

ANNUAL 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 31-42-B10530	3. DUNS Number 878045806
4. Recipient Organization NEBRASKA, STATE OF 1445 K ST, LINCOLN, NE 685082731		
5. Current Reporting Period End Date (MM/DD/YYYY) 12-31-2011	6. Is this the last Annual Report of the Award Period? <input type="radio"/> Yes <input checked="" type="radio"/> No	
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 Angela G Gonzalez Grant Compliance Officer	7c. Telephone (area code, number and extension) 402-471-4006	
	7d. Email Address angela.gonzalez@nebraska.gov	
7b. Signature of Certifying Official Submitted Electronically	7e. Date Report Submitted (MM/DD/YYYY): 01-30-2012	

PROJECT INDICATORS					
1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs? <input type="radio"/> New <input checked="" type="radio"/> Improved <input type="radio"/> Both					
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).					
Institutions	Established	Improved	Total		
Schools (K-12)	0	0	0		
Libraries	0	126	126		
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 (please specify): N/A	0	0	0		
Other Community Support-Non-Governmental (please specify): N/A	0	0	0		
3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.					
3.a. New PCCs					
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
N/A	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
3.b. Improved PCCs					
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
Prior to Improvement					
**See Form Addendum	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
After Improvement					
**See Form Addendum	0	0	0	0	0
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.) <input checked="" type="checkbox"/> Open Lab Time <input type="checkbox"/> Other <input checked="" type="checkbox"/> Training					
4.b. If "other," please specify the primary use of the PCCs: N/A					
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 (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
NONE	N/A	0	0	No equipment was purchased with a unit cost of more than \$5000.00
Totals:		0	0	

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	938,760	1,476,919	0
Multimedia	6,000	1,391	6,159
Office skills	5,400	1,304	2,146
ESL	0	0	0
GED	0	0	0
College Preparatory Training	600	158	308
Basic Internet and Computer Use	15,600	3,911	6,922
Certified Training Programs	300	59	169
Other (please specify): Homework Help, Book Clubs, Health Resources, Employment and Job Search Resources, Income Tax	2,100	570	1,626
Total	968,760	1,484,312	17,330

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).
 Our participating libraries often report success stories that are taking place related to their public computing center. A few examples of these successes follow:

- I have proctored three students who are taking online classes. One of these students is working toward a nursing degree and taking the tests online with the library offering proctoring services. The second student is working toward a Para-legal degree and the last student is working toward a degree in landscaping. Each student has taken timed exams and has used the library to complete the tests.
- A patron currently residing in a homeless shelter came into the library to use the computer. A potential employer told her to send an e-mail providing a more detailed list of her work history. We helped her set up an account and send the requested information through e-mail. The customer returned the next day ready to send more information to another potential employer. The patron is becoming more accustomed to the way employers require resumes and applications. We hope that she will find a position soon but in the meantime she is learning a new skill.
- A patron entered the library and requested help with on-line job applications. After acquiring a library card, we proceeded to do a how-to-session on computer skills. After spending the day filling out job applications, he left and was most grateful for our help and encouragement at a time where he was very discouraged about job prospects. Six weeks later he again stopped in and dropped off a card of thanks for our assistance. He had been hired for nutrition research. After a long, fruitless search for employment (he would have been happy at Subway a month ago), he now has a much brighter career potential. This is an example of how important the library is to the citizens and its future. The gentleman was originally from India, a successful restaurateur in Texas, who succumbed to alcohol. He moved here two years ago for a treatment program which he successfully completed and was now looking to move forward in his life. One of the first places he turned to was the library.
- There was a patron that came in to talk to me about creating an online e-mail account so he could apply for jobs. This is something that I have encountered in the past, as many people that are looking for jobs online do not have an e-mail account. Most online job listings require an e-mail to apply. This patron needed to be walked through all of the steps in setting up an online account, as he had very limited experience with computers and the internet. I sat with him while he went through the setup process and answered

questions as they came up. He was very appreciative, and has continued to approach me with other questions he has about his e-mail and about applying for jobs online. Many of the patrons that use our computer lab are trying to apply for jobs, so this issue is one that comes up frequently. Many patrons are intimidated with the task of creating an e-mail account, but they seem much more at ease when they see that it isn't nearly as complicated as they think.

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).

N/A

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

Since our project involves public computing centers at 147 public libraries and includes various aspects such as new equipment purchasing and deployment, electrical upgrades, computer technician installations, broadband upgrades, and computer furniture purchases—there are a lot of pieces and parts to keep track of. We have found that to keep on top of the various aspects, we needed to devise and maintain many lists and tracking documents. The lists help us to: know how much inventory we have, how much we need to order so that we have equipment available for our upcoming deliveries, what libraries we need to remind to send us packing slips on the items they have received, what bills we need to pay, and what information we still need to collect from libraries. This is really just the tip of what we need to keep track of and consider. We also have equipment moving to and from vendors, the warehouse, our office, and in some cases between libraries, so tracking is often difficult. However, spreadsheets which track what is shipped by whom and where to help us to stay on top of where supplies are at any point in time. We also make sure we ask for signed and dated packing slips to confirm that equipment has reached its destination whether it's the final destination or just to our offices or the warehouse for further distribution.

We have found open lines of communication to be another valuable aspect in completion of this project. When working with our vendors such as Hewlett Packard (HP) and their partner warehouse Riverside Technologies Inc. (RTI), we have found it is very important to touch base regularly with them on inventory, imaging, delivery schedules and upcoming expectations. Shortly after the beginning of our collaboration with HP and RTI, we began having biweekly conference calls with them to make sure we had a mutual understanding of future activities, allowing us to optimize the management of such a large project with multiple parts.

In addition to our open lines of communication with our partners, we are also making every effort to keep the lines of communication open with our libraries. We make contact with the libraries using various methods because we have found that each library is unique in how they best receive information. We use e-mail, phone calls, mail, surveys, order forms, our website, and a blog to communicate. We often hear that something that all of our libraries should be aware of that might be news to someone. So, quite often we are sending out the same information but perhaps saying it in a different way or in a different communication method. We contact each library more than once about what we are planning to purchase for them to make sure it's what they need. We let them know when to expect it, we check to make sure they received it, we check to make sure it was installed properly, and finally we make sure after a few months that it is still operating properly. Our BTOP staff is available via e-mail and by phone, and by cell phone if we are traveling for installations or visiting libraries.

Communication among the new BTOP staff and the original staff who worked on the grant application also occurs on a regular basis to make sure the new staff is going in the direction originally intended. The BTOP team, which is made up of both the new and existing staff meets every two weeks to review progress and to tackle issues.

We have also taken steps to make sure that the library director has what they need to deal with their newly acquired equipment. Prior to receiving their equipment they are provided with a booklet that covers useful and necessary information about their new equipment. Items in their booklet include: specifications of their equipment, a value sheet reporting how much each piece of equipment cost, warranty information and who to call when something is not working, software license information, a list of what they received, helpful hints, and information on who can help with issues they might encounter. When they later call with issues, if the answers can be found in their booklet, we ask them to open up their booklet to we review the information by referring to the correct page so that they are more likely to be able to find answers to future questions by referring to this valuable resource.

During the past quarter we began working on sustainability plans for the libraries. Our first step in helping libraries to achieve technology sustainability will be to offer external hard drives to periodically back up images of their computers.