

**ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS**

**General Information**

<b>1. Federal Agency and Organizational Element to Which Report is Submitted</b>  Department of Commerce, National Telecommunications and Information Administration	<b>2. Award Identification Number</b>  11-41-B10518	<b>3. DUNS Number</b>  058250283
<b>4. Recipient Organization</b>  DISTRICT OF COLUMBIA, GOVERNMENT OF District of Columbia Public Library, 901 G ST NW RM 400, WASHINGTON, DC 20001-4531		
<b>5. Current Reporting Period End Date (MM/DD/YYYY)</b>  12-31-2012	<b>6. Is this the last Annual Report of the Award Period?</b>  <input type="radio"/> Yes <input checked="" type="radio"/> No	
<b>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.</b>		
<b>7a. Typed or Printed Name and Title of Certifying Official</b>  Joseph Carella  BTOP Program Consultant	<b>7c. Telephone (area code, number and extension)</b>  2027153743	
	<b>7d. Email Address</b>  joe.carella@dc.gov	
<b>7b. Signature of Certifying Official</b>  Submitted Electronically	<b>7e. Date Report Submitted (MM/DD/YYYY):</b>  03-01-2013	

PROJECT INDICATORS						
<b>1. Are you establishing new Public Computer Centers (PCCs) or improving existing PCCs?</b> <input type="radio"/> New <input type="radio"/> Improved <input checked="" type="radio"/> Both						
<b>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).</b>						
	<b>Institutions</b>	<b>Established</b>	<b>Improved</b>	<b>Total</b>		
	Schools (K-12)	1	0	1		
	Libraries	1	25	26		
	Community Colleges	1	0	1		
	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		
	<b>Other Community Support-Governmental</b>					
	Dept. of Parks and Recreation, (please specify): Office on Returning Citizen Affairs	2	1	3		
	<b>Other Community Support-Non-Governmental</b>					
	(please specify): n/a	0	0	0		
<b>3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.</b>						
<b>3.a. New PCCs</b>						
	<b>New PCC Address</b>	<b>Number of Workstations Available to the Public</b>	<b>Total Hours of Operation per 120-hour Business Week</b>	<b>Total Hours of Operation per 48-hour Weekend</b>	<b>Speed of Broadband Access to Facility (Mbps)</b>	<b>Average Number of Users per Week</b>
	801 North Capitol Street N.E. (CCDC)	70	60	11	1,000	2,227
	3375 Minnesota Ave. S.E. (Kimball)	120	40	0	1,000	200
	5601 E. Capitol Street, S.E. (ORCA)	20	0	0	1,000	40
	701 Mississippi Ave. S. E. (Southeast Tennis)	20	35	7	1,000	90
	1701 Gales Street N.E. (Rosedale)	26	40	8	1,000	369
		Add New PCC		Remove New PCC		
<b>3.b. Improved PCCs</b>						
	<b>New PCC Address</b>	<b>Number of Workstations Available to the Public</b>	<b>Total Hours of Operation per 120-hour Business Week</b>	<b>Total Hours of Operation per 48-hour Weekend</b>	<b>Speed of Broadband Access to Facility (Mbps)</b>	<b>Average Number of Users per Week</b>
<b>Prior to Improvement</b>						
	3162 Mt. Pleasant St. N.W. (Mt. Pleasant)	16	40	8	10	459
	3260 R St. N.W. (Georgetown)	0	40	8	10	0
	330 7th St. N.E. (Northeast)	8	40	8	10	261
	3310 Connecticut Ave. N.W. (Cleveland Park)	14	40	8	10	207

<b>Prior to Improvement</b>					
5001 Central Ave. S.E. (Capitol View)	20	40	8	10	237
1800 Good Hope Road, S.E. (Anacostia)	34	40	8	10	723
201 N St. S.W. (King Greenleaf)	10	35	0	1,000	45
901 G St. N.W. (MLK)	86	42	12	1,000	1,347
5625 Connecticut Ave. N.W. (Chevy Chase)	10	40	8	10	126
4901 V St. N.W. (Palisades)	12	40	8	10	117
5401 South Dakota Ave. N.E. (Lamond-Riggs)	12	40	8	10	131
900 Wesley Place S.W. (Southwest)	6	40	8	10	101
403 7th St. S.E. (Southeast)	24	40	8	10	587
1801 Hamlin St. N.E. (Woodridge)	8	40	8	10	179
1547 Alabama Ave. S. E. (Parklands-Turner)	8	40	8	10	240
2100 36th Place S.E. (Francis Gregory)	12	40	8	10	38
416 Cedar St. N.W. (Takoma Park)	10	40	8	10	161
4200 Kansas Ave. N. W. (Petworth)	12	40	8	10	251
1101 24th St. N.W. (West End)	12	40	8	10	311
7420 Georgia Ave. N.W. (Shepherd Park)	10	40	8	10	146
1630 7th St. N.W. (Shaw)	20	40	8	10	365
4450 Wisconsin Ave. N.W. (Tenley)	20	40	8	10	139
3935 Benning Rd. N.E. (Benning)	37	40	8	10	621
1350 49th. St. N.E. (Deanwood)	20	40	8	10	440
115 Atlantic St. S.W. (Bellevue, was Washington Highlands)	12	40	8	10	636
<input type="button" value="Add New PCC"/>		<input type="button" value="Remove New PCC"/>			
<b>After Improvement</b>					
3160 16th St., N.W. (Mt. Pleasant)	34	40	8	1,000	688
3260 R St. N.W. (Georgetown)	56	40	8	1,000	337
330 7th St. N.E. (Northeast)	14	40	8	100	456
3310 Connecticut Ave. N.W. (Cleveland Park)	20	40	8	100	295
5001 Central Ave. S.E (Capitol View)	36	40	8	100	426

1800 Good Hope Road, S.E. (Anacostia)	56	40	8	100	765
201 N St. S.W. (King Greenleaf)	20	35	0	1,000	90
901 G St. N.W. (MLK)	126	42	12	1,000	1,974
5625 Connecticut Ave. N.W. (Chevy Chase)	22	40	8	100	277
4901 V St. N.W. (Palisades)	14	40	8	1,000	117
5401 South Dakota Ave. N.E. (Lamond-Riggs)	40	40	8	100	403
900 Wesley Place S.W. (Southwest)	29	40	8	100	402
403 7th St. S.E. (Southeast)	24	40	8	100	587
1801 Hamlin St. N.E. (Woodridge)	30	40	8	100	538
1547 Alabama Ave. S.E. (Parklands-Turner)	26	40	8	100	601
2100 36th Place S.E. (Francis Gregory)	51	40	8	1,000	161
416 Cedar St. N.W. (Takoma Park)	24	40	8	100	386
4200 Kansas Ave. N.W. (Petworth)	50	40	8	1,000	774
1101 24th St. N.W. (West End)	15	40	8	1,000	311
7420 Georgia Ave. N.W. (Shepherd Park)	25	40	8	100	453
1630 7th St. N.W. (Shaw)	54	40	8	1,000	932
4450 Wisconsin Ave. N.W. (Tenley)	38	40	8	1,000	355
3935 Benning Rd. N.E. (Benning)	59	40	8	10	856
1350 49th St. N.E. (Deanwood)	27	40	8	10	520
115 Atlantic St. S.W. (Bellevue, was Washington Highlands)	40	40	8	1,000	799

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:**

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
n/a	n/a	0	0	n/a

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
<b>Totals:</b>		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	700,000	806,207	0
Multimedia	175	160	320
Office skills	2,140	6,473	20,042
ESL	0	0	0
GED	20	16	64
College Preparatory Training	2,160	2,007	6,189
Basic Internet and Computer Use	4,000	18,213	64,052
Certified Training Programs	225	203	1,198
Other (please specify): Job Seeking	1,200	2,621	13,943
<b>Total</b>	<b>709,920</b>	<b>835,900</b>	<b>105,808</b>

**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 public computer centers promote economic recovery by providing computer access, job skills training (more and more libraries are offering this), job seekers' clinics, one-on-one résumé and job application assistance, access to job searches--especially through our Job Seekers' portal, online courses and online databases.

Northeast Library reports that adults use public computers for job searching and creating résumés. Mt. Pleasant also reports that adults use the public computers for job searching.

Martin Luther King Jr. Memorial Library has instituted a monthly drop-in job clinic, which provides one-on-one help to job seekers. Other libraries that offered job seekers' drop-in clinics include Takoma Park, West End, Cleveland Park, Palisades, Lamond-Riggs, Northwest One, Shepherd Park, Woodridge and Southeast. Northwest One offered an employment workshop for English-language learners. Deanwood offered a job clinic for ex-offenders, and SHADD trained ex-offenders in computer basics and Microsoft Office. Woodridge and Southeast Libraries offer drop-in computer and résumé help. Watha T. Daniel/Shaw Library offers a workshop on job searching online and another on Word for Résumés. Southwest, Petworth, Southeast, Chevy Chase, Watha T., Palisades, Petworth, Northwest One, Shepherd Park, Woodridge, Anacostia, Georgetown, Lamond-Riggs and Deanwood libraries offer basic computing classes. MLK and Anacostia offered classes on using social media, such as LinkedIn, for job searching. Libraries offering Microsoft Office training include MLK, Southwest and Chevy Chase. MLK also offered GED training.

The community college estimates that 72% of the time students are using the computer lab for schoolwork, thus improving their chances of getting a degree and therefore a job. 15% of the time students are using the computers for job-related tasks, such as résumé creation and job searching.

The DC Public Library offers online databases that help build important job skills and prepare for academic and licensing tests, including the Job & Career Accelerator, which allows users to explore occupations, search for jobs, create résumés and improve skills; the Learning Express Library, which offers practice tests and courses designed to help students and adult learners improve skills and pass academic and licensing tests; and the Testing and Education Reference Center, which helps users prepare for tests, plan for higher education, explore career paths, build a résumé and find job interview tools and tips.

**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).**

We have contracted with three small and local disadvantaged businesses (NOTE: As defined by the District government, not as defined by the federal government).

\*Custom Integrated Solutions - This DC Ward 8-based business provides us with network engineering expertise. The company designed our network upgrade solution and will be involved in setting it up, documenting it, and working with the DC Office of the Chief Technology Officer throughout the grant.

\*Hi Tech solutions - This DC ward 7-based business provided hardware used at the Petworth Library.

\*Allied Telecom - This DC ward 2-based business is the library's Internet access and WAN service provider. The company provisioned, tested and documented each site as it was upgraded. This activity will continue throughout the life of the project.

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

DCPL is increasing its use of cloud-based WiFi control, which increases speed, access and usage reporting ability.

Using our automated configuration and change management tools, we can load software and set up new computers quickly. We use several tools to automate the setup and change management process (and these tools greatly improve our efficiency, allowing us to support a larger number of computers of all types). These tools include:

\*Faronics Deep Freeze - used to set and maintain the software configuration of all computers. This tool provides the ability to make mass changes very quickly, and to recover from virus or other customer-caused changes that would render computers inoperable.

\*Windows system management tools - including group policy management console, software update server, PowerShell scripting and others.

\*Numara Footprints - our service desk solution used to automate the support and setup of all computers and peripherals. This tool greatly simplifies the support process by auto-assigning issues to designated personnel.

\*Numara Asset Manager Platform - used to push out software updates to all PCs, and also used to track and report on inventory. Asset management is a critical and ongoing activity.

In addition, we strive for process maturity as defined by ITIL (Information Technology Infrastructure Library) V3 guidelines for incident management, service request management, problem management and configuration management.