



**Broadband Non-Infrastructure Application  
Submission to NTIA – Public Computer Centers**

<b>Submitted Date:</b> 3/15/2010 1:07:25 PM	<b>Easygrants ID:</b> 6588
<b>Funding Opportunity:</b> Public Computer Centers	<b>Applicant Organization:</b> STATE LIBRARY & ARCHIVES, TENNESSEE
<b>Task:</b> Submit Application - Public Computer Centers	<b>Applicant Name:</b> Jane Pinkston

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## A. General Application Information

### 1. Applicant Information

#### Name and Federal ID for Applicant

<b>DUNS Number</b>	155946874
<b>CCR # (CAGE)</b>	4VSQ7
<b>Legal Business Name</b>	STATE LIBRARY & ARCHIVES, TENNESSEE
<b>Point of Contact (POC)</b>	JEANNE SUGG 6157417996 Ext. jeanne.sugg@tn.gov
<b>Alternate POC</b>	WAYNE C. MOORE 6152533458 Ext. wayne.moore@state.tn.us
<b>Electronic Business POC</b>	JEANNE SUGG 6157417996 Ext. jeanne.sugg@state.tn.us
<b>Alternate Electronic Business POC</b>	WAYNE C. MOORE 6152533458 Ext. wayne.moore@state.tn.us

### 2. Name and Contact Information of Person to be Contacted on Matters Involving this Application:

<b>Prefix</b>	
<b>First Name</b>	Jane
<b>Middle Name</b>	
<b>Last Name</b>	Pinkston



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<b>Suffix</b>	
<b>Telephone Number</b>	615-532-4628
<b>Fax Number</b>	615-532-9904
<b>Email</b>	jane.pinkston@tn.gov
<b>Title</b>	Assistant State Librarian and Archivist

**3. Additional Contact Information of Person to be Contacted on Matters Involving this Application:**

<b>Project Role</b>	<b>Name</b>	<b>Phone</b>	<b>Email</b>
Other Contact	Mr. Chuck , Sherrill	6157417996	chuck.sherrill@tn.gov
Secondary Point of Contact	Mr. Jonathan , Rummel	6157412819	jonathan.rummel@tn.gov

**4. Other Required Identification Numbers**

<b>Easygrants ID</b>	6588
<b>Funding Opportunity Number</b>	500000
<b>Catalog of Federal Domestic Assistance Number</b>	<b>BTOP CFDA Number:</b> 11.557 <b>BTOP CFDA Title:</b> Broadband Technology Opportunities Program

**5. Organization Classification**

<b>Type of Organization</b>	State or State Agency
<b>Is the organization a small business?</b>	No
<b>Does the organization meet the definition of a socially and economically disadvantaged small business concern?</b>	No



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**6. Authorized Organizational Representative**

<b>AOR</b>	MOORE, WAYNE
<b>Result</b>	Applicant Authorized

**7. Project Title and Project Description**

**Project Title:** Bridging the Gap: Bringing Broadband Technology to Tennessee's Impoverished and Unemployed

**Project Description:** In Tennessee, more live below the poverty level and endure unemployment than nationally. By making internet technology and job-search training accessible to Tennessee's underserved and vulnerable populations—through expansion and creation of Public Computing Centers in libraries throughout the state—the Bridging the Gap project seeks to alleviate these concerns for many citizens.

**8. Other Applications**

Is this application being submitted in coordination with any other application being submitted during this round of funding?

➤ No

<b>Easygrants ID</b>	<b>Project Title</b>

If YES, please explain any synergies and/or dependencies between this project and any other applications.

9. Is the Applicant exempt from the Department of Commerce requirements regarding individual background screening in connection with any award resulting from this Application?

➤ Yes, Applicant is exempt because it is a unit of a state or local government

If the answer to the above question is "No," please identify each key individual associated with the Applicant who would be required to complete Form CD-346, "Applicant for Funding Assistance," in connection with any award resulting from this Application:





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Name	Title	Employer

## B. Executive Summary, Project Purpose and Benefits

### Essay Question

**10. Executive Summary of the proposed project:**

The State of Tennessee (population 6,214,888) quite accurately holds the nickname “The Volunteer State,” displays the only monument in the United States honoring both Union and Confederate armies (in Greeneville), presents a beautifully varied geography, and contains such landmarks as the Grand Ole Opry and the National Civil Rights Museum. Yet, Tennessee also holds a population of individuals plagued by poverty (15.5% living below the poverty level) and unemployment (10.9% unemployed)—both at rates higher than the national rates. Only 19.6% of our population have college degrees, and more than half (53%) of the adult population operates within the two lowest levels of the five levels of literacy.

To recover, we must create new opportunities for our citizens, and education will be the keystone of that effort. Reaching vulnerable populations and the unemployed and underemployed—those left behind because they lack the tools to retrain for and adapt to a rapidly changing economy—requires engaging them in broadband education. Students and working adults need access at home and at work. Older adults and economically distressed or vulnerable people need help with their first steps toward digital literacy and guidance on their giant leap across the Digital Divide.

91% of Tennesseans have access to broadband internet, while only 54% actually subscribe. The impact access to the internet can have on an individual’s life and livelihood is astounding. A true story from one Tennessean says it all: Jonathan grew up in a home in East Tennessee with a single mother struggling to make ends meet. His mother sometimes barely managed to pay the electric and water bills, so she failed to see the value in purchasing a computer and paying for internet access. Jonathan began going to his public library to access the internet in order to complete school projects. He learned about educational opportunities available to him through internet research. He applied for and received financial assistance to attend a local university



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following his high school graduation. He earned a degree in physical therapy and went on to attend a graduate program in the same field. His mother, a high school graduate working as the manager of a discount store, could never have imagined that her son would achieve such success. Jonathan could never have learned about the opportunities available to him had he not visited his local library and gained skills in internet use. Jonathan has since purchased a computer—and broadband internet access—for his mother. With this BTOP grant, the State Library and Archives hopes to give other “Jonathans” the skills and Broadband access they need for better lives.

The Bridging the Gap project will be administered by the Tennessee State Library and Archives (TSLA), a division of the Department of State, which promotes library development throughout Tennessee. The public libraries that we serve are well positioned on the front line of public service to new users/adopters and new students/learners. For many years these libraries have been the primary and often the sole source of free public access to information and digital literacy training. Despite chronic local funding shortfalls, the TSLA and many local libraries have excelled in applying for technology grants; training citizens in digital literacy and information; and helping communities solve diverse problems. We seek funding through the Broadband Technology Opportunities Program’s Public Computer Center (PCC) Projects Grants Fund to create and expand PCCs in our state’s mid-sized to large libraries—those serving large areas of vulnerable populations but unable to meet the needs of their underserved populations with current local and state funding. Participating libraries include:

- Memphis Public Library;
- Johnson City Public Library;
- Washington County Library System;
- Wilson County-Harvey Freeman Public Library;
- Wilson County Public Library;
- Putnam County Library;
- Blount County Public Library;
- Kingsport Public Library and Archives;
- Linebaugh Public Library System;
- Morristown-Hamblen Library System;
- Chattanooga-Hamilton County Bicentennial Library;
- Sullivan County Public Library System.

Of the full population of 1,337,383 represented by these library service areas, 65% are registered library users. Funds will allow the TSLA to oversee the development of PCCs intended to serve





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our vulnerable populations: African-American, Disabled, Low Income, Unemployed, Senior Citizen and Youth. Many of these individuals may come to the library for the first time as a result of hearing of the BTOP project.

Interaction with what the internet has to offer in a safe, known environment can and will lead to increased internet adoption in homes. Specifically, grant funds will allow the Blount County Public Library in Maryville, Tennessee to offer instructional digital resources in computing skills, productive and safe use of internet resources, and information on internet job-searching. Funds will also allow Maryville to create a fully interactive web site with links and feeds to extensive online training in using digital resources. In addition to allowing for new hardware, software and training capabilities, this pilot program will take what the library has to offer into the homes of patrons. Much as in the story of Jonathan, use of the internet in the library will lead to an understanding of the need for broadband internet in the home.

The Linebaugh Public Library System will use grant funds to hire a full-time technical instructor, thereby adding personal interaction to the internet experience of patrons (and creating a job that will be sustained beyond the grant period). All of the other participating libraries will use funds to purchase hardware and software and cover internet connectivity expenses for expanded or brand new PCCs. Johnson City will create an entirely new center within the library, which patrons will be able to access during and after regular library hours (thereby increasing the potential usage of the PCC to include those that work within non-traditional schedules or those that have childcare concerns).

Memphis is one of the participating libraries in this grant application, and they struggle to meet the internet connectivity needs of their large population base as a result of lack of equipment. If funded, they will be able to purchase an additional 240 laptops to better serve their users, and more stories like this one about “Sue” will be made possible: “Sue” was laid off from her job as a secretary. She had no college degree and was not sure what to do. She went to the Memphis Public Library and, with the assistance of library staff, used online resources to order textbooks related to becoming a certified pharmacy technician. She took practice exams online at the library and studied. She eventually passed the real test with flying colors and now has the opportunity for a whole new career.

A few of Tennessee’s libraries (not participating in this grant process) have already established Job Training Centers that utilize broadband internet technology. At one of these centers, Rodney



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began using the Job Training Center in the Fall of 2009. He visited the library two or three times each week. He used their services to learn basic computer skills, create resumes, search for jobs, learn how to use e-mail, learn how to send e-mails with attachments, and apply for jobs online by completing online job applications. After two months of seeking a job as a Diesel Mechanic, Rodney decided to try looking for work in another field. He used the Tennessee Electronic Library to prepare for a CDL license. In December, he passed his testing and received his CDL license. At the end of December, he received a job offer as a driver for a company.

Grant funds provided by the BTOP for PCCs will allow more Tennesseans to have success stories like “Sue,” Rodney, and Jonathan.

In addition to the four part-time and two full-time positions that will be created by the project, the potential for Tennesseans to use the technology to seek out new jobs is enormous. The total cost of the project is \$795,743, and we are pleased to be able to offer a 30% cash match along with our proposal for funding.

Tennessee public libraries rank 48th out of fifty states and the District of Columbia in local tax support for public libraries. The national average for local library appropriations per capita is \$31.68. The public libraries in this grant are funded at levels ranging from a low of \$7.65 per capita (Mt. Juliet and Morristown) to a high of \$24.38 (Kingsport Public Library). They all struggle each year just to maintain budgets at their current levels. None of these libraries have available revenue to fund a project of this caliber without federal grant assistance.

**11. Project purpose:**

Low broadband adoption rates by Tennessee households mean lower participation in Tennessee’s numerous higher education distance learning programs. If not for public libraries, K-12 students in households without broadband would not be able to access the Tennessee Electronic Library ([www.tntel.info](http://www.tntel.info)); online help with GED, ACT, and SAT tests; or sites for Tennessee students, like that offered by State science and math coordinators ([www.tnelc.org/Science.html](http://www.tnelc.org/Science.html)).

In FY09 rapid job loss combined with low access and adoption rates put extraordinary demands on public libraries for computer access, online services, and aid to inexperienced users, including the newly unemployed, who need help with online job applications, unemployment forms, and GED preparation. Libraries are well positioned to serve new users/adopters and new





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students/learners. They have long been the primary and often only source of free public access to information and digital literacy training.

New PCCs in Tennessee libraries will stimulate broadband awareness and education efforts and create opportunities for training and access to equipment. The PCCs will support the efforts of local community colleges and offer digital literacy assistance to such vulnerable populations as the elderly, low-income citizens, and the unemployed.

The proposed service areas do offer broadband service, but low adoption rates could be alleviated by public awareness efforts to be offered through the libraries.

**12. Recovery Act and Other Governmental Collaboration:**

The State of Tennessee is already working on ARRA initiatives in health information technology (HIT) and education (proposal dollar amounts pending) that will benefit directly from the BTOP projects:

- The Tennessee e-Health Network offers free Internet connectivity to eligible health care providers. However, a recent study found that 75% of Tennessee's rural physicians use DSL, dialup, or less for connectivity. This often prevents them from taking advantage of the e-Health Network. Many more physicians in rural areas will have access to high speed connectivity and bandwidth as a result of the HITECH Priority Grants Program, State Health Information Exchange Grant Programs.
- Tennessee is among 16 finalists in the U.S. Department of Education's Race to the Top initiative designed to turn around our lowest-performing schools. Race to the Top projects will increase online access for families with students in these underperforming schools.

Our BTOP grant will allow public libraries to serve as public computing centers for professionals, families, and students who need consumer information for health and education purposes, as well as those who are seeking better jobs and 21st century careers.

The Tennessee State Library and Archives also receives \$3,493,000 in annual support for library development through the Library Services and Technology Act. This annual grant cannot begin to support all of the needs of the very poorly funded 288 public libraries in our state. This BTOP grant would be instrumental in allowing thirteen libraries serving some of the largest population groups in the state to provide a means to digital literacy for the hundreds of disadvantaged patrons who line up every day to get in the door of our public libraries.





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**13. Technology Strategy:**

Project PCCs will use laptops fully equipped with Computrace Software (to ensure the security of the hardware), MS Office 2007, Norton Anti-Virus 11.0, and WinWay Resume Deluxe Software. Many will also have Adobe Photoshop Elements 8.0 Software and various Instructional Software bundles. Libraries will use PC-COP time management systems to ensure that all users are allowed a fair amount of time on the computers. Color and black and white printers will enhance the ability of users to complete tasks, and projectors will give instructors the opportunity to interact with the public in a more engaging way. Early Literacy Stations will offer the youngest of users (and particularly ESL students) opportunities for enhanced digital learning.

PCCs will be staffed with knowledgeable and friendly staff, paid instructors, and, in some cases, community volunteers, in order to ensure that use goes smoothly for all. Even when a training session is not taking place, users will be able to get one-on-one assistance.

**14. Public Availability:**

Our library Public Computing Centers will be available for use by the general public. With concentration on the needs of vulnerable populations in the library communities and in collaboration with other local community anchor institutions, the public libraries' outreach will seek to complement the work of other economic and community development efforts. We will track demographic variables at the county/community level--including high school dropout rate; unemployment rate; percent of children in poverty; per capita income; physical and other disabilities; incidence of health problems; age; and ethnicity. We will also use outcomes-based evaluation techniques to measure the impact of the BTOP PCC project.

We expect there to be many challenges. This is not business as usual. We have built in as much pre-planning, but also as much flexibility, as we can responsibly, reasonably and cost-effectively project, balancing the continuing requirements of public service in the local libraries with the special requirements and opportunities of this landmark project.

**15. Restrictions on Center Use:**

Center use will not be restricted and will be offered as a free service to the general public. Training sessions will be free. In some cases, the amount of time a patron may stay on a computer will be limited, in order to be sure to allow ample time for all that need the service to be able to use it.

**16. Involvement of Community College:**



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Community colleges will be enlisted to provide volunteer trainers wherever they are available. For example, Pellissippi State Community College will offer volunteer trainers to assist the public in the PCC located in the Blount County Public Library. The involvement of the college with the project will ensure that students are made aware of the PCC and what it has to offer. In particular, adult learners and students nearing graduation will find the résumé-building and job-searching capabilities of the PCC useful.

Pellissippi State is a vital institution accustomed to transformation and growth. Since its founding in 1974 as State Technical Institute at Knoxville, the College has expanded the teaching of technology, the use of technology in instruction, and the transfer of technology to local business and industry in support of regional economic development.

**17. Is the applicant seeking a waiver of the Buy American provision pursuant to section x.Q of the NOFA?**

➤ No

**18. Is the applicant delinquent on any federal debt?**

➤ No

➤ If Yes, justification for delinquency:

**19. Are you seeking a waiver of any requirement set forth in the NOFA that is not mandated by statute or applicable law?**

➤ No

## **C. Partners**

**20. Are you partnering with any other key institutions, organizations, or other entities for this project?**

➤ Yes

If YES, key partners are listed below:

Project Role: Third party in-kind contributor Name: Dedman, Robert Email: robert.dedman@tn.gov Address 1: Room 104 Courthouse Address 2:
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Address 3:  
City: Lebanon  
State: Tennessee  
Zip Code: 37087  
Organization: Wilson County, Tennessee  
Organization Type: County Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Fishman, R. Micheal  
Email: publisher@citizentribune.com  
Address 1: P.O. Box 625  
Address 2:  
Address 3:  
City: Morristown  
State: Tennessee  
Zip Code: 37815  
Organization: Morristown Citizen Tribune  
Organization Type: For-profit Entity  
Small business: Yes  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Morgan, Todd  
Email: crossroads@mymorristown.com  
Address 1: P.O. Box 1499  
Address 2:  
Address 3:  
City: Morristown  
State: Tennessee  
Zip Code: 37816  
Organization: Crossroads Development Partnership  
Organization Type: Cooperative or Mutual  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Sizemore, Tony  
Email: [REDACTED]  
Address 1: 417 W Main St  
Address 2:



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Address 3:  
City: Morristown  
State: Tennessee  
Zip Code: 37814  
Organization: Friends of the Morristown-Hamblen Library  
Organization Type: Non-profit Association  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Hixon, Martha  
Email: rshacklett@linebaugh.org  
Address 1: P.O. Box 2903  
Address 2:  
Address 3:  
City: Murfreesboro  
State: Tennessee  
Zip Code: 37133  
Organization: Friends of Linebaugh Library  
Organization Type: Non-profit Association  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Ferrell, Kathy  
Email: kathy.ferrell@uwrutherford.org  
Address 1: 615 Memorial Boulevard  
Address 2: Suite 200  
Address 3:  
City: Murfreesboro  
State: Tennessee  
Zip Code: 37129  
Organization: United Way of Rutherford County  
Organization Type: Non-profit Foundation  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Ergenbright, Carol  
Email: ergenbrtc@blountk12.org  
Address 1: 1500 Jett Road  
Address 2:





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Address 3:  
City: Maryville  
State: Tennessee  
Zip Code: 37804  
Organization: Blount County Adult Education  
Organization Type: County Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Montanti, Deborah  
Email: info@heritageall.org  
Address 1: 212 East Sabin Drive  
Address 2:  
Address 3:  
City: Jonesborough  
State: Tennessee  
Zip Code: 37659  
Organization: Heritage Alliance of Northeast Tennessee  
Organization Type: Non-profit Association  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Wolfe, Kelly  
Email: terryajb@embarqmail.com  
Address 1: 123 Boone Street  
Address 2:  
Address 3:  
City: Jonesborough  
State: Tennessee  
Zip Code: 37659  
Organization: Town of Jonesborough  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Jaynes, George  
Email: washco@naxs.net  
Address 1: P.O. Box 219  
Address 2:





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Address 3:  
City: Jonesborough  
State: Tennessee  
Zip Code: 37659  
Organization: Washington County, Tennessee  
Organization Type: County Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Brittain, Bill  
Email: info@billbrittain.com  
Address 1: 511 West 2nd North St  
Address 2:  
Address 3:  
City: Morristown  
State: Tennessee  
Zip Code: 37814  
Organization: Hamblen County Government  
Organization Type: County Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Egan, Eric  
Email: eric@jcpb.com  
Address 1: P.O. Box 1636  
Address 2:  
Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37605  
Organization: Johnson City Power Board  
Organization Type: For-profit Entity  
Small business: Yes  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Brahams, Teri  
Email: tbrahams@pstcc.edu  
Address 1: 10915 Hardin Valley Road  
Address 2:



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Address 3:  
City: Knoxville  
State: Tennessee  
Zip Code: 22990  
Organization: Pellissippi State Community College  
Organization Type: Non-profit Institution  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Taylor, Tom  
Email: [REDACTED]  
Address 1: [REDACTED]  
Address 2:  
Address 3:  
City: Maryville  
State: Tennessee  
Zip Code: 37803  
Organization: City of Maryville  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Boyd, Jerry  
Email: pcsboe@k12tn.net  
Address 1: 1400 East Spring St  
Address 2:  
Address 3:  
City: Cookeville  
State: Tennessee  
Zip Code: 38506  
Organization: Putnam County School System  
Organization Type: County Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Grinder, Debbie  
Email: info@colormyworldpreschool.com  
Address 1: 1701 N Dixie Ave  
Address 2:



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Address 3:  
City: Cookeville  
State: Tennessee  
Zip Code: 38501  
Organization: Color My World Preschool  
Organization Type: For-profit Entity  
Small business: Yes  
Socially and economically disadvantaged small business concern: Yes

Project Role: Third party in-kind contributor  
Name: Godsey, Steve  
Email: mayor@sullivancounty.org  
Address 1: 3411 Hwy 126  
Address 2: Suite 206  
Address 3:  
City: Blountville  
State: Tennessee  
Zip Code: 37617  
Organization: Sullivan County, Tennessee  
Organization Type: County Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Lee, Joseph  
Email: mayor@memphistn.gov  
Address 1: 2599 Avery Ave  
Address 2:  
Address 3:  
City: Memphis  
State: Tennessee  
Zip Code: 38112  
Organization: City of Memphis  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Lipscomb, Robert  
Email: Charlotte.Conner@memphistn.gov  
Address 1: 700 Adams Ave  
Address 2:



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Address 3:  
City: Memphis  
State: Tennessee  
Zip Code: 38105  
Organization: Memphis Housing Authority  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Russell, Jim  
Email: info@memphiscareercenter.com  
Address 1: 22 N Front St  
Address 2: Suite 1050  
Address 3:  
City: Memphis  
State: Tennessee  
Zip Code: 38103  
Organization: Workforce Investment Network  
Organization Type: Non-profit Corporation  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: McAuley, Dave  
Email: contact@summitlife.org  
Address 1: 3104 Hanover Rd  
Address 2:  
Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37602  
Organization: Summit Leadership Foundation  
Organization Type: Non-profit Foundation  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Patterson, Trish  
Email: trish@handsonmuseum.org  
Address 1: 315 E Main St  
Address 2:



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Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37601  
Organization: Hands On Regional Museum  
Organization Type: Non-profit Institution  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Squires, Thomas  
Email: havenofmercy@hotmail.com  
Address 1: P.O. Box 5490  
Address 2:  
Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37602  
Organization: Haven of Mercy Ministries  
Organization Type: Non-profit Corporation  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Higgins, Melony  
Email: higginsm@jcschools.org  
Address 1: 100 E Maple St  
Address 2:  
Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37601  
Organization: Johnson City Schools  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Mabrey, Gary  
Email: mabrey@johnsoncitytnchamber.com  
Address 1: 603 E Market St  
Address 2:





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Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37605  
Organization: Chamber of Commerce of Jonesborough/Johnson City/Washington County  
Organization Type: Non-profit Association  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Orr, Sue  
Email: sueorr.jcsc@charterinternet.com  
Address 1: 607-609 E Myrtle Ave  
Address 2:  
Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37601  
Organization: Johnson City Seniors' Center  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

Project Role: Third party in-kind contributor  
Name: Myron, Jane  
Email: [REDACTED]  
Address 1: 601 E Main St  
Address 2:  
Address 3:  
City: Johnson City  
State: Tennessee  
Zip Code: 37601  
Organization: City of Johnson City, Tennessee  
Organization Type: City or Township Government  
Small business: No  
Socially and economically disadvantaged small business concern: No

**21. Description of the involvement of the partners listed above in the project.**



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All partners listed will provide in-kind support in the form of advertising and helping to spread information about the program in the community. The Morristown Citizen Tribune will provide ad space in their publication. City and County government officials and Chambers of Commerce will share information about what the library Public Computing Centers have to offer. The Crossroads Development Partnership in Morristown, Tennessee is in a unique position to help spread the word about how broadband internet technology can improve the lives of Tennesseans. Library Friends groups are essential in supporting the participating libraries. In many instances, Friends' groups contain some of the most influential people in the community with advocacy skills that can establish additional partnerships as the PCC projects continue. The United Way of Rutherford County will offer résumé skills classes as a part of the project. The Blount County Adult Education Program will also offer classes and training. The Heritage Alliance of Northeast Tennessee will refer new users to the library. The Johnson City Power Board will provide essential support through offering discounted fiber optic broadband connections to the Jonesborough and Gray branches of the Washington County Library system. Pellissippi State Community College will offer training workshops in the PCC in Blount County Public Library. The Putnam County Board of Education will help to spread the word about what PCCs have to offer to all of its students, but especially to older students about to enter the labor force. Color My World Preschool will bring children in to utilize the new Early Literacy Computer Stations in the Putnam County Library. The Workforce Investment Network of Memphis will help to spread the word about the need for broadband technology not just in libraries, but in homes, as well. The Summit Leadership Foundation will offer assistance in educating the public about the PCCs. Hands On Regional Museum will be integral in getting children and families in to the library to utilize the new PCCs. Haven of Mercy Ministries will channel the impoverished and unemployed into the library to use the job-searching resources. The Johnson City Public Schools will partner to create opportunities for students to use the new resources provided by this project.

## **D. Congressional Districts**

### **22. Applicant Headquarters**

- Tennessee

### **23. Project Service States**

Tennessee



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**24. Project Service Areas**

Tennessee - 1

Tennessee - 2

Tennessee - 3

Tennessee - 5

Tennessee - 6

Tennessee - 9

**25. Will any portion of your proposed project serve federally recognized tribal entities?**

➤ No

**26. Indicate each federally recognized tribal entity your proposed project will serve.**

**27. Have you consulted with each of the federally recognized tribal entities identified above?**

➤ No

## **E. Demographics**

### **Demographics**

**28. Will your proposed project be specifically directed to serve vulnerable population groups?**

➤ Yes

**If "Yes" which vulnerable population groups will your proposed project serve? Check as many as apply:**



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Black/African-American

English as Second Language (ESL)

Disabled

Low Income

Unemployed

Senior Citizen (55 and over)

Youth

**Other:**

**29. Vulnerable Populations**

Some of the greatest opportunities for serving vulnerable populations through this project exist in Memphis. The population of Memphis is 61.4% African-American, and the percentage of Memphians living below poverty level is 20.6%. The rate of unemployment for the entire population of Memphis is 10.3%. The library system there is skilled at reaching out to the community and responding to their needs.

In Middle Tennessee, Linebaugh Public Library, located in Murfreesboro just south of Nashville, reports that they are assisting people who have been laid off from jobs they have held for 20 years. Although at present the library has adequate hardware and software to meet the needs of these newly unemployed, the library seeks a full time computer instructor to handle the demands of patrons who want to learn new computer skills to prepare themselves for 21st century jobs. On the other side of the state, in East Tennessee, even with proximity to the University of Tennessee, East Tennessee State University, and Maryville College, local libraries report dozens of people waiting in line to use library computers when the doors open every day. Some patrons are working on their GED's, others are applying for unemployment, trying to learn English, or simply trying to communicate with grandchildren who are far away. In Kingsport, only 76.5% of adults over the age of 25 have a high school diploma. In Sullivan County, one fifth of the population is over 65. Many of these underprivileged or elderly rely on library computers for the





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access they need to better their lifestyles. The fear of the unknown and of being embarrassed to ask questions can easily be eliminated through classes that can be offered as a result of this BTOP grant.

Access to Broadband is a basic requirement for social and economic inclusion for population segments like those listed above. With the help of this BTOP grant, a significant area of our state will have libraries that can help provide that access.

### **30. Accessibility**

All library facilities in this grant are completely handicapped accessible with doors, ramps, and elevators in place to accommodate those in wheelchairs. All of them have access to on-screen keyboards, access to Microsoft Magnifier for large print capabilities, and access to a program called Narrator for read-aloud instructions. All libraries can also readily provide additional staff or volunteers for those who need extra assistance.

Linebaugh Library System offers adaptive technology services to the disabled, elderly, and visually impaired. As a result of a previous Library Services and Technology Act grant, Linebaugh has two adaptive computers, which include software to magnify text and images and verbally communicate to the user. The computers are equipped with a large-print keyboard, trackball mouse, large screen, scanner, and adjustable table and chair to make it accessible for patrons with physical impairments. The library also has an Adaptive Technology brochure which explains how to use the equipment. A sign language interpreter is available at the library each Wednesday from 3:30 to 6 pm to assist with finding print and digital information.

Blount County and Cleveland libraries have at least two machines with Windows functions to use for large print and large icons and sticky keys. Both also have ADA compliant furniture accessible to the handicapped.

Johnson City Public, Washington County, Sullivan County, and Kingsport have in place speakers which allow the hearing impaired to hear instructors via special headsets. Johnson City also has larger computer screens and a Braille keyboard for the visually impaired.

Lebanon has a computer specifically designed for patrons with disability. The furniture is wheelchair accessible as well.

Chattanooga and Memphis are very large library systems that are ADA compliant. Each has computers with software especially designed for the disabled.

In addition, wireless technology in each of these libraries will allow patrons to bring in their own laptops and use them in wireless “hot spots.”

### **31. Other Languages**





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- Libraries are equipped to communicate with and assist Spanish speakers, and computer systems are set up to be fully utilized by Spanish speakers. All Early Literacy programs and software are bi-lingual.

### Outreach

#### 32. Public Computing Centers Outreach

Given their limited resources, our public libraries already try to educate everyone that uses their technology about the power of Braodband--from public safety officers training to become first responders to seniors interested in lifelong learning.

Our BTOP project will raise the public library profile with a far-reaching campaign to get potential new users to take their first step toward digital literacy at the public library.

Community engagement is a contact sport that we win when local initiatives match local challenges. In areas like digital literacy and high-speed broadband, it can be challenging to bring about change even through coalition building, community organizing, and adult education. But the investment we plant at the grassroots level in the thirteen communities who have chosen to participate in this grant will change attitudes, give communities new options, and help retain families and educated young people who want to remain in the places they call home.

#### 33. How many total users do you expect to generate through the use of BTOP funds at your public computer center(s)?

- 300000

### Training and Education

#### 34. Peripherals and equipment

Color and black and white printers will enhance the ability of computer users to complete tasks, and projectors will give instructors the opportunity to interact with the public in a more engaging way. Early Literacy Stations will offer the youngest of users (and particularly ESL students) opportunities for enhanced digital learning. Those libraries needing furniture for the proposed public computing workstations will receive durable selections that will withstand heavy use.



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PCCs will be staffed with knowledgeable and friendly staff, trainers, or volunteers, in order to ensure that use goes smoothly for all. Even when a training session is not taking place, users will be able to get assistance.

### **35. Workstation software**

Project PCCs will use laptops fully equipped with Computrace Software (to ensure the security of the hardware), MS Office 2007, Norton Anti-Virus 11.0, and WinWay Resume Deluxe Software. Many will also have Adobe Photoshop Elements 8.0 Software and various Instructional Software bundles. Libraries will use PC-COP time management systems to ensure that all users are allowed a fair amount of time on the computers. Workstations and laptops will be pre-imaged with Windows XP to expedite installation in the rollout. Additional software in connection with basic and advanced online tutorials will be developed through the Blount County pilot project.

In addition to what is referenced above, following is a partial list of software to be installed on laptop and desktop computers:

- Internet Explorer;
- Microsoft Shared Computer Toolkit and UPH Clean;
- Adobe Reader 9.1, Flash and Shockwave;
- Windows Media Player version 11.

Early Literacy Station™ AWE computers will include more than 40 applications. This will include bilingual Spanish software.

Here is a partial list of applications: The Cat in the Hat, Millie's Math House, MusiCan, JumpStart, Sammy's Science House, Reader Rabbit Learns to Read with Phonics, Bailey's Book House, Merriam Webster Dictionary, Math Blaster 5-7, Krazy Artroom, My Amazing Human Body.

### **36. Training and education programs**

Many of Tennessee's 288 public libraries have delivered free public classes, as well as one-on-one assistance, in digital and information literacy for many years. Since the recession began, libraries report even more hours spent teaching digital literacy and assisting customers with online tasks. Library staff report helping users to set up email accounts; prepare for English as a Second Language and GED classes; create résumés; and fill out applications for jobs, unemployment, public housing, and low income cell phones. However, our libraries lack sufficient equipment and staff to meet this increased public demand.



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In choosing instructors for the proposed Broadband-based classes in libraries, the library staff may be able to help in some cases, but preference will be given to local professional educators or others with excellent computer skills and substantial teaching credentials to offer classes in basic computer skills, MS Office Suite, and even web design and inter-relational database management. The assistance provided by these instructors will include: Hands-on, one-on-one assistance; Small pod or team seminar training; Formal classroom instruction.

This diversity of training types will meet the different needs and learning styles of learners of different ages, abilities, and computer familiarity. Moreover, parts of the curriculum will be tailored to reflect local interests and needs identified by the public libraries and their partners and in collaboration with the TN Career Centers of the Department of Labor and Workforce Development, and other organizations working at the community level.

**37. If you are providing educational or training programs, how many people in total will these programs reach on an annual basis?**

➤ 200000

**38. How many hours of training will be provided to each participant?**

➤ 10

**39. How many Full Time Employee (FTE) instructors or facilitators will you employ for these courses?**

➤ 2

## **F. Project Budget**

<b>40. Project Budget</b>	
<b>Federal Grant Request</b>	\$557,020
<b>Total Match Amount</b>	\$238,723
<b>Total Budget</b>	\$795,743
<b>Match Percent</b>	30.0%





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**41. Projects Outside Recommended Funding Range:**



**42. Sustainability:**

Public libraries already provide free and fair access to resources for improving economic status and quality of life. They have historically served such vulnerable groups as children, the aged, the poor, and new immigrants. To give first-rate access to information in the 21st century, libraries must now offer broadband to all they serve. Because many Tennessee local governments do not or cannot make adequate investments in libraries, the libraries struggle to survive, without time to become effective advocates for their services or to develop tools to show their effectiveness in meeting user and community needs. To preserve progress made during the project, we will sustain expanded service in our public libraries through:

1. Continued Access with replacement of hardware on three to five year cycles with assistance from other state and federal resources;
2. Continued evaluation of the program;
3. Outreach and advocacy.

TSLA has calculated that taxpayer funding for libraries currently yields about \$5 for every \$1 spent. Since the recession began, librarians report even higher public demand for help, especially with unemployment applications, résumés, and similar tasks. With the tools we will develop to measure demand for services, the libraries will be able to show both public and private funders their return on investment. Libraries that are upgraded, with excellent broadband access supported by equipment and staff adequate to train users and to meet their diverse needs, are likely to raise that ROI, increasing their value as public assets and helping their communities attract and engage new residents and businesses.

These strong new relationships with other community institutions and leaders will enable the libraries to publicize their value and the ROI of investment in them to their towns and counties and position them to be active participants in future economic development.

<b>43. Matching Funds</b>	
<b>Applicant is providing</b>	Yes





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<b>matching funds of at least 20% towards the total eligible project costs?</b>	
<b>Describe the matching contributions</b>	Cash match amounts will be provided by Washington County Library (\$15,000), Putnam County Library (\$3,708), Blount County Public Library (\$15,300), Kingsport Public Library and Archives (\$3,505), Sullivan County Public Library (\$7,908), Linebaugh Public Library (\$5,107), Memphis Public Library and Information Center (\$81,765), Lebanon-Wilson County Public Library (\$6,402), Mt. Juliet-Wilson County-Harvey Freeman Public Library (\$6,905), Johnson City Public Library (\$51,795), Cleveland Bradley County Library (\$5,384), Chattanooga-Hamilton County Bicentennial Library (\$20,000), Morristown-Hamblen Library (\$6,285), and the Tennessee State Library and Archives (\$9,659). All matches will come from the individual libraries' internal funding sources. The match funding will go directly toward funding 30% of the project as described within this application.
<b>Unjust enrichment</b>	We have not received or applied for any federal support for non-recurring costs in the area for which we are seeking an award.
<b>Disclosure of federal and/or state funding sources</b>	Universal Service Funding for Public Libraries: Blount County has not applied since 2002; eligible for 54% discount. Putnam County eligible for 70% discount. Maximum of \$8,277 in telecommunications and Internet access reimbursements in FY2010. Sullivan County eligible for 60% E-rate discount. Maximum of \$5576 in telecommunications reimbursements in FY2010. Kingsport has not applied since 2000; eligible for 57% discount. Linebaugh eligible for 50% discount. Maximum of \$12,736 in telecommunications and Internet access reimbursements in FY2010. Memphis eligible for 87% discount. Maximum of \$61,704 in telecommunications reimbursements in FY2010. Lebanon eligible for 80% discount. Maximum of \$4,295 in telecommunications and Internet access reimbursements in FY2010. Mt. Juliet eligible for 40% discount. Maximum of \$1,330 in telecommunications reimbursements in FY2010. Johnson City eligible for 60% discount. Maximum of \$15,009 in



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	<p>telecommunications and Internet access reimbursements in FY2010. Cleveland eligible for 70% discount. Maximum of \$15,218 in telecommunications and Internet access reimbursements in FY2010. Chattanooga eligible for 80% discount. Maximum of \$60,972 in telecommunications and Internet access reimbursements in FY2010. Washington County has never applied for e-rate. Morristown-Hamblen Library eligible for 80% discount. Maximum of \$1611.07.</p> <p>Library Services and Technology Act Funding: The Institute of Museum and Library Services administers federal funds annually to Tennessee through the LSTA Grants to State Library Agencies Program. This federal funding helps support the Tennessee Electronic Library (access to databases made available to all Tennessee citizens), a statewide catalog which allows resource sharing among public libraries, downloadable audio titles for public libraries, and OCLC cataloging and interlibrary loan support for public libraries. All</p> <p>BTOP libraries benefit from these statewide programs. Of special note are the network service consultant specialists under the direction of Lisa Walker. These positions are made possible through LSTA funding and provide small and medium-sized public libraries, members of Tennessee's regional library system, direct technical assistance in troubleshooting as well as determining current and future technology needs; planning and implementing local networks; developing workshop materials for training library staff; and coordinating and maintaining standards for statewide technology projects. In 2007-2008, these consultants traveled 135,909 miles to provide training and technical assistance to Tennessee libraries, including 15 of the libraries in this project. Technical services for the Memphis and Chattanooga libraries are provided locally. This year, ten project libraries will benefit from LSTA federal grants for hardware and software which require a 50% local match. The grants allow local public libraries to purchase, replace, or upgrade equipment.</p>
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**44. Budget Narrative**

<b>Budget narrative</b>	<p>10/2010–12/2010 - We will recruit and orient a project manager, do purchase negotiations with vendors for equipment needs and develop contracts for each participating library. Costs - \$2,700.65 to project manager and \$7,000 (retroactive) to grant writer.</p> <p>01/2011-03/2011 - We will order computer equipment and peripherals and distribute them to the libraries with existing space to begin their projects. Costs - \$529,945.72 for equipment, internet connectivity, furniture and other supplies, instructor training, beginning of work on Johnson City Public library internal renovation project, beginning of work on Blount County Public Library web site development, and payments to grant manager. Linebaugh Public Library will begin paying their full-time computer skills instructor.</p> <p>04/2011-06/2011 - We will order all equipment and furniture and supply needs for Johnson City Public Library and pay the balance for Johnson City's internal renovation project. Four of the library systems will receive half of their advertising and print monies, and Blount County will pay another third of their web development costs. Linebaugh will pay their full-time computer skills instructor, and we will pay the project manager. Morristown will begin paying their part-time instructor. Sullivan County will begin paying their full-time computer skills instructor. Costs - \$163,575.72.</p> <p>07/2011-09/2011 - We will work with the website developer to purchase digital learning resources/software for the new PCC in Blount County and distribute the remaining advertising monies to four of the library systems. The remaining payments for Blount County's web project will be disbursed. Linebaugh and Sullivan County will pay their full-time instructors, and we will pay the project manager. Morristown will pay their part-time computer skills instructor. Costs - \$14,347.72.</p>
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	<p>10/2011-12/2011 - Blount County will install internet connections in their new training center and purchase needed hardware, software and furniture. Linebaugh and Sullivan County will pay their full-time instructors, and we will pay the project manager. Morristown will pay their part-time instructor. Costs - \$42,173.72.</p> <p>01/2012-03/2012 - Blount County will hire a part-time computer skills instructor. Linebaugh and Sullivan County will pay their full-time instructors, and we will pay the project manager. Morristown will pay their part-time instructor. Costs - \$9,087.05.</p> <p>04/2012-06/2012 - Blount and Morristown will pay their part-time instructors. Linebaugh and Sullivan will pay their full-time instructors, and we will pay project manager. Costs - \$9,087.05.</p> <p>07/2012-09/2012 - Blount and Morristown will pay part-time instructors. Linebaugh and Sullivan will pay full-time instructors. We will pay project manager. Costs - \$9,087.05.</p> <p>Post-award - We will continue to employ project manager with \$8,738.32.</p>
<b>Budget reasonableness</b>	<p>Our project budget has been assembled by our experienced management team and the directors and IT staff of individual libraries, using Tennessee State contract costs where possible and reasonable estimates based upon previous hiring and current discussions with contractors and vendors. Personnel costs are based on prevailing salaries and hourly rates in Tennessee. Hardware and software costs are based on prices from reputable vendors having current contracts with the State. Vendors must follow a stringent bid and selection process. We will endeavor to involve Tennessee's small and disadvantaged businesses. We will need to negotiate purchase agreements for: 1) WinWay Résumé Writing Deluxe, a highly regarded product which has already proven its practicality and usefulness in several Tennessee libraries. 2) The Multi-Use AWE Early Literacy Station. Libraries in the State that purchased the AWE</p>





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	station in the last two years have received acclaim from children and parents. 3) Laptops with assistive technology for disabled users. We also expect the public libraries to work with our project manager to come up with sustainable small systems to recover costs if they have not done so already.
<b>Demonstration of need</b>	The State of Tennessee continues to experience revenue declines and will be eliminating positions and making significant spending cuts in order to balance the budget. Tennessee public libraries rank 48th out of fifty states and the District of Columbia in local tax support for its public libraries. The national average for local library appropriations per capita is \$31.68. The public libraries in this grant are funded at levels ranging from a low of \$7.65 per capita (Mt. Juliet and Morristown) to a high of \$24.38 (Kingsport Public Library.) They all struggle each year just to maintain budgets at their current levels. At the same time, however, libraries in our state are seeing an ever-increasing demand for use of public access computers. In 2009, 5,994,138 people used computers in Tennessee's public libraries. None of these libraries have available revenue to fund a project of this caliber without federal grant assistance.

#### 45. Funds to States/Territories

States	Amount of Federal Grant Request
Tennessee	557,020

**Funds to States/Territories Total:** \$557,020

## G. Historical Financials

#### 46. Matching Funds

	<b>2007</b>	<b>2008</b>	<b>2009</b>
<b>Revenue</b>	19,334,600	21,188,700	20,985,300



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<b>Expenditures</b>	19,800,558	18,784,540	18,847,169
<b>Net Assets</b>	-465,958	2,404,160	2,138,131
<b>Change in Net Assets from Prior Year</b>	0	1,938,202	266,029
<b>Bond Rating (if applicable)</b>	0	Moody's Aa2	Fitch AA+ Standard & Poor AA+ Moody's Aa1

## H. Public Computer Center Summary

<b>47. Jobs</b>	
How many direct jobs-years will be created from this project?	9
How many indirect jobs will be created from this project?	6
How many jobs will be induced from this project?	4

### 48. Methodology used to estimate jobs:

We referred to the Council of Economic Advisor's guide to job creation estimates to estimate the number of jobs to be generated by this project.

<b>49. Proposed # of Public Computer Centers</b>	
<b>Schools (k-12)</b>	0
<b>Libraries</b>	17
<b>Medical and Healthcare Providers</b>	0
<b>Public Safety Entities</b>	0
<b>Community Colleges</b>	0
<b>Public Housing</b>	0
<b>Other Institutions of Higher Education</b>	0
<b>Other Community Support Organization</b>	0



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<b>Other Government Facilities</b>	0
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**Total Proposed Public  
Computer Centers**      17

**Current Total Persons  
in Service Area**      1227674

<b>50. Minority Serving Institutions</b>	
<b>Historically Black Colleges and Universities</b>	0
<b>Tribal Colleges and Universities</b>	0
<b>Alaska Native Serving Institutions</b>	0
<b>Hispanic Serving Institutions</b>	0
<b>Native Hawaiian Serving Institutions</b>	0
<b>TOTAL MINORITY SERVING INSTITUTIONS</b>	0

<b>51. Weekly Usage Summary</b>	
<b>Total Current # of Persons Served per 120-hour Business Week</b>	18788
<b>Total Proposed # of Persons Served per 120-hour Business Week</b>	37576
<b>Total Current # of Persons Served per 48-hour Weekend</b>	2684
<b>Total Proposed # of Persons</b>	16939



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<b>Served per 48-hour Weekend</b>	
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<b>52. Broadband Workstation Summary</b>	
<b>Number of Current Workstations proposed to be upgraded</b>	321
<b>Total Current # of Broadband Workstations</b>	220
<b>Total Proposed # of Broadband Workstations</b>	541
<b>Average Current Facility Broadband Connection Speed</b>	3.61 Mbps
<b>Average Proposed Facility Broadband Connection Speed</b>	6.38 Mbps

## **I. Project Readiness**

### **53. Licenses and Regulatory Approvals**

Our project does not require any licenses or regulatory approvals.

### **54. Organizational Readiness**

The Tennessee State Library and Archives provides ongoing state and federal assistance to public libraries throughout the state. Without this assistance, many local libraries would have to close in a state which ranks 48th out of fifty in terms of local appropriations per capita spent on library services. On top of local funding inequities, the absence of broadband access and its high cost for both libraries and residents have been serious issues. BTOP gives our State a unique opportunity to make economic and community progress that we otherwise could not make in any other reasonable way.

The TN State Library has facilitated multiple grants for hardware and software needs in libraries and has rolled out large numbers of these, especially in connection with Library Services and Technology Act funding and with Bill and Melinda Gates Foundation grants. A large percentage





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of all public access computers currently in public libraries across the state (outside the largest metropolitan areas) came about as a result of one of these sources of funding.

The frequent communication and long-standing partnerships among the Tennessee State Library, its 12 regional libraries, and public libraries prepare this group of institutions to work together effectively. Of particular importance are the TSLA network service consultants who provide excellent technology support and advice across the state and who have installed and maintained hundreds of computers in public libraries since FY2000. Library managers and staff at all levels have learned lessons from their previous experience obtaining and implementing grants. They know the complexities and pitfalls of procuring and installing new equipment. The regional and local libraries also know the local culture. Enhanced by the added input from local partners – many of whom have worked on library projects before -- public librarians' knowledge of and participation in their local communities assures the success of this project, and its possibility for accelerating the longer-term, sustainable integration of broadband into community and economic development in distressed local economies.

#### **55. Project Timeline and Challenges**

Year 1, Quarter 1, Recruit project manager, Project manager orientation, Purchasing negotiations with vendors for PCC equipment needs, State contract with detailed budget sheet developed for each participating library. Challenge: State contracts can be time consuming to develop.

Quarter 2, State contract completed for each participating library, Computer equipment and peripherals ordered and received for 10 libraries with existing space to begin project, Software installed on purchased computers in 10 libraries, Furniture needs for 5 PCC's assessed and ordered, Wiring, cabling, and wireless access for 4 PCC's completed, Local instructors hired to conduct classes at Linebaugh Public's existing PCC, curriculum established, Renovation bids obtained for Johnson City Public

Library project, remodeling begins, Johnson City Library's staff go to training classes, Bid process for website development for Blount County Library completed, Local libraries develop fair use policies for PCC's. Challenge: May experience delays in the ordering process at city/county level.

Quarter 3, Hardware and software for Johnson City Library ordered, Furniture ordered for Johnson City Library, interior renovation at Johnson City completed, including wiring for PCC, Website template and design completed at Blount County, PCC's work with partners to develop marketing materials which will reach unserved populations, Staff members are trained to operate



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PCC's effectively, PCC'S open for business in 12 of the participating libraries, Local trainers hired for identified PCC's not having sufficient staff to do training

Quarter 4, Work with website developer to purchase digital learning resources and online training materials for new PCC at Blount County, Work with PCC partners to implement additional ways to enhance libraries' public computing presence, Publicize library class schedules and hours of operation, 1st surveys of patron use of PCC's

Year 2, Quarter 1, Blount County installs connections in new training center and purchases needed hardware, software and furniture for PCC, Computer classes and one-on-one assistance in all PCC's continue, Surveys of patron use, Marketing of all PCC's continues. Challenge: winning patron trust so that outcomes can be measured through surveys, interviews, follow-up questionnaires

Quarter 2, Blount County library completes second public access computing bank of computers, Blount County hires training instructor, Computer classes and one-on-one assistance in all PCC's continue, Software licenses renewed where needed, Surveys of patron use completed, Marketing of PCC's continues

Quarter 3, Computer classes and one-on-one assistance in PCC's continue, Marketing continues

Quarter 4, Computer classes and one-on-one assistance in PCC's continue, marketing continues

**56. SPIN Number**

## **J. Environmental Questionnaire**

**57. Does this PCC application have construction or ground disturbing activities?**

No

If no, please answer the questions below. If yes, please do not answer the questions below and instead proceed to the next page to answer the expanded environmental questionnaire.



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**58. Does the proposed action involve the procurement of materials? If so, will the materials be installed, stored or operated in an existing building or structure? If yes, please click "Add" to include the list of equipment and peripherals to be procured.**

Yes

321 Laptops  
3 PC-COP Computer Center Management Systems  
1 WorkCentre Color Printer/Copier with Coin Operation System  
12 Lexmark T652N Network Laser Printers  
5 Optoma TX728 LCD Projectors  
1 Projection Screen  
8 Early Literacy (AWE) Stations  
2 Mobile Computer Carts  
18 Mobile Storage Cabinets

**59. Does the proposed action involve procurement of electronic equipment? If yes, will the equipment be disposed of in an environmentally sound manner at the end of its useful life?**

Yes

**60. Does the proposed action involve construction, remodeling, or renovation? If so, will these activities be limited to only minor interior renovations to a structure, facility, or installation? If yes, click "Add" to include a description of the proposed renovations with your project summary.**

Yes

The Johnson City Public Library will renovate one area of their library (internally) as a part of the project. They will replace carpet and paint prior to installing the new PCC equipment.

**61. Does the proposed action involve the production and/or distribution of informational materials, brochures, or newsletter?**

Yes

**62. Does the proposed action involve training, teaching, or meeting facilitation at an existing facility or structure? If yes, click "Add" to explain.**





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Yes

All PCCs in the project will offer computer skills training workshops.

**63. Does the proposed action involve ground or surface disturbance to accommodate new fiber optic cable? If yes, please click "Add" to include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required.**

No

**64. Does the proposed action involve an upgrade of broadband service to an existing facility or structure? If yes, please include a description of the extent of service upgrade, a list of the permits required, and linear footage of underground fiber optic cabling required?**

No

## **K. Environmental Questionnaire – Part 2**

**65. Project Description**

**66. Property Changes**

**67. Buildings**

**68. Wetlands**

**69. Critical Habitats**



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**70. Floodplain**

**71. Protected Land**

**72. Coastal Area**

**73. Brownfield**



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## Uploads

The following pages contain the following uploads provided by the applicant:

Upload Name	File Name	Uploaded By	Uploaded Date
Management Team Resumes and Organization Chart	TSLA BTOP org chart.pdf	Pinkston, Jane	03/13/2010
Management Team Resumes and Organization Chart	Lisa Walker Resume.pdf	Pinkston, Jane	03/13/2010
Management Team Resumes and Organization Chart	Chuck Sherrill Resume.pdf	Pinkston, Jane	03/13/2010
Management Team Resumes and Organization Chart	Jane Pinkston Resume.pdf	Pinkston, Jane	03/13/2010
Management Team Resumes and Organization Chart	Mark Wood Resume.pdf	Pinkston, Jane	03/14/2010
Management Team Resumes and Organization Chart	Tre Hargett Resume.pdf	Pinkston, Jane	03/14/2010
Management Team Resumes and Organization Chart	Mike Morrow Bio..pdf	Pinkston, Jane	03/15/2010





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Government and Key Partnerships	Secretary of State Letter of Support.pdf	Pinkston, Jane	03/15/2010
Government and Key Partnerships	Letters_of_Support.pdf	Pinkston, Jane	03/12/2010
Historical Financial Statements	Historical Financial Statement.pdf	Pinkston, Jane	03/13/2010
Public Center Detail	PCC Details Attachment TSLA.xls	Pinkston, Jane	03/13/2010
Detailed Budget	PCC-SBA-Detailed Budget TSLA.xls	Pinkston, Jane	03/13/2010
BTOP Certifications	BTOP Authentications and Certifications.pdf	Pinkston, Jane	03/13/2010
SF424 Budget (A or C)	PC SF 424 A Budget.pdf	Pinkston, Jane	03/13/2010
SF424 B and D Assurances	SF 424 B.pdf	Pinkston, Jane	03/15/2010