

Project Indicators (This Quarter)

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

Montana BTOP libraries increased their broadband speed for public computers again this quarter, bringing the average speed up to 14.99Mbps from the grant-listed average speed of 3.55Mbps. A subgrantee requested and was granted a budget modification to increase staff by .25 FTE to begin on July 1, 2012 for one year.

Following the award of a feasibility study contract, principle investigators Anton Bekkerman and Gregory Gilpin began their research for the feasibility study and report due in August. They submitted a draft of the report in June. Both attended the Summer Institute in Helena to gather information from library directors on experiences, challenges, and problem solving with high-speed Internet and public computer center management. We completed a library assessment of sustainability needs survey and a conference call with library directors to begin planning the final year of the grant.

The 34 BTOP libraries that submitted E-Rate applications to USAC are awaiting funding commitment letters for support beginning in July 2012. Their requested annual funding discounts total \$54,310, an increase of 48% from the 2011 funding year. The libraries received consulting assistance in answering reviewer questions and preparing for the beginning of the fiscal year, including expert advice in CIPA compliance for E-Rate.

The Montana State Library BTOP team received matching documentation for a "banner crawl" which ran on the Weather Channel for 12 weeks. In mid-April, "Tame the Wild, Wild Web" public service announcements began running on these cable stations: HGTV, ESPN, FOOD, TBS, USA, Lifetime, History, and Discovery. Libraries report distribution of BTOP provided thumb drives, at open house events, training and when assisting patrons with resumes, job searches, and research. They are distributing outreach materials such as bookmarks and palm cards in their communities in creative ways including presentations at senior centers and schools.

BTOP libraries received a Technology Petting Zoo (TPZ) with four different personal devices. The BTOP technology trainer presented six workshops in June to train library staff on devices so they may assist patrons with questions and troubleshooting on their devices. Three libraries reported that each staff member has a favorite device and they offer tips when assisting patrons, a great service for patrons. Bozeman Public Library had a "Teaching the Teacher" workshop in collaboration with Montana State University, Bozeman. It focused on running public classes, generally computer/technology related topics. The BTOP technology trainer provided training on ZoomText Reader/Magnifier software that each library received, and coordinated a webinar presented by AARP to demonstrate to library staff the online resources available through that organization. She coordinated efforts with the State Law Library and other partners for Law in the Library Events with a four-part webinar series for library staff to understand and promote free legal resources to their patrons.

BTOP libraries are actively promoting in-house checkout of laptops and reported a combined 3,601 checkouts this quarter, compared to 1,978 last quarter. Patrons appreciate the extra time available when checking out laptops. They report many uses of the checked out laptops, including tax filing, resume writing, job searches, research, Skype, business communication and more.

In May, the BTOP project director co-presented with AARP at the Governor's Conference on Aging, highlighting technology resources for seniors and their families. The BTOP project director was invited to present at the NTIA Senior Affinity Group, highlighting strategies for reaching senior populations. The project director met with staff from the state office of the Corporation for National and Community Service to explore resources for public libraries. She presented to the Senior Core program directors of RSVP and Foster Grandparent programs and attended the School, Health, Libraries, Broadband and COSLA/Gates Foundation Conferences.

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)

	<p>2.a. Overall Project</p>	<p>74</p>	<p>We exceeded our spending projections from the previous quarterly report. Supplemental payments for upgraded broadband services continued, additional workstations and peripherals were purchased, E-Rate consulting fees were incurred and Public Computer Center management hardware and software was purchased for 10 libraries. Additional low vision peripherals were purchased to improve access at Public Computer Centers, and Bicentennial Public Library completed the renovation project this quarter.</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 the projected 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 74% complete.</p> <p>Salaries and benefits expenses, as well as any purchasing began midway through the first year of the grant term. As we have experienced from the beginning of the grant period, state procurement procedures have delayed many purchases.</p>
	<p>2.b. Equipment / Supply Purchases</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.c. Public Computer Centers Established</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.d. Public Computer Centers Improved</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.e. New Workstations Installed</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.f. Existing Workstations Upgraded</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.g. Outreach Activities</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.h. Training Programs</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>
	<p>2.i. Other (please specify):</p>	<p>-</p>	<p>Progress reported in Question 4 below</p>

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)
<p>4.a.</p>	<p>New workstations installed and available to the public</p>	<p>478</p>	<p>We continue to exceed expectations in this area; the original grant proposal listed an increase from 439 to 634 public workstations. There are now 778 computers available for public access at 44 BTOP participating Public Computer Centers. According to the Information Policy and Access Center in their Public Library Funding & Technology Access Study 2011-2012, the national average is 16.4 public workstations per outlet. Montana BTOP libraries report an average of 17.5 public workstations, up from an average of 10 public workstations in January 2011.</p>

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
			We purchased 478 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)	14,713	Comparing PCC users in the first two quarters of 2011 to the first two quarters of 2012, we have seen an increase in four of the six months, January – June. Of the 44 PCC locations, 20 have seen an average increased use of workstations of 5% or more when comparing the first half of 2011 to the first half of 2012. In that same period, 14 BTOP libraries have seen an average increase of over 10%. Overall, 58% of Montana BTOP libraries have seen increased use, compared to 57% for the state, and 60% nationally*. *According to the Information Policy and Access Center in their Public Library Funding & Technology Access Study 2011-2012. The number reported as average users per week does not include patrons participating in workshops and scheduled training, only open lab access 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 13.47Mbps reported last quarter to 14.99Mbps 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.
	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 training on a variety of subjects, including coordination of training for library staff on partner resources such as the state and local workforce services offices.

The Montana State Library BTOP Project Director and Technology Trainer will participate this quarter in the Risk & Reward - R-Squared conference, as will four key BTOP participating library staff.

The first draft of a feasibility study to identify potential sustainability concerns and to provide multiple methods of sustaining technology needs in libraries will be presented to the Montana State Library Commission on August 8th. The study will explore feasibility of state/regional consortia for broadband, hardware, software, and staffing. A request for proposals will be posted this quarter for a contractor to provide network checkups for 39 of the 42 BTOP participating libraries this fall and winter. The checkups will include assessing network health, configuration and performance; addressing critical network needs to maximize equipment and mapping the networks and sub-networks of each library. The checkups will occur between August and November, 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 July and August 2012. The E-Rate consultant hired to assist libraries in filing forms will continue to work with libraries to assist with answering queries from Universal Services Administration Company (USAC), and assist in compliance related questions.

The BTOP technology trainer will encourage libraries to schedule and publicize technology petting zoo (TPZ) training opportunities in their communities using materials provided to them during the staff training they received in June. All libraries report a substantial increase in patron requests for, and participation in scheduled and one-to-one training on eReaders and other personal devices. The technology trainer will facilitate or provide training on the following workshops next quarter: TPZ workshops to include library patrons, AARP online resources, assistive technology for patrons with low-vision and low-dexterity, Internet safety, and Web 2.0 technologies.

In coordination with the State Library Fall workshop in September, the BTOP team will provide support to bring two library futurists, Michael Porter and David Lee King to participate in events and facilitate discussions.

The BTOP team will meet with a variety of stakeholders to develop a sustainability plan to implement in the final year of the grant. BTOP libraries were surveyed to identify priorities. BTOP staff will facilitate a sustainability mapping session with State Library Resources, Library Development and Talking Book Library staff, and will meet with each BTOP library director to outline a local sustainability plan. The remainder of the program will focus on implementing a plan for the final year of the grant, according to input received.

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	81	Supplemental payments for upgraded broadband services will continue. E-Rate consulting fees will continue to be paid as libraries begin the process of submitting reimbursement requests for approved funds and additional training sessions are scheduled. Public computer center management systems will be installed, 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. Additional payments for the feasibility study will be requested, and we expect the Ronan City Library to complete the installation of accessible doors this quarter following their board's approval of an update to their procurement policy. Salaries and benefits expenses, as well as any purchasing began midway through the first year of the grant term. We expect to reach 81% 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	\$205,790	\$54,268	\$151,522	\$245,790	\$63,268	\$182,522
b. Fringe Benefits	\$115,980	\$33,275	\$82,705	\$70,081	\$17,640	\$52,441	\$83,451	\$20,640	\$62,811
c. Travel	\$26,616	\$5,396	\$21,220	\$13,406	\$2,551	\$10,855	\$19,406	\$3,934	\$15,472
d. Equipment	\$50,000	\$10,135	\$39,865	\$19,950	\$4,044	\$15,906	\$23,950	\$4,855	\$19,095
e. Supplies	\$780,368	\$158,093	\$622,275	\$836,074	\$169,466	\$666,608	\$847,072	\$173,296	\$673,776
f. Contractual	\$392,120	\$199,078	\$193,042	\$305,152	\$187,219	\$117,933	\$380,152	\$237,219	\$142,933
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$912,402	\$356,907	\$555,495	\$510,897	\$194,940	\$315,957	\$519,897	\$199,940	\$319,957
i. Total Direct Charges (sum of a through h)	\$2,626,340	\$867,230	\$1,759,110	\$1,961,350	\$630,128	\$1,331,222	\$2,119,718	\$703,152	\$1,416,566
j. Indirect Charges	\$70,364	\$0	\$70,364	\$27,562	\$0	\$27,562	\$59,106	\$0	\$59,106
k. TOTALS (sum of i and j)	\$2,696,704	\$867,230	\$1,829,474	\$1,988,912	\$630,128	\$1,358,784	\$2,178,824	\$703,152	\$1,475,672

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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