small business startups. They partnered with their local Small Business Development Centers which brought staff to the libraries to train on how to start a small business. In support of this activity, the library trainers taught the Office Suite including Word and Excel along with Quickbooks. As even that traditional option became less possible, libraries got even more creative. Many libraries partnered with Kentucky Teleworks which finds legitimate work at home jobs. Their job fairs at libraries have resulted in employment. Classes on eBay were taught to large crowds in an effort to help individuals generate some income. The next step was to bring in crafters who have turned their hobbies into businesses to teach others how they did it successfully and the libraries then held Etsy classes.