

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 21-42-B10535	3. DUNS Number 050950989
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4. Recipient Organization

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

5. Current Reporting Period End Date (MM/DD/YYYY) 09-30-2013	6. Is this the last Report of the Award Period? <p style="text-align: center;"><input checked="" type="radio"/> Yes <input type="radio"/> No</p>
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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 Nicole Bryan	7c. Telephone (area code, number and extension) _____
	7d. Email Address nicole.bryan@ky.gov

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 10-21-2013
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Project Indicators (This Quarter)

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

All 46 PCCs were operational during the last month of the grant-July. Support for training events received funds. 583 customers participated in classes including Computer Basics, Online Job Searching, MS Office, Email, Internet, Resumes, Interview Skills, Facebook/Twitter, Quickbooks, eBay, GoogleDocs, Windows 8, web design, Windows Movie Maker, etsy, Career Transitions, and GED. Three libraries conducted classes off site at churches, community centers, Salvation Army, senior centers, jail, and government offices. Nine libraries taught classes outside normal hours. Eighteen library staff members participated in free appropriate training outside the grant. 5,650 customers received individual assistance with basic computers, MS Office, Resumes, Online Job Applications, Job research, email accounts, Facebook, Quickbooks, scanning, student loans, online courses, jobs and test databases, job training, government forms including unemployment, Internet, digital downloads, and scam reporting. More libraries are reporting successfully adding scheduled times for more complex one on one issues. The libraries reported that computer equipment was used by 100,720 customers. The E-Rate Coordinator trained 193 library staff members on technology related topics. The BTOP listserv was used for communication and sharing resources. The monthly best practices webinars continued and archived sessions are on the website. Many outreach, marketing, and partnership efforts continued. One library reported using mass texting with great success. Another library had applied for a table at their Farmers Market so that they could get the word out about their classes and related services. One library which has consistently provided help to customers in completing their food handler's license tests was very happy to report that one group of young people that had gone through their library for this purpose was featured in the local paper when a restaurant reopened. Their position in the community as a workforce supporter was solidified when it was announced that the coal wash plant was reopening with about 50 jobs and citizens are calling the library about the positions and library staff are helping them complete the application. This library has seen such an increase in use over the life of the grant that it has now purchased 8 new desktops and 8 new laptops to add to the BTOP equipment. Their communities' expressed need for formal training has moved them to negotiate for contracted trainers who will start after the BTOP grant has concluded and be supported with local funds. Another much larger library system has indicated that they are also going to contract for trainers. Another small library was proud to report that over 30 people over the life of the grant had come back to them to let them know that they had found jobs because of the library's help. 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. Another library reported having purchased iPads to check out to customers because of increased need. Libraries emphasize partnerships and training and support related to starting and sustaining small businesses. Partnerships with businesses continue to emerge and be maintained. Library staff assumed greater roles within their communities in order to help those who are least equipped to do it on their own. The user share continued to be populated with subrecipient documentation that included quotes, expenditure reports, conference call notes, and marketing materials.

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	100	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 concern about Summer Reading impacting libraries ability to sustain their formal training schedules proved to be true in many cases. Spaces normally used as classrooms were overrun by this increasingly popular program which now covers all ages. As the project concluded more libraries have reported that their trainers have found other employment and have departed. This has created a

problem at some locations. While more libraries are reporting that customers are getting jobs, the unemployment rate here in Kentucky continued to escalate from 7.9% in April to 8.1% in May, 8.4% in June to 8.5% in July. As was reported previously, libraries continued to see one on one assistance provided by library staff members to the public thrive and escalate. Even more libraries are indicating that the one on one assistance is taxing their existing staff and that they are trying to find solutions that their communities will accept. Marketing has been a challenge throughout the grant. Libraries are consistently reporting that the most successful marketing is word of mouth. Even so, one library not only reported great success with using mass text messaging but they have also set up a Twitter account and will start using it for marketing purposes. More libraries have reported that they are now the site where employers send prospective employees for help in completing the online application. One library indicated that their participation in the BTOP grant had been so successful that they needed more space to accommodate the additional customers and the additional computers that they needed to purchase. Libraries have continued to escalate their small business assistance with more training and support. More libraries are interested in taking their laptop labs out into their communities to broaden their deployment of face to face classes and one on one assistance. Although the PCCs have been operational for over two years, it seems as though only now some communities are learning of the library's expanded role. One library that had consistently struggled with filling their formal instructor led classes only now has reported that they are getting more requests for classes. Two libraries are only now moving outside of their physical facilities to teach at locations outside of their buildings. A number of libraries mentioned planning to use their laptops inside and outside of their facilities to register citizens for health care plans available through ACA. Another unexpected commercial impact occurred in one county where the cable company had been purchased by another larger company. Many customers came to the library for help with not only transitioning to the new company's email system but to help them create email accounts in Google or with other entities rather than with the new company. Subsequently, the library has responded with different levels of classes as well as providing one on one assistance on setting up and utilizing alternative email providers. Sustainability discussions continue and were scheduled to be reported upon in a separate instrument after the grant concluded.

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	733	N/A
4.b.	Average users per week (NOT cumulative)	19,475	N/A
4.c.	Number of PCCs with upgraded broadband connectivity	46	N/A
4.d.	Number of PCCs with new broadband wireless connectivity	0	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	1,105	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
Bath Co Public Library, Computer Basics	2	5	10
Bath Co Public Library, MS Word	2	5	10
Boyle Co Public Library, Computer Basics	2	4	8
Boyle Co Public Library, Intro to Internet	2	11	22
Boyle Co Public Library, Windows 8	2	5	10
Carroll Co Public Library, Computer Basics	3	6	18
Carroll Co Public Library, MS Word	2	3	6
Casey Co Public Library, Online Job Searching	2	38	76

Clinton Co Public Library, Computer Basics	1	5	5
Clinton Co Public Library, MS Word	1	8	8
Corbin Public Library (Whitley Co), Job Fair	2	12	24
Crittenden Co Public Library, Online Job Searching	1	1	1
Cynthiana-Harrison Co Public Library, Computer Skills for GED	2	10	20
Estill Co Public Library, MS Excel	2	1	2
Fleming Co Public Library, MS Excel	1	8	8
Fleming Co Public Library, MS PowerPoint	1	2	2
Gallatin Co Public Library, Computer Basics	3	1	3
Gallatin Co Public Library, Intro to Internet	2	2	4
Garrard Co Public Library, MS Word	2	1	2
Grant Co Public Library, Computer Basics	1	4	4
Grant Co Public Library, Intro to Internet	1	4	4
Grant Co Public Library, Online Job Searching	2	4	8
Graves Co Public Library, Computer Basics	2	32	64
Graves Co Public Library, Interview Skills	3	5	15
Graves Co Public Library, Online Job Searching	3	5	15
Hardin Co Public Library, Computer Basics	1	4	4
Hardin Co Public Library, Email	1	3	3
Hardin Co Public Library, Intro to Internet	1	2	2
Hardin Co Public Library, Mouse Practice	1	3	3
Hardin Co Public Library, Nook Basics	1	3	3
Harry M Caudill Memorial Library (Letcher Co), Computer Basics	3	5	15
Harry M Caudill Memorial Library (Letcher Co), Email	3	6	18
Henry Co Public Library, Computer Basics	2	6	12
Henry Co Public Library, Facebook/Twitter	1	2	2

Henry Co Public Library, Smartphones	1	2	2
Jessamine Co Public Library, Computer Basics	2	5	10
Jessamine Co Public Library, MS PowerPoint	2	5	10
LaRue Co Public Library, Basic Web Design	3	5	15
LaRue Co Public Library, MS Word	2	6	12
LaRue Co Public Library, Windows Movie Maker	2	5	10
Lewis Co Public Library, Computer Basics	2	8	16
Lewis Co Public Library, Intro to Internet	2	8	16
Lewis Co Public Library, MS Excel	2	6	12
Martin Co Public Library, Computer Basics	3	2	6
Mason Co Public Library, Computer Basics	3	5	15
Mason Co Public Library, Email	3	2	6
Mason Co Public Library, Online Job Searching	3	3	9
McCreary Co Public Library, Computer Basics	2	9	18
Meade Co Public Library, Computer Basics	1	2	2
Metcalfe Co Public Library, Computer Basics	2	2	4
Metcalfe Co Public Library, Resume Writing	2	4	8
Montgomery Co Public Library, Computer Basics	1	1	1
Montgomery Co Public Library, MS Word	2	3	6
Nicholas Co Public Library, Online Job Searching	1	7	7
Nicholas Co Public Library, Resume Writing	1	12	12
Ohio Co Public Library, eReaders	3	4	12
Ohio Co Public Library, Open Computer Lab	3	4	12
Ohio Co Public Library, Resume Writing	3	2	6
Owen Co Public Library, Online Job Searching	3	12	36
Owen Co Public Library, Intro to Internet II	2	5	10

Pike Co Public Library District, Computer Basics	2	14	28
Pike Co Public Library District, Internet & Email	2	13	26
Pike Co Public Library District, Online Job Searching	2	6	12
Pike Co Public Library District, Resume Writing	2	9	18
Pulaski Co Public Library, Computer Basics	2	5	10
Pulaski Co Public Library, Open Computer Lab	1	3	3
Pulaski Co Public Library, Resume Writing	1	2	2
Rowan Co Public Library, eBay	1	5	5
Rowan Co Public Library, Google Docs	1	3	3
Rowan Co Public Library, MS Excel	1	3	3
Rowan Co Public Library, Online Newspapers & Access	1	4	4
Rowan Co Public Library, Tablets	1	4	4
Russell Co Public Library, Open Computer Lab	2	7	14
Spencer Co Public Library, Computer Basics Intermediate	2	2	4
Spencer Co Public Library, Email	2	3	6
Taylor Co Public Library, Computer Basics	2	1	2
Taylor Co Public Library, Computer Basics Intermediate	2	2	4
Trimble Co Public Library, Business Website on a Budget	2	3	6
Trimble Co Public Library, Etsy.com	2	4	8
Union Co Public Library, Career Transitions	2	8	16
Union Co Public Library, Computer Basics	2	20	40
Union Co Public Library, Email	2	75	150
Warren Co Public Library, Computing for Seniors	2	9	18
Warren Co Public Library, Digital Downloads	1	4	4
Warren Co Public Library, Intro to Computers & Internet	2	10	20
Warren Co Public Library, MS Excel	2	6	12
Warren Co Public Library, MS Publisher	1	2	2

Warren Co Public Library, MS Word	1	1	1
Warren Co Public Library, Online Job Searching	1	2	2
Washington Co Public Library, Computer Basics	1	6	6

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).

N/A

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	100	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).

N/A

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	\$133,590	\$96,658	\$36,932	\$143,474	\$104,545	\$38,929	\$0	\$0	\$0
b. Fringe Benefits	\$51,457	\$47,144	\$4,313	\$57,035	\$51,574	\$5,461	\$0	\$0	\$0
c. Travel	\$2,389	\$978	\$1,411	\$978	\$978	\$0	\$0	\$0	\$0
d. Equipment	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
e. Supplies	\$1,424,452	\$248,782	\$1,175,670	\$1,429,265	\$248,831	\$1,180,434	\$0	\$0	\$0
f. Contractual	\$78,893	\$17,975	\$60,918	\$78,894	\$17,976	\$60,918	\$0	\$0	\$0
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$132,513	\$127,788	\$4,725	\$175,588	\$164,528	\$11,060	\$0	\$0	\$0
i. Total Direct Charges (sum of a through h)	\$1,823,294	\$539,325	\$1,283,969	\$1,885,234	\$588,432	\$1,296,802	\$0	\$0	\$0
j. Indirect Charges	\$67,296	\$1,439	\$65,857	\$75,272	\$22,248	\$53,024	\$0	\$0	\$0
k. TOTALS (sum of i and j)	\$1,890,590	\$540,764	\$1,349,826	\$1,960,506	\$610,680	\$1,349,826	\$0	\$0	\$0

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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