

RECIPIENT NAME:Libraries, Oklahoma Department of

AWARD NUMBER: 40-41-B10519

DATE: 04/04/2014

OMB CONTROL NUMBER: 0660-0037

EXPIRATION DATE: 6/30/2015

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

40-41-B10519

3. DUNS Number

933657793

4. Recipient Organization

Libraries, Oklahoma Department of 200 NE 18th Street, Oklahoma City, OK 73105-3205

5. Current Reporting Period End Date (MM/DD/YYYY)

12-31-2013

6. Is this the last Annual Report of the Award Period?

Yes 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

Judy Tirey

7c. Telephone (area code, number and extension)

7d. Email Address

jtirey@oltn.odl.state.ok.us

7b. Signature of Certifying Official

Submitted Electronically

7e. Date Report Submitted (MM/DD/YYYY):

04-04-2014

PROJECT INDICATORS

1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?

New Improved 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	51	51
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):	0	0	0
Other Community Support-Non-Governmental (please specify):	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
0	0	0	0	0	0

Add New PCC

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					
Submitted via attachment	0	0	0	0	0

Add New PCC

Remove New PCC

After Improvement

Submitted via attachment	0	0	0	0	0
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Add New PCC

Remove New PCC

4.a. Please check the primary uses of the PCCs funded by this award. (Check all that apply.)

Open Lab Time Other Training

4.b. If "other," please specify the primary use of the PCCs:

In regards to question #6, the total number of 12,036 is correct. Numbers were "trued up" based on the final count.

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
Submitted via Detailed Supplies spreadsheet and UCC1 spreadsheet	0	0	0	The equipment and supplies were purchased through the E-Rate bid process and Oklahoma State laws and regulations. Videoconferencing equipment was sent directly to the Okconnect libraries and installed on site by SKC installation specialists. All other equipment and supplies were stored at the vendors and delivered to the libraries at installation.
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	1,500,000	1,599,986	0
Multimedia	1,000	740	538
Office skills	4,000	3,454	3,565
ESL	1,000	816	712
GED	350	154	91
College Preparatory Training	100	53	28
Basic Internet and Computer Use	5,000	2,890	3,148
Certified Training Programs	2,000	1,472	195
Other (please specify):	10,000	11,080	3,759
Total	1,523,450	1,620,645	12,036

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).

Okconnect has leveraged the implementation of higher speed broadband and implemented technologies which provide access to online information, distance learning, health, e-government and video communication across Oklahoma. 332 VC capable laptops and desktops, as well as 37 room-based and 9 desktop VC units were placed in 43 of the 44 Okconnect libraries.

Usage of library computers was driven by added computers and improved connectivity, with 22 libraries offering 100 MB. Additional computers allowed customers sufficient computer time to complete extended online job applications, take a test, or research a health condition.

Computer labs were established in four libraries and 8,952 Oklahomans have increased their computer skills through participation in one or more of the 23,924 hours of computer training offered. Basic computer classes were offered as well as classes in Facebook safety, AARP tax assistance, ESL literacy training, citizenship test training and healthy lifestyles. One City IT administrator visited the library to download a 3GB file in 17 minutes rather than the estimated 7.5 hours utilizing a shared city T1 line. One local business utilizes the computer lab for prospective employees to complete online applications.

The Okconnect libraries actively use VC to provide job skills training, enable online interviews, and allow small businesses to communicate globally with users. The VC equipment was used 220 hours with 1,511 participants, equaling 6,844 program training hours. Government agencies offered conferences on immigration, laws and citizenship requirements, Creek Nation orientation, Hunter Safety courses and DHS continuing education training. Health issues were addressed by a Healthy Lifestyles VC, a Food Handlers Certification, and Integris Health sponsored continuing education classes. Economic Development opportunities were delivered by Experience Works, OK Development Authority, Job Seekers, and Workforce OK VC addressing resume writing, employment, communication skills, social media skills, Pinterest for small businesses as well as online job interviews. Trained staff assures that customers and local businesses can successfully utilize the VC technology to enrich their lives and grow their businesses.

Education opportunities abounded with videoconferences in Genealogy, Camera Club, sign language and a distance learning course to

receive a Masters in School Administration.

The increased broadband speed, improved skills and availability of videoconferencing provides access and opportunity for rural Oklahomans to search and apply for jobs, complete a resume and get training or homework help. They can learn about a disease, access government services or interact with people from all over the world. Sparsely populated areas of Oklahoma have access to technologies which equalize their opportunities for developing or expanding businesses, obtaining additional education or certification, better knowledge of health care issues, e-government and cultural enrichment. Before these opportunities were available, employees had to take off work to drive hours to an urban center for education, health care or attend a meeting. Now they need only drive to their local library.

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).

No grants have been made to socially and economically disadvantaged small businesses.

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

Best Practices:

The professional "launch," funded by the Bill and Melinda Gates Foundation, led to the Oklahoma legislature passing an increase in funding for the Oklahoma Universal Services fund. These additional funds helped supplement the increase in cost for higher broadband speeds at the Okconnect libraries. A launch is highly recommended.

It is recommended to hire a professional Erate firm to file the federal Erate consortia application and the entire related paperwork and a professional marketing firm that thinks beyond what a library "is" but what it can be – push the boundaries.

Skilled accounting is imperative to account for all expenditures and maintain the 75%/25% split.

It is important to hire a professional video trainer with technical as well as training skills and assists with troubleshooting as well is worth the price.

Hiring professional firm for network assessment and remediation was worth the price even though we only had funding for a limited number of libraries.

Back up your electronic data daily.

Lessons Learned:

It is imperative to create an Access database rather than depend upon Excel worksheets. Every detail of each purchase needs to be recorded and maintain an organized system to recover it easily. Make copies of everything immediately and file them. Indicate on the paper what version it is or discard old versions. Save files electronically in well-defined folders and name descriptively, maintaining knowledge and use of latest version.

It would have been beneficial to hire a professional firm to conduct network assessment and remediation for all libraries before purchasing equipment, choosing vendors and upgrading the internet.

Because of the Erate process, multiple vendors were used. It was difficult for each vendor to know what the other vendors were doing and schedule their installations at the proper time in the necessary order. It was also difficult to keep ODL and the libraries informed.

Check and double check with both vendor and libraries before equipment or supplies are purchased. Needs change due to the length of time involved.

Always expect Erate to take longer due to consortia application and be assured that establishing high broadband connections will take longer than promised by vendors. Realize that this is out of your control, but do not hesitate to take advantage of any leverage available to encourage cooperation and timely service.