

Project Indicators (This Quarter)

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

The Montana State Library BTOP team continued its focus on sustainability this quarter. In August, a feasibility study was presented to the Montana State Library Commissioners and public libraries across the state. The study offered proposals to sustain and maintain the new technology purchased through BTOP, technology-related support and training, and broadband speeds for public libraries. The researchers presented their recommendations, which ranged from standardizing equipment, to regional technology staffing hubs, and to an E-rate consortium. The commissioners, state library staff, and public library directors are currently reviewing their suggestions and seeking input on each option. To ensure that libraries are up to basic network standards, a contract was signed for a consulting group to conduct network health checkups. The 34 libraries that opted-in will receive on-site performance and security assessments, a report describing findings, corrective action of critical findings, and a map of the network and sub-networks (hardware, configuration, IP addresses, and internal connections). The contractor will correct findings such as outdated wiring and hardware and necessary network security software. Also with an eye on the future, the BTOP Project Director co-presented a multi-part webinar on planning for, finding, and applying for grants for libraries.

Ninety seven percent of BTOP libraries that submitted E-Rate applications received funding commitment decision letters of support for funding year 2013. Their requested annual funding discounts total \$54,310, an increase of 48% from the last funding year. Libraries continue to take advantage of training opportunities and consulting assistance to answer questions and prepare for the application cycle for the next funding year, including expert advice in CIPA compliance.

The BTOP technology trainer offered additional regional workshops this quarter to train library staff on personal devices so they may better assist patrons with questions and troubleshooting on their devices. She produced short video modules to describe how to use each device. The BTOP technology trainer coordinated with Job Services to provide a four-part webinar series for library staff to understand resources available through that partner, and to provide them with the tools to assist their patrons in creating resumes, completing job applications, searching for employment, and participating in interviews. The trainer created and shared training materials for assistive technologies, including a magnifying camera, a magnifying mouse, and assorted software packages. Since October 2011, the BTOP technology trainer has provided 496 hours of technical training to 254 library staff members.

Public Computer Center management systems and print management systems were successfully installed at 8 libraries this quarter. PCC management systems will help libraries sustain the new equipment in their libraries by allowing for central management of computer reservations and maintenance, recovery of printing costs, collection of data, and policy enforcement.

The BTOP Project Director and Technology Trainer participated this quarter in the Risk & Reward Conference, as did four key BTOP participating library staff. The event was an opportunity to explore creative methods to sustain and improve library services.

BTOP co-sponsored Michael Porter and David King, well-respected library futurists, to facilitate a community workshop in Billings to discuss technology needs the library can fulfill with its new building. Mr.'s Porter and King remained in Montana for two additional days to present at the Montana State Library Fall Workshop. The BTOP team facilitated discussions on the future of libraries in the Digital Age, use of magnifying software and other assistive technologies in libraries, library staff training opportunities sponsored by the State Library and available through BTOP's subscription with WebJunction, and ideas and methods for using video technology for library outreach opportunities.

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	80	<p>Supplemental payments for upgraded broadband services continued, E-Rate consulting and training fees were incurred and Public Computer Center management hardware and software was installed for 8 libraries.</p> <p>We have accomplished, to some extent, all performance goals set in the grant application: We deployed more than the projected 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 and more advanced technology training to library staff so they can provide training to their patrons, and have installed disability</p>

			<p>friendly workstations across the state. Based on performance measures in addition to expenditures, we can report our project to be more than 80% complete. See the supplemental report for more details about the success of our project.</p> <p>Last quarter's report listed \$19,950 in equipment purchases. After further review, only one item qualified as equipment based on the purchase price and useful life; the remaining amount in the category has been re-allocated to the supplies category. The total expenditures reported for equipment this quarter are lower than the amount reported in the previous quarter to demonstrate the reconciliation in those categories.</p>
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	478	<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 783 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> <p>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.</p>
4.b.	Average users per week (NOT cumulative)	15,129	<p>Our libraries saw increased use of mobile devices and mobile device training and a slight increase in use of the public computers this quarter from the previous quarter. We are seeing an increase in use of borrowed laptops each month and those checkouts are included in the average weekly PCC users. Many areas of Montana had severe air quality warnings due to smoke from forest fires around the state, libraries reported lower than usual general patron activity. Library directors believe many residents did not</p>

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
			leave their homes on days with poor air quality. 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	39	39 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 15.33Mbps 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 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 BTOP technology trainer will facilitate or provide training on the following workshops next quarter: TPZ workshops to include library patrons, Social Security Administration online resources, assistive technology for patrons with low-vision and low-dexterity, Internet safety, cloud storage, and Web 2.0 technologies. The BTOP technology trainer will co-present a session at the MEA/MFT conference in October on Teaching with E's: Engage, Energize, and Enchant. The Montana State Library BTOP technology trainer will continue to offer training on a variety of subjects, including coordination of additional training for library staff on partner resources such as the state and local Workforce Services Division and the Census and Economic Information Center of the Montana Department of Commerce.

Training in the next two quarters will continue to focus on technology strategies to support the sustainability plan beyond the grant period. The BTOP project director is scheduling a series of webinars on sustainability. This includes partnering with groups such as The Parmlly Billings Library Foundation and the Corporation for National and Community Service State Office to discuss AmeriCorps, SeniorCorps and RSVP programs from which libraries can benefit.

Additional opportunities for E-Rate training for subsequent filing requirements will be available for library staff, beginning with a webinar to present when and how to file a service substitution form and/or the vendor change form, as well as another question and answer session about Children's Internet Protection Act (CIPA) compliance and other emerging issues prior to filing the Form 470 to begin the process for the next funding year. 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.

By December 2012, all 34 network health assessments will be completed and each site will receive a report and network map. Critical remediation will also be completed, with additional recommendations provided in the site reports for non-critical performance and security concerns.

Videos will be filmed at 4 public library sites to demonstrate positive impacts of the BTOP project in public libraries. Focus will be on community members and their stories of successful job searches, family research and connections, and children's services.

The BTOP team will continue to meet with a variety of stakeholders to plan for sustainability in the final year of the grant. BTOP staff will continue to meet with library directors to outline local sustainability plans. The remainder of the program will focus on sustaining the momentum of technology implementation and training beyond the end 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	90	<p>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, they will begin the pre-application process for the next funding year by completing and submitting form 470 (request for services) and additional training sessions are scheduled.</p> <p>Network Health Checkups will proceed at 32 local libraries, providing updated hardware and wiring if necessary.</p> <p>We expect the Ronan City Library to complete the installation of accessible doors following their board's approval of an update to their procurement policy.</p>
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	\$230,904	\$59,359	\$171,545	\$261,004	\$65,459	\$195,545
b. Fringe Benefits	\$115,980	\$33,275	\$82,705	\$79,376	\$19,524	\$59,852	\$89,476	\$21,624	\$67,852
c. Travel	\$26,616	\$5,396	\$21,220	\$20,966	\$4,083	\$16,883	\$22,966	\$4,483	\$18,483
d. Equipment	\$50,000	\$10,135	\$39,865	\$6,997	\$1,418	\$5,579	\$6,997	\$1,418	\$5,579
e. Supplies	\$780,368	\$158,093	\$622,275	\$863,048	\$174,941	\$688,107	\$863,048	\$174,941	\$688,107
f. Contractual	\$392,120	\$199,078	\$193,042	\$306,330	\$187,319	\$119,011	\$396,330	\$205,562	\$190,768
g. Construction	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
h. Other	\$912,402	\$356,907	\$555,495	\$627,550	\$269,851	\$357,699	\$717,550	\$288,094	\$429,456
i. Total Direct Charges (sum of a through h)	\$2,626,340	\$867,230	\$1,759,110	\$2,135,171	\$716,495	\$1,418,676	\$2,357,371	\$761,581	\$1,595,790
j. Indirect Charges	\$70,364	\$0	\$70,364	\$27,562	\$0	\$27,562	\$63,328	\$0	\$63,328
k. TOTALS (sum of i and j)	\$2,696,704	\$867,230	\$1,829,474	\$2,162,733	\$716,495	\$1,446,238	\$2,420,699	\$761,581	\$1,659,118

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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