

RECIPIENT NAME: LIBRARY, MONTANA STATE

AWARD NUMBER: 30-41-B10523

DATE: 01/25/2013

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12-31-2013

### ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

#### General Information

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b> Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b> 30-41-B10523	<b>3. DUNS Number</b> 878328541
<b>4. Recipient Organization</b>  LIBRARY, MONTANA STATE 1515 East 6Tth Avenue, Helena, MT 59601-8206		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b> 12-31-2012	<b>6. Is this the last Annual Report of the Award Period?</b>  <input checked="" type="radio"/> Yes <input type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Donci Bardash	<b>7c. Telephone (area code, number and extension)</b>	
	<b>7d. Email Address</b>  dbardash@mt.gov	
<b>7b. Signature of Certifying Official</b> Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b> 01-25-2013	

PROJECT INDICATORS					
<b>1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?</b> <input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> Both					
<b>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).</b>					
Institutions	Established	Improved	Total		
Schools (K-12)	0	0	0		
Libraries	2	43	45		
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	0	0	0		
(please specify): None					
Other Community Support-Non-Governmental	0	0	0		
(please specify): None					
<b>3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.</b>					
<b>3.a. New PCCs</b>					
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
Submitted via Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>3.b. Improved PCCs</b>					
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
<b>Prior to Improvement</b>					
Submitted via Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>After Improvement</b>					
Submitted via Attachment	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)</b> <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> Training					
<b>4.b. If "other," please specify the primary use of the PCCs:</b> None.					
<b>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</b>					

(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
Nortel	5698-TFD-PWR Router	6,998	1	Parmlly Billings Library upgraded their broadband speed and capacity to meet public demands. They needed to install upgraded network equipment that increased performance, and established a dedicated network for public use, separate from the network used by staff. This router was purchased at a significantly reduced cost from list price thanks to the limited solicitation procurement process used by the State of Montana.
<b>Totals:</b>		6,998	1	

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	1,336,036	1,388,424	0
Multimedia	0	266	352
Office skills	0	1,035	1,548
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	53,084	8,845	16,142
Certified Training Programs	0	0	0
Other (please specify): Career-Related training, i.e. resume and online job application assistance	0	231	328
<b>Total</b>	1,389,120	1,398,801	18,370

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).

The Montana State Library BTOP accomplished three of the NTIA's five stated BTOP statutory purposes, 1) "Provide improved access to broadband service to consumers residing in underserved areas of the country", 2) "Provide broadband education, awareness, training, access, equipment, and support to libraries", and 3) "Stimulate the demand for broadband, economic growth, and job creation."

1) Temporary supplementary payments to increase Internet speed were provided for five libraries; four provide services to underserved and vulnerable populations. E-rate application assistance was provided to the libraries to sustain the level of service. BTOP library average Internet speed increased from 3.4Mbps to 17.33Mbps. The Missoula Public Library launched a mobile computer center to provide broadband access and technical training to vulnerable populations such as the homeless, adults with disabilities, and seniors. 41 participating libraries have improved access.

2) All Montana BTOP libraries offer technical training and assistance. Cumulatively, 101,760 patrons received technical assistance via workshops, formal classes, scheduled one-to-one sessions, and unscheduled assistance. The BTOP technology trainer provided webinars and face-to-face training for library staff on mobile devices, digital photography software, online free email programs and storage, online legal resources, PCC management, job resources, and more. Outreach included materials such as bookmarks and thumb drives with partner resource hyperlinks. More than \$600,000.00 worth of computers, peripherals, and network switches and routers were purchased for 44 PCC locations. Patrons and library staff were interviewed and videos were filmed to demonstrate the impact of library services on individuals and their communities.

3) By improving access to high speed Internet for Montana communities, patrons have positive Internet experiences at the library and demand high speed Internet in their homes. Across the state, patrons are starting businesses using BTOP-provided technology resources and librarian assistance. The Montana BTOP provided funding for seven full time and three part time professional positions, with potential to sustain four of the full time and three of the part time positions after the grant. The program improved the ability of participating libraries to join more online content programs such as an eMedia consortium, increasing patron demand for eReaders and tablets to access those resources. The BTOP project provided a Technology Petting Zoo (TPZ) to each participating library to allow

staff to learn each device in order to provide guidance to patrons on their devices. Many libraries reported that access to the devices encouraged purchases of devices by patrons.

Increased Internet speed allowed students to access more online courses and helped libraries provide proctoring services for online exams, and improved communication for communities using video conferencing programs that would not operate with slower access. Low vision software and peripherals were provided to every BTOP library, and blind patron software was distributed to libraries with community members with those needs. Those patrons now have easier access to health-related websites as well as small business and job seeker resources.

BTOP libraries regularly report that their patrons seek employment assistance at the library. Library staff provides resume, online application, and job search assistance to patrons. Increasing availability, consistency, and efficiency of electronic communication methods promotes economic recovery. Many libraries report use of public computers and wireless service by tourists and people travelling for business.

The reach of the Montana BTOP project goes beyond Montana to provide education and outreach about Broadband. The project director was appointed to the Public Library Association (PLA) Digital Learning Project executive team, expanding the reach of Montana's resources to the national audience. The statewide BTOP technology trainer was appointed to the New Training Formats committee with WebJunction and her webinars have been featured and promoted internationally.

**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).**

None.

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

Consider replacing ISP-provided routers with SonicWalls or similar devices capable of monitoring bandwidth usage and wireless users.