

RECIPIENT NAME: LIBRARY, MONTANA STATE

AWARD NUMBER: 30-41-B10523

DATE: 05/17/2012

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 12/31/2013

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 30-41-B10523	3. DUNS Number 878328541
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4. Recipient Organization LIBRARY, MONTANA STATE 1515 East 6Tth Avenue, Helena, MT 59601-8206

5. Current Reporting Period End Date (MM/DD/YYYY) 03-31-2012	6. Is this the last 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 Donci Bardash	7c. Telephone (area code, number and extension)
	7d. Email Address dbardash@mt.gov

7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 05-17-2012
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Project Indicators (This Quarter)

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

Five additional Montana BTOP libraries increased their broadband speed for public computers this quarter, bringing the average speed up to 13.47Mbps from the grant-listed average speed of 3.55Mbps, an increase of 280% in less than 2 years! All BTOP participating libraries now have broadband download speeds of 3Mbps or higher, which exceeds our project goal to increase 86% of libraries to speeds above 1.5Mbps. All public computer center locations now provide wireless access to their patrons; many of them leave the wireless on 24 hours so patrons may access the Internet from outside the walls of the libraries when the library is closed. Coordination with the Montana Broadband Mapping Program continued with a meeting to discuss more opportunities for collaboration, such as adding the speed test link and videos about broadband to the LibraryNext webpage. A contract was awarded for a feasibility study to find opportunities, risks, and benefits for different methods to sustain public library technology in broadband upgrades and technology advances at Montana libraries. The study will include research in creating a consortium to apply for E-Rate discounts. The BTOP compliance officer has completed 14 desk reviews and 17 site visits since March, 2011 to review and address common compliance concerns such as scope of use of BTOP purchases and reporting accuracy, successfully closing each one without findings.

34 BTOP libraries submitted E-Rate Forms 471, an increase of 12 from 2011, to receive an expected combined annual discount of \$54,310, an increase of 48% from the 2011 funding year. 30 of the 34 libraries applied for discounts on digital transmission service as well as telephone; 17 of those also requested discounts on Internet service after receiving guidance regarding filtering requirements of the Children's Internet Protection Act. Through Montana BTOP, 21 of the libraries received consulting assistance in filing for E-Rate. Through the Montana BTOP project, training was provided for libraries on filing forms 470 and 471.

Thanks to return on investment for radio and television outreach, the project matching goal will be reported when we collect suitable documentation. Tame the Wild, Wild Web spots were aired across Montana on radio and television; libraries report positive comments from new and returning patrons mentioning the great publicity. Our libraries report enthusiastic response to BTOP provided thumb drives with helpful partner links imaged on them, distributed during open house events, technology training and one-to-one assistance in resume creation, job searches, and research. Six BTOP libraries held open houses this quarter to promote technology resources and programming. All libraries are distributing outreach materials such as bookmarks and palm cards in their communities in creative ways including presentations at senior centers and schools.

Ten Montana BTOP libraries are now actively promoting in-house checkout of laptops and reported a combined 1,978 checkouts this quarter. Libraries report many uses of the checked out laptops, including tax filing, resume writing, job searches, school research, Skype, business communication and more.

The BTOP technology trainer was invited by the Teton County Extension Agency to present at a monthly meeting about digital devices and downloading e-books from Digital Overdrive. She attended the Computers in Libraries conference in Washington DC in March and returned with ideas to encourage libraries to use technology to sustain library relevance and to improve patron and community experiences with library resources. Montana libraries are eager to use new methods to get the word out to their communities about resources and programming to improve patron technology skills. Six BTOP funded FTEs provided 950 hours of a variety of training to 480 library patrons and staff this quarter. Libraries reported 11,546 training hours, cumulatively, since January 2011.

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	57	<p>Supplemental payments for upgraded broadband services continued, additional workstations and peripherals were purchased, some E-Rate consulting fees were incurred and we purchased additional outreach materials.</p> <p>We have accomplished, to some extent, all performance goals set in the grant application: We deployed more than 195 new workstations and upgraded more than 149, and increased total workstations to more than 630. Broadband speeds have increased for 38 of our 42 library PCC locations (the goal was 29), we have offered a variety of basic technology training to library staff so they can provide training to their patrons, and have installed disability friendly workstations across the state. Based on performance measures in addition to expenditures, we can report our project to be more than 57% complete.</p>

			As we have experienced from the beginning of the grant period, state procurement procedures have delayed many purchases. We are within 2% of our spending projections from the previous quarterly report (59%).
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).
None.

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	472	We continue to exceed expectations in this area, the original grant proposal listed an increase from 439 to 634 public workstations. There are now 761 computers available for public access at 44 BTOP participating public computer centers. We purchased 472 computers for library PCCs, some of those replaced older, slower machines and some expanded the PCCs. In the two years between the writing of the grant and today, some libraries have had to retire older computers and have not replaced them yet.
4.b.	Average users per week (NOT cumulative)	14,842	This number does not include patrons participating in workshops and scheduled training, only open lab access users. We have seen gradual increases from previous quarters. When comparing 1st quarter 2011 to 1st quarter 2012, we see a 9% overall increase in PCC users.
4.c.	Number of PCCs with upgraded broadband connectivity	38	38 of our 44 libraries have seen improved broadband connectivity as a result of upgraded routers and switches, and/or increased broadband speeds from providers. Average speed increased from 11.21 reported last quarter to 13.47 reported this quarter. The baseline target for the end of Year 1 of the project was to improve 11 locations.
4.d.	Number of PCCs with new broadband wireless connectivity	5	Though not listed as a baseline target, five of our libraries have new wireless connectivity after BTOP funded wireless access points were installed. Four additional libraries saw improved wireless connectivity and speed following installation of BTOP funded routers and/or switches.

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
	4.e. Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	48	The Missoula Public Library-based Mobile Public Computer Center is now consistently visiting 14 community locations each month, averaging public availability of computers for 15 hours per week. Butte Public Library was able to open and sustain a branch following flooding of the main building. The branch is open an average of 30 hours per week. Thanks to the BTOP funded FTE, Ronan City Library is now open an additional 3 hours per week.

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
See attached training report.	0	0	0

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).

The Montana State Library BTOP technology trainer will continue to offer webinar training on a variety of subjects, including coordination of training for library staff on partner resources such as the State Law Library and other legal assistance resources. She will coordinate training efforts to plan Law in the Library Events this quarter with a four-part webinar series designed to assist library staff to understand and promote free legal resources to their patrons.

The Montana State Library BTOP team will participate this quarter in the Montana Library Association annual conference, presenting on technology related subjects including teaching technology to adult learners, collecting and using data for strategic decision making and leveraging of resources, and making the most of public computer centers. The BTOP technology trainer will coordinate a panel for this presentation, to include technology trainers hired at local libraries with BTOP funds. We expect to install and implement public computer center management systems for some libraries, which will aid in sustainability issues by making data collection, print cost recovery, and policy enforcement more systematic and consistent. A contract will be signed to begin a feasibility study on how to sustain public library technology needs, which will include the potential to create a consortium to apply for E-Rate discounts and create economies of scale for libraries in their telecommunications costs.

We expect to continue to upgrade broadband speeds for libraries, aligning their upgrades with the E-Rate cycle beginning July 1st, 2012. Additional opportunities for E-Rate training for subsequent filing requirements will be available for library staff, beginning with Form 486 and Children's Internet Protection Act (CIPA) compliance training in May and June 2012. The E-Rate consultant hired to assist libraries in filing forms will continue to work with libraries to maximize their potential discounts, assist with answering queries from Universal Services Administration Company (USAC), and assist in compliance related questions. In coordination with the E-Rate application process, the BTOP technology trainer will present and coordinate training on filtering options and the process libraries must take to become compliant with the CIPA.

We will be purchasing more assistive devices for all Montana BTOP libraries, to include listening devices for deaf and hard-of-hearing patrons and upgrades for magnifier/reader software for low vision and low-literacy patrons. We will purchase a Technology Petting Zoo (TPZ) for each Montana BTOP library, which will include a variety of personal devices. The TPZs will allow library staff to demonstrate use of the devices to patrons, as well as to learn and become more familiar with a variety of devices their patrons bring to the library for downloading eBooks and accessing Internet resources. The BTOP technology trainer will schedule on-site trainings for the libraries following receipt of the TPZs and will encourage the libraries to schedule and publicize the trainings to include their communities. All libraries report a huge increase in patron requests for, and participation in scheduled eReader training opportunities.

The BTOP project director will attend the sustainability conference in Washington DC in May. Resources from the conference will be used to design and implement a sustainability plan during the last year of the grant.

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	67	<p>Supplemental payments for upgraded broadband services will continue, and payments for additional library services will begin. Additional computers and peripherals will continue to be ordered as needs are assessed, and E-Rate consulting fees will continue to be paid. Public computer center management systems will be installed and implemented, and on-site training will begin. The PCC management systems will assist libraries in enforcing policy, collecting data, and recouping printing costs with print management systems. Some libraries have requested filtering hardware and software to become CIPA compliant for E-Rate purposes.</p> <p>We expect the Bicentennial Public Library to complete the renovation project, and for the Ronan City Library to begin the installation of accessible doors this quarter following their board's approval of a procurement policy. Due to the state procurement process, many of our contracts and purchases have been delayed.</p> <p>Salaries and benefits expenses, as well as any purchasing</p>

			began midway through the first year of the grant term. We expect to reach 68% complete by the end of next quarter.
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).

None.

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	\$348,854	\$104,346	\$244,508	\$161,146	\$45,219	\$115,927	\$197,146	\$39,961	\$157,185
b. Fringe Benefits	\$115,980	\$33,275	\$82,705	\$55,641	\$14,713	\$40,928	\$67,641	\$13,711	\$53,930
c. Travel	\$26,616	\$5,396	\$21,220	\$10,557	\$1,974	\$8,583	\$15,557	\$3,153	\$12,404
d. Equipment	\$50,000	\$10,135	\$39,865	\$19,950	\$4,044	\$15,906	\$19,950	\$4,044	\$15,906
e. Supplies	\$780,368	\$158,093	\$622,275	\$689,083	\$139,681	\$549,402	\$822,083	\$166,636	\$655,447
f. Contractual	\$392,120	\$199,078	\$193,042	\$253,577	\$149,756	\$103,821	\$298,577	\$184,756	\$113,821
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$912,402	\$356,907	\$555,495	\$318,417	\$131,954	\$186,463	\$368,417	\$153,954	\$214,463
i. Total Direct Charges (sum of a through h)	\$2,626,340	\$867,230	\$1,759,110	\$1,508,371	\$487,341	\$1,021,030	\$1,789,371	\$566,215	\$1,223,156
j. Indirect Charges	\$70,364	\$0	\$70,364	\$27,562	\$0	\$27,562	\$37,228	\$0	\$37,228
k. TOTALS (sum of i and j)	\$2,696,704	\$867,230	\$1,829,474	\$1,535,933	\$487,341	\$1,048,592	\$1,826,599	\$566,215	\$1,260,384

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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