QUARTERLY PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	**2. Award Identification Number**	**3. DUNS Number**
Department of Commerce, National Telecommunications and Information Administration	15-42-B10561	965088057

4. Recipient Organization

University of Hawaii Systems 2530 Dole Street, SAK D-200, Honolulu, HI 96822

5. Current Reporting Period End Date (MM/DD/YYYY)	**6. Is this the last Report of the Award Period?**
09-30-2012	◯ 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	**7c. Telephone (area code, number and extension)**
Yaa-Yin Fong	X
	7d. Email Address
	yaayin@hawaii.edu
7b. Signature of Certifying Official	**7e. Date Report Submitted (MM/DD/YYYY):**
Submitted Electronically	10-29-2012

Project Indicators (This Quarter)

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

To date there are 669 BTOP funded computers installed at Hawaii State Public Library Systems (HSPLS) and University of Hawaii (UH) Public Computer Centers (PCC) on six islands available for public access.

New Services Available through the new HSPLS Public Computers:
1. PowerSpeak (new Gale Cengage Database) provides patrons with the opportunity to learn a variety of languages to help them navigate a new country and communicate more effectively. HSPLS coordinated a webinar with Gale Cengage, provider of their online databases and fourteen (14) staff participated in an introductory webinar, amassing a total number of 14 staff training hours.

2. National Geographic Magazine Archive from 1888-1994. This 100,000+ page, fully searchable archive allows unlimited simultaneous access to every article, photograph, and map that was published in the magazine from its inception to 1994.

HSPLS Partnerships:
1. Oahu Work Links - Kapolei Library staff collaborated with Oahu Work Links to create two informational brochures: one to assist patrons with job seeking, and another that provides job-seeking tips. Hawaii State Library staff has begun to email Oahu Work Links' monthly training calendars with sessions such as Job Search Skills and Interviewing for Success to all 24 Oahu public libraries to post.

2. HI Tech Academy—Each month, 550-600 new patrons register to use the Microsoft IT Academy through the HSPLS website. HSPLS recently established a partnership with the Department of Human Resources Development (DHRD) to provide technology training for all state employees.

3. Hawaii State Library's Federal Documents staff hosted a program on "Intellectual Property Rights Seminar" on August 9, 2012. The program was very successful, with 40 in attendance; many patrons expressed their appreciation for offering an introduction to this complex and timely topic.

HSPLS branches have reported the following BTOP computer anecdotes:
 - a regular patron of library's public computers has learned to use Internet tools to communicate with old classmates and
   relatives that she had lost contact with (Hilo branch).
 - assisted a 70+ year old patron to email his friends and his doctor in Asia. He can also view Facebook photos and videos
   of his son living faraway (Hilo branch.)
 - a patron with home computer that crashed was thrilled to be able to print out airline boarding passes for her daughter at
   the library's Internet Express terminal (Kaneohe branch.)
 - helped a gentleman who had just been given a Kindle e-reader through his first exciting experience using wi-fi to download
   e-books (Kaneohe branch.)
 - staff reports patrons and students using their own handheld devices and laptops with the library's wi-fi service since it provided
   a quieter and more comfortable location than a nearby fast food restaurant (Keaau branch.)
 - assisted a family to research legal assistance online to set up legal guardianship for a child back in Guam (Kealakekua branch.)
 - since many patrons in this area have no home computers, they are appreciative of the free computer access and gladly pay
   the nominal per page print charge (Mountain View branch.)
 - enabled a high school student, through use of the library's computers, to enroll in AP course and apply for on-line for
   college scholarships. In appreciation for the garnered scholarship offers, the family now volunteers at the library
   (Mountain View branch.)
 - patrons in very remote country communities are very appreciative that they can use the Internet stations to use on-line
   tax services to file and print their federal and state taxes forms (Naalehu branch.)
 - patron asked staff if they could recommend someone using the library computers to apply for jobs since he
   was looking for a computer-literate administrative assistant for his business (Waimea branch.)

2. Please provide the percent complete for the following key milestones in your project. Write "0" in the Percent Complete column and "N/A" in the Narrative column if your project does not include this activity. If you provided additional milestones in your baseline report, please insert them at the bottom of the table. Figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative description if the percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Percent Complete	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
2.a.	Overall Project	69	The baseline completion variance continues to increase with more actual expenditures being below the budgeted cost due to very competitive quotes on purchases. A few PCC locations are still awaiting renovation/construction activities to be completed before the BTOP computers can be installed.
2.b.	Equipment / Supply Purchases	-	Progress reported in Question 4 below
2.c.	Public Computer Centers Established	-	Progress reported in Question 4 below
2.d.	Public Computer Centers Improved	-	Progress reported in Question 4 below
2.e.	New Workstations Installed	-	Progress reported in Question 4 below
2.f.	Existing Workstations Upgraded	-	Progress reported in Question 4 below
2.g.	Outreach Activities	-	Progress reported in Question 4 below
2.h.	Training Programs	-	Progress reported in Question 4 below
2.i.	Other (please specify):	-	Progress reported in Question 4 below

3. Please describe any challenges or issues faced during this past quarter in achieving planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).

No new challenges have been reported.

4. Please provide actual total numbers to date or typical averages for the following key indicators, as specified in the question. Write "0" in the Total column and "N/A" in the Narrative column if your project does not include this activity. Unless otherwise indicated below, figures should be reported cumulatively from award inception to the end of the most recent reporting quarter. Please provide a narrative explanation if the total is different from the target provided in your baseline plan (300 words or less).

	Indicator	Total	Narrative (describe your reasons for any variance from the baseline plan or any other relevant information)
4.a.	New workstations installed and available to the public	669	Workstation availability is just slightly less than the baseline plan due to physical space challenges for sites still waiting for renovations and construction activities to be completed.
4.b.	Average users per week (NOT cumulative)	8,192	Usage counts have increased since last quarter since many sites have seen increased usage due to the start of the Fall school semester.
4.c.	Number of PCCs with upgraded broadband connectivity	62	The total number of fully deployed PCC sites is 62 locations (12 UH, 50 HSPLS) out of 65 total sites (15 UH, 50 HSPLS.) There is one less HSPLS location than originally proposed due to the permanent closure of Holualoa Public Library that had been temporarily closed since July 2009 due to a position vacancy. Full completion of remaining PCC locations has been delayed by physical site preparation.
4.d.	Number of PCCs with new broadband wireless connectivity	50	As of April 2, 2012, broadband wireless Internet access was made available in all 50 HSPLS PCC locations as a direct result of BTOP funding. As noted in the previous indicator, this is one less than the baseline plan due to the permanent closure of the Holualoa PCC location.
4.e.	Number of additional hours per week existing and new PCCs are open to the public as a result of BTOP funds	64	Additional hours reported by North Hawaii Education Research, Center, Kapiolani Community College Library, Lahaina and Lanai Educational Centers and Manoa Public Library locations.

5. Training Programs. In the chart below, please describe the training programs provided at each of your BTOP-funded PCCs.

Name of Training Program	Length of Program (per hour basis)	Number of Participants per Program	Number of Training Hours per Program

7/3/12: Creating an email account	1	1	1
7/11/12: Basic email	1	1	1
7/14, 7/28/2012: Real Estate National Testing	4	13	52
7/14, 7/28/2012: Real Estate State Testing	2	16	32
7/19/12: Basic email	1	1	1
Aug 2012: Internet Basics	10	14	140
Aug 2012: OverDrive Training	1	4	4
Aug 2012: Introduction to Internet Explorer	1	5	5
Aug 2012: Beginning Internet	1	6	6
Aug 2012: Internet Basics	7	23	161
Aug 2012: Job Search	7	38	266
8/11/12: Certificate Testing for Pharmacy Technicians	4	4	16
8/11, 8/25/12: Real Estate National Testing	4	8	32
8/11, 8/25/12: Real Estate State Testing	2	10	20
8/18/12: Certificate Testing for Clinical Hemodialysis Technicians	4	3	12
8/24/12: Math Lab Tutoring	4	5	20
8/25/12: Basic Grant Writing	6	14	84
8/25/12: Basic PAC	1	1	1
8/30/12: Math Lab Tutoring	4	5	20
9/4/12: How Can I Fit It All In? (time mgt)	2	5	10
9/6/12: Communication Skills	2	7	14
9/6/12: Math Lab	5	5	25
9/8/12: Certificate Testing for Pharmacy Technician	4	3	12
9/8, 9/22/12: Real Estate National Testing	4	9	36
9/8, 9/22/12: Real Estate State Testing	2	10	20
9/10, 9/12, 9/17, 9/19, 9/24, 9/26/12: Basic Computers Class	12	4	48
9/11/12: Creating Balance & Harmony (Lokahi)	2	4	8

9/11/12: MS PowerPoint Basics	2	10	20
9/13/12: UH Google: Gmail and Calendar	2	5	10
9/13/12: Math Lab	5	5	25
9/17/12: Constitution Day Presentation	2	11	22
9/18/12: Heroic Effort	2	7	14
9/20/12: Library Resources	2	1	2
9/20/12: Math Lab	5	5	25
9/20/12: Basic Computer Skills	2	6	12
9/22/12: Certificate Testing for Dialysis Nurse	4	1	4
9/22/12: Certificate Testing for Financial Planners	4	1	4
9/25/12: MS Word Basics	2	5	10
9/26/12: Hawaiian Resources	2	2	4
9/27/12: Math Lab	5	5	25

Add Training Program   Remove Training Program

Project Indicators (Next Quarter)

1. Please describe significant project accomplishments planned for completion during the next quarter (600 words or less).

Review budget to identify remaining expenditure requirements going into final project year.

Continue to expand training opportunities using BTOP computers.

Continue promoting the HI Tech Academy (Microsoft IT Academy and Digital Literacy Library).

With 100% deployment and installation of HSPLS PCC computers and approximately 75% deployment and installation of UH PCC computers to date, all sites will continue outreach efforts to heighten the public's awareness of the availability of the new equipment and services through print products, news releases, web postings, and newsletter articles.

2. Please provide the percent complete anticipated for the following key milestones in your project as of the end of the next quarter. Write "0" in the second column if your project does not include this activity. Figures should be reported cumulatively from award inception to the end of the next reporting quarter. Please provide a narrative description if the planned percent complete is different from the target provided in your baseline plan (300 words or less).

	Milestone	Planned Percent Complete	Narrative (describe reasons for any variance from baseline plan or any relevant information)
2.a.	Overall Project	73	Actual expenditures are expected to remain significantly less than the budgeted completion percentage primarily due to careful cost management. As previous noted in the current quarter's milestones and challenges sections, delays due to site renovation/construction also contribute to the variance in next quarter's completion percentage.
2.b.	Equipment / Supply Purchases	-	Milestone Data Not Required
2.c.	Public Computer Centers Established	-	Milestone Data Not Required
2.d.	Public Computer Centers Improved	-	Milestone Data Not Required
2.e.	New Workstations Installed	-	Milestone Data Not Required
2.f.	Existing Workstations Upgraded	-	Milestone Data Not Required
2.g.	Outreach Activities	-	Milestone Data Not Required
2.h.	Training Programs	-	Milestone Data Not Required
2.i.	Other (please specify):	-	Milestone Data Not Required

3. Please describe any challenges or issues anticipated during the next quarter that may impact planned progress against the project milestones listed above. In particular, please identify any areas or issues where technical assistance from the BTOP program may be useful (600 words or less).
No new technical challenges have been identified for the next reporting quarter.

Public Computer Center Budget Execution Details

Activity Based Expenditures (Public Computer Centers)

1. Please provide details below on your total budget, cumulative actual expenditures (for the period ending the current quarter), and cumulative anticipated expenditures (for the period ending next quarter) for each line item, including detailed disbursements of both matching funds and federal funds from project inception through end of this quarter (actual) or next quarter (anticipated). Actual and anticipated figures should be reported cumulatively from award inception to the end of the applicable reporting quarter.

Cost Classification	Budget for Entire Project			Actuals from Project Inception through End of Current Reporting Period			Anticipated Actuals from Project Inception through End of Next Reporting Period		
	Total Cost (plan)	Matching Funds (plan)	Federal Funds (plan)	Total Cost	Matching Funds	Federal Funds	Total Costs	Matching Funds	Federal Funds
a. Personnel	$0	$0	$0	$0	$0	$0	$0	$0	$0
b. Fringe Benefits	$0	$0	$0	$0	$0	$0	$0	$0	$0
c. Travel	$0	$0	$0	$0	$0	$0	$0	$0	$0
d. Equipment	$0	$0	$0	$0	$0	$0	$0	$0	$0
e. Supplies	$1,736,130	$0	$1,736,130	$1,265,875	$0	$1,265,875	$1,308,875	$0	$1,308,875
f. Contractual	$188,230	$0	$188,230	$89,479	$0	$89,479	$119,444	$0	$119,444
g. Construction	$0	$0	$0	$0	$0	$0	$0	$0	$0
h. Other	$25,000	$0	$25,000	$0	$0	$0	$0	$0	$0
i. Total Direct Charges (sum of a through h)	$1,949,360	$0	$1,949,360	$1,355,354	$0	$1,355,354	$1,428,319	$0	$1,428,319
j. Indirect Charges	$487,340	$487,340	$0	$338,838	$338,838	$0	$357,080	$357,080	$0
k. TOTALS (sum of i and j)	$2,436,700	$487,340	$1,949,360	$1,694,192	$338,838	$1,355,354	$1,785,399	$357,080	$1,428,319

2. Program Income: Please provide the program income you listed in your application budget and actuals to date through the end of the reporting period.

a. Application Budget Program Income: $0	b. Program Income to Date: $0