

## **Letters of Support from Government and Key Partners**

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3. Delaware Technical Community College (DTCC)
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6. Delaware Department of Technology and Information (DTI)
7. Delaware Economic Development Office (DEDO)
8. Advanced Staffing Training Institute (ASTI)
9. Literacy Volunteers Serving Adults (LVSA)
10. Christina Adult Education Program (CAE)
11. Delaware Department of Labor
12. Delaware Workforce Investment Board (WIB)
13. Retired Senior Volunteer Services Program (RSVP)
14. Delaware Department of Education
15. Delaware Center for Distance Adult Learning (DCDAL)



STATE OF DELAWARE  
**OFFICE OF THE GOVERNOR**  
TATNALL BUILDING, SECOND FLOOR  
WILLIAM PENN STREET, DOVER, DE 19901

**JACK A. MARKELL**  
GOVERNOR

PHONE: 302-744-4101  
FAX: 302-739-2775

March 5, 2010

Larry Strickland  
Assistant Secretary for NTIA  
1401 Constitution Avenue, NW  
Washington, DC 20230

Dear Mr. Strickland:

I am writing in support of the Delaware Division of Libraries' application for federal funding under the BTOP (Broadband Technologies Opportunities Program) for Public Computing Centers (PCC). The statewide library project supports my goals of improving government efficiencies, economic development, and education in local communities.

The economic downturn has hit Delaware hard. The closing of major sources of long-term employment, such as INVISTA, Valero Energy, and the Chrysler and GM plants, have contributed to unemployment rates of up to 12.1% in areas targeted by our proposal. Many displaced workers are struggling to adapt to a 21<sup>st</sup> century job market, in which computer skills and technological literacy are critical success factors. Currently 68,000 Delawareans are functionally illiterate. Delaware suffers a \$1.1 million annual income loss to illiteracy and lack of education.

The Delaware Division of Libraries' proposal to establish job/learning centers strategically in libraries statewide leverages our unique statewide partnership among libraries and social service organizations and will ensure unprecedented levels of access to a wide spectrum of people in each community. Delaware is a leader among all other states in the availability of broadband to all libraries at over 10 Mbps, a key growth driver for the state as well as a model for other states to follow. Where we fall short and what this application seeks to address is expanding technological proficiency and broadband adoption to prepare our workforce for the evolving job market. This application will extend our leadership in libraries and help cultivate additional technology elements to stay ahead of the curve. The job/learning centers will help unemployed and underemployed Delawareans gain valuable skills to help them find jobs and also enhance their qualifications and allow them to consider alternative career paths.

Larry Strickland  
March 5, 2010  
Page Two

The State of Delaware is seeking effective ways to help citizens in need get back on their feet, and the Delaware Division of Libraries' proposed project will help steer Delaware into economic recovery. I fully support the Delaware Division of Libraries' proposal for BTOP funding on behalf of Delaware libraries and believe it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink that reads "Jack Markell". The signature is written in a cursive, slightly slanted style.

Jack A. Markell  
Governor



STATE OF DELAWARE  
DEPARTMENT OF STATE

JEFFREY W. BULLOCK  
SECRETARY OF STATE

March 1, 2010

Larry Strickland  
Assistant Secretary for NTIA  
1401 Constitution Ave, NW  
Washington, DC 20230

Dear Mr. Strickland:

I am writing in support of the application by the Delaware Division of Libraries, a division of the Department of State, for federal funding under the BTOP (Broadband Technologies Opportunities Program) for Public Computing Centers (PCC).

The Delaware Division of Libraries' proposal to establish job/learning centers strategically in libraries statewide leverages our unique statewide partnership among libraries and social service organizations and will ensure unprecedented levels of access to a wide spectrum of people in each community. Delaware is a leader among all other states in the availability of broadband to all libraries at over 10 Mbps, a key growth driver for the state as well as a model for other states to follow. Where we fall short and what this application seeks to address is expanding technological proficiency and broadband adoption to prepare our workforce for the evolving job market. This application will extend our leadership in libraries and help cultivate additional technology elements to stay ahead of the curve. The job/learning centers will help unemployed and underemployed Delawareans gain valuable skills to help them find jobs and also enhance their qualifications and allow them to consider alternative career paths.

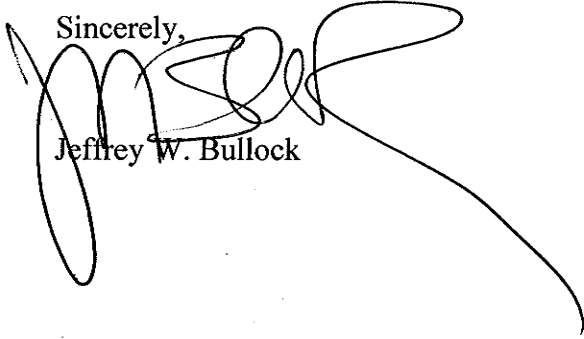
The Department of State continuously supports technological advances that will enable Delaware's libraries to thrive in the 21<sup>st</sup> century on behalf of Delawareans. One priority of the Department of State is to increase professional staffing in libraries to assist the public with using technologies to meet their information needs. The Department of State has leveraged previous Gates Foundation support to libraries for public access computing, to expand and sustain that investment. Similarly, the Department of State intends to support funding for sustainability for additional library staff (i.e., those added due to BTOP) as the economy recovers beginning in FY 2014.

The State of Delaware is seeking effective ways to help Delawareans in need get back on their feet, and the Delaware Division of Libraries' proposal will help steer Delaware into economic recovery. The Department of State fully supports the Delaware Division of



Libraries' proposal for BTOP funding for Delaware libraries and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink, appearing to read 'Jeffrey W. Bullock', with a long, sweeping tail extending to the right.

Jeffrey W. Bullock

February 23, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

Delaware Technical & Community College fully supports the Delaware Division of Libraries' application for federal funding under the BTOP program. As you know, Delaware Tech has a long history of partnership with the public libraries.

The four Delaware Tech campus libraries have joined into SIRSI - the State Library catalog for over three years. It represents the online catalog for all the public libraries in Kent/Sussex County, Wesley College and several special libraries such as the State Archives. It will soon be the statewide catalog as all public libraries in New Castle County will be joining in.

Through this catalog partnership we share our joint collections with every library in the group. All patrons for the catalog may place holds on all materials in the catalog and select a pick up location of their own choosing from the online holds process. The Delaware Tech libraries provide input in the cataloging and collection development divisions of the catalog and fully participate in the Directors' meetings where group policy and decisions are made.

The Delaware Tech libraries provide non-fiction materials to the catalog patrons statewide. Through this group consortium, Delaware Tech also receives outstanding materials for our students in areas that may not be program specific for us but are areas of interest and research based enhancements to round out our student information literacy interests and lifelong learning skills.

Delaware Tech is committed to preparing Delawareans to work in skilled jobs in our community. This commitment has made us an integral part of Delaware's communities, our businesses and organizations, and our state's economic development efforts. The steady increase in enrollment we have experienced shows how much Delawareans rely on the College.

This fall, we are now at a record 15,228 students. And this doesn't include the 21,000 individuals who are enrolled in our Corporate and Community Programs division which provides our non-credit course offerings. But this has created a significant challenge for the College. Each year, more and more men, women, minorities, high school graduates and working adults choose Delaware Tech, but our limited capacity has restricted access for many -- making it much more difficult for Delawareans to achieve their academic goals and prepare for work.

One way the college is meeting this challenge is to offer more courses online and via video conferencing. We currently offer 618 online courses or 11% of our total courses. Students who don't have computer resources at home must come and use our very limited computer labs to take these courses. Having increased resources at local public libraries would allow many more students and potential students to participate.

We also offer courses via videoconferencing. Having video conference rooms available at the public libraries where students could participate would more than double our capability. It would also decrease the commuting time and expense for students.

As part of our partnership with DDL the College will be offering "train the trainer" sessions for library staff and volunteers so they can help patrons with job searches. These training sessions will include general computing skills, linking to job resources, filling out job applications online, resume writing and online security.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community.

For these reasons, Delaware Technical & Community College fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,



Barbara S. Ridgely, Ed.D.

Associate Vice President for Institutional Advancement

March 4, 2010

Ms. Annie Norman, Director / State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901



RE: National Telecommunications & Information Administration's (NTIA)  
Broadband Technology Opportunities Program (BTOP)

Dear Ms. Norman:

Janet Hughes and Associates is very supportive of the Delaware Division of Libraries' proposal for the federal broadband stimulus funding—and the resulting benefits it will bring to underserved geographic areas and underserved populations.

Janet Hughes and Associates has partnered with Delaware Division of Libraries since 2006 in educating Delawareans about the benefits of the Divisions' programs and services. We look forward to responding to a Request for Proposal (RFP) should one result from the Delaware Division of Libraries being awarded funding for this program.

Our agency provides a full scope of marketing, communications, design and public relations services through a unique blend of strategic intelligence, creativity and attentive service to our clients. During the last 23 years we have developed and implemented a wide array of successful communications campaigns for a broad range of clients. Our agency prides itself on creating educational materials that exceed our client's expectations--receiving over 450 national and international marketing awards for the programs we have created and implemented.

We appreciate the opportunity to underscore our support of the Delaware Division of Libraries' proposal.

Sincerely,

Janet Hughes

**BILL & MELINDA**  
**GATES** *foundation*

PO Box 23350  
Seattle, WA 98102, USA  
V 206.709.3100  
F 206.709.3180  
[www.gatesfoundation.org](http://www.gatesfoundation.org)

March 10, 2010

Anne Norman  
Director & State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman,

The Bill & Melinda Gates Foundation is pleased to award the Delaware Division of Libraries (DDL) a grant of \$750,000. As the lead applicant, DDL will be submitting a proposal on March 15, 2010 to the National Telecommunications and Information Administration (NTIA) under the Broadband Technologies Opportunity Program's (BTOP) Public Computer Centers funding category. The foundation's grant funds are to be used to help fulfill NTIA's matching requirements for this BTOP project, which is intended to expand Job Centers / Learning Labs in libraries statewide to improve workforce skills, assist with job searches, and provide online education.

The foundation's grant is contingent on DDL receiving a BTOP award from NTIA and on the execution of a grant agreement between DDL and the foundation. The grant will be paid in two equal installments. The first payment will be disbursed shortly after DDL's receipt of an official BTOP award notice, and the second and final grant payment will be disbursed approximately one year after the first payment.

In addition to committing grant funds to support NTIA's matching requirements for BTOP, the foundation is awarding an additional \$150,000 for E-rate application training and support for local libraries participating in the BTOP project. These funds are intended to raise participation rates in the federal E-rate program to create a sustainable source of funding for recurring connectivity costs. These additional grant funds are also contingent upon DDL receiving a BTOP award from NTIA and a fully-executed grant agreement with the foundation.

We are pleased to support DDL in its application to NTIA and its efforts to meet community needs through high-quality technology and broadband Internet access in Delaware.

Sincerely,



Allan C. Golston  
President, U.S. Program

Cc: Jill Nishi, Deputy Director, U.S. Libraries Initiative





STATE OF DELAWARE  
DEPARTMENT OF TECHNOLOGY AND INFORMATION  
801 SILVER LAKE BLVD.  
DOVER, DELAWARE 19904

The Honorable James H. Sills, III  
Secretary/CIO

Phone: (302)-739-9629  
Fax: (302)-739-1442

March 9, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries (DDL)  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

The Department of Technology and Information (DTI) is the State's central IT organization, chartered to (1) deliver core services to other state organizations, and (2) exercise governance over the technology direction and investments of the state. We are writing this letter in support of DDL's application as a partner for federal funding under the BTOP program.

DTI is primarily an internal state service organization, with only a few of its services directly touching the citizens or customers of the state. DTI primarily provides enterprise services that enable other organizations within the state of Delaware to fulfill their missions effectively.

As a partner to DDL for their BTOP public computing centers (PCC) grant, DTI is willing to provide videoconferencing bridging facilities at its data center and will assist with technology procurement and deployment. Additionally, DTI will host the requisite videoconferencing gateway equipment on our network and provide bridging facilities for libraries connecting to each other and to external users. We are also willing to provide installation of the gateway equipment at a nominal charge of \$5,000.

We believe that videoconferencing is increasingly becoming a vital communication tool to further job search and distance learning programs. We have already deployed videoconferencing services that support all branches of state government. Enhancing this network across additional state properties will benefit the citizens of Delaware with a wider network of interconnected facilities promoting job related programs and educational initiatives.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs, but also enhance their qualifications and allow them to consider alternative career paths. The videoconferencing solutions we plan to implement will further this cause significantly.

For these reasons, DTI fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

James Sills, III  
Chief Information Officer/Secretary  
Delaware Department of Technology and Information (DTI)



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
DELAWARE ECONOMIC DEVELOPMENT OFFICE

March 10, 2010

Delaware Division of Libraries  
Ms. Anne Norman  
121 Duke of York St.  
Dover, DE 19901

Re: Letter of Support for Delaware Broadband Technology Opportunity Program (BTOP)

Dear Ms. Norman:

It is my pleasure to write a letter of support for the Delaware Broadband Technology Opportunity Program (BTOP) grant application being submitted by the Delaware Division of Libraries.

Through a partnership with the Dover Public Library and the Delaware Economic Development Office, we have implemented a Job Center program that has assisted 125 Delawareans in their search for employment since October 15, 2009.

The Job Center program offers participants one-on-one assistance with resumes, interviewing skills, job searching, and the basics of computer use for employment purposes. The success of this program comes from several key components including access to the Dover Library's 20 laptops with no time restrictions, wireless internet and printing, the Library's central location, and a dedicated space for participants to receive services. In addition, to the Library's resources we have recruited volunteers that are recently retired or currently working as hiring managers and high level Human Resources executives from local Delaware businesses. These volunteer's expertise of current hiring trends has given our participants free access to first rate job counseling.

We support the implementation of additional Job Centers throughout the State of Delaware as well as the technological advancement of Delaware libraries. Computer access and searching for employment goes hand in hand and is vital to the success of the Job Center program. Along, with our support we will be offering a workshop for Delaware Library Directors to share a Job Center manual that can be utilized for each library to implement a Job Center program. This manual includes contacts for volunteer recruitment and program coordination documents. In providing this workshop and manual and through receiving additional technological support, Delaware Libraries will achieve sustainability for this program which in return will bridge the gap to employment for thousands of unemployed Delawareans.

Sincerely,

Sonia Aguilar  
Workforce Development Director

99 KINGS HIGHWAY  
DOVER, DELAWARE 19901-7305  
(302) 739-4271  
FAX: (302) 739-5749

CARVEL STATE OFFICE BUILDING  
820 N. FRENCH STREET  
WILMINGTON, DELAWARE 19801-3509  
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FAX: (302) 577-8499





February 10, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman:

Advanced Staffing Training Institute (ASTI), a division of Advanced Staffing is a woman/minority-owned, 8a corporation certified by the US SBA, State of Delaware, NMSDC just to name a few. ASTI is a Workforce Investment Act (WIA) and State of Delaware approved training provider and is a certified business school by the Department of Education. We are writing in support of DDL's application for federal funding under the BTOP program.

As the economy attempts to recover from two years of malaise, the job market continues to be depressed and the numbers of unemployed individuals continues to surge. The current downturn, however, is deeper and already longer than any since World War II. This spells trouble for several vulnerable groups – unskilled and under-trained workers and older displaced workers. In many cases they lack the computer competency and 21st century job search skills needed to regain employment in this competitive market. ASTI understands the challenges displaced workers face in the State of Delaware, which is a microcosm of what is transpiring throughout the country and currently provides job seeker training services in seven New Castle County Libraries.

Over the last several months, we have had people come in every day asking for help on how to fill out online job applications, looking for jobs online, and applying for unemployment benefits.

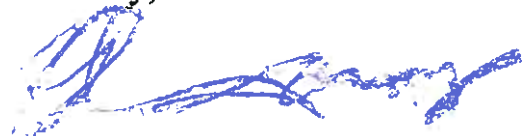
DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will provide an unprecedented level of access to a wide spectrum of people in each community.

More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer. ASTI teaches hundreds of displaced workers throughout the State 21st century job search skills as well as providing computer and software training and the results are remarkable. More than on third of these job seekers have regained employment. All attribute their success to ASTI's training curriculum providing them with the education, knowledge and current job search techniques. The libraries play a key role for the majority of these job seekers because they do not have computer access in their home.

In the last year, we have been able to assist many people in finding jobs. However, we believe that DDL's proposed project could impact hundreds more by increasing resources and public awareness of our services. ASTI feels that DDL's solution would directly benefit the community by doubling the amount of people who can receive assistance in looking for jobs.

For these reasons, ASTI fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

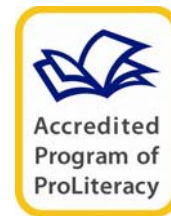
Sincerely,



Patricia Troy-Brooks  
President/CEO

# Literacy Volunteers Serving Adults Northern Delaware, Inc.

10<sup>th</sup> and Market Streets • PO Box 2083 • Wilmington, DE 19899-2083  
302- 658-5624 • [www.litvolunteers.org](http://www.litvolunteers.org)



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February 22, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

For more than 25 years, Literacy Volunteers Serving Adults/Northern Delaware, Inc. (LVSA) has worked to reduce adult illiteracy in Northern New Castle County, Delaware. The program recruits, trains, coordinates and supports volunteers to tutor adults. This free tutorial service is provided to adults who read below a fifth grade reading level and lower proficiency English language learners. Since 2004, over 800 learners have been able to develop critical job skills, progress towards U.S. citizenship, and become involved in their communities and their children's education. I am writing in support of DDL's application for federal funding under the BTOP program. Delaware libraries play an integral part in LVSA's mission by providing space for tutors and learners to meet as well as space for orientations, testing, training, and resources. Libraries also provide referrals and publicity for our program. Since its beginnings in 1982, LVSA has been housed in the Wilmington Institute Free Library. Before becoming its own non-profit in 2002, LVSA was an affiliate or outreach program of the library.

In the U.S., *30 million* people over age 16 — *14 percent* of the country's adult population — do not read well enough to understand a newspaper story written at the eighth grade level or fill out a job application. (*Retrieved 1/20/10 from <http://www.proliteracy.org/NetCommunity/Page.aspx?pid=345&srcid=191>*) For Delaware and New Castle County that translates to 11% and 10% of its citizens respectively. As documented in 2003 National Assessment of Adult Literacy (NAAL) research, adults with high literacy skills are substantially more likely to be employed full-time. Of those studied, at least 50% of adults with low literacy skills were not even in the labor force. Of those low literacy adults in the workforce, 17-18% earned less than \$300.00 per week, or \$16,000.00 annually, as compared to adults with high literacy skills, who earned on average \$1950.00 per week, or \$101,000.00 annually. The 2008 poverty rate for New Castle County was 9.6 %. There is a clear link between poverty and lack of literacy skills. Through education, low-income individuals and/or families will become empowered to become self-sufficient.

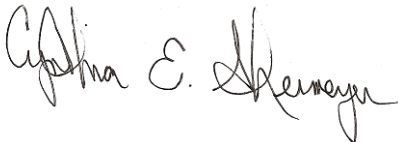
“Opening Minds – Changing Lives”

LVSA is pleased to partner with DDL. Establishing a center at the Wilmington Institute Free Library will allow us to further expand our reach, having an even greater impact on adult illiteracy within our community. As a partner, we will offer important educational classes and programs to the residents of Wilmington. Once the center is established, we plan to offer two classes with an enrollment of fifteen learners each with plans to continue or expand our offerings in subsequent years. We will offer a class to one of the most vulnerable groups in our community, immigrants. The U.S. Census Bureau (2000) reports that 10.5% immigrants call Wilmington home. The Census also reports that 12.6% of Wilmington residents speak a language other than English at home. Since 1990, LVSA has worked with adults in need of learning to speak and read English. BTOP funding would allow LVSA to offer for the first time multilevel English as a second language (ESL) at the Wilmington Institute Free Library. We will also offer a second class which will focus on basic computer skills. We anticipate expanding our offerings to include other classes i.e. citizenship, financial literacy, health literacy, etc. Eventually we hope to expand our offerings further to include small group tutoring instruction, tutor training and in-services.

We know from experience the important part libraries play in the community as “hubs” for information and help. In the fall of 2009, due to a grant from the American Reinvestment and Recovery Act, we were able to meet a need in a growing area of New Castle County. Since September, we have been help to help 38 persons at the Bear Library improve their English language skills. We have seen through the Bear program how library use has increased. Those of our learners without library cards have applied for a card, not only gotten them, but have become active library patrons as well.

For these reasons, Literacy Volunteers Serving Adults/Northern Delaware, Inc. fully supports DDL’s proposal for BTOP funding and agrees to partner with them. This funding will allow DDL to gain the resources and leverage it needs to offer employment and educational services at libraries statewide, having a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink that reads "Cynthia E. Shermeyer". The signature is written in a cursive style with a large initial "C" and "S".

Cynthia E. Shermeyer  
Executive Director

**Christina School District**  
**ADULT EDUCATION PROGRAMS**  
**925 Bear Corbitt Road, Bear, DE 19701**

Day Phone: 302-454-2101  
Day Phone: 302-454-2400 x217

FAX: 302-454-2272  
e-mail: mathewsd@christina.k12.de.us

2/22/2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

Christina Adult Programs is writing in support of DDL's application for federal funding under the BTOP program. Over the years the Bear and Newark library have been an essential resource for our programming. Students who are encouraged to engage in library services benefit by exposure to new ideas that supports lifelong learning. Our teachers conduct research classes for students who need to complete a research paper as a requirement for the James Groves High School diploma. ESL students learn how to use the library resources for themselves and family. Family Literacy and ABE hold small classes during the summer when school buildings are closed. Students who do not have access to computers to complete their online course requirements have accessed the local libraries.

For over 30 years, The Christina School District's Adult Programs has served at risk and undereducated youth and adults who are New Castle County residents. Our program includes Adult Basic Education (ABE), General Education Development (GED), English as a Second Language (ESL), Family Literacy, and the James Groves High School Diploma program. We have a successful track record for delivering services to those most in need. For example our Groves graduation rate for 2009 had increased 100%. We had 81% of our students enter employment and 86% retain employment. 72% of our enrolled students completed a GED or high school diploma and 78% of our students entered postsecondary education and training programs. The ultimate goal of all our programs is to provide today's minimal credential-high school diploma or GED- for entry into the workforce thus enabling the student to earn a living wage.

As a result of the most recent economic downturn, more adults and youth dropouts in Delaware are seeking educational services to complete their GED, high school diploma or upgrade their skills. The employment community that supports a living wage will not even consider an applicant without a diploma or GED. For example, warehousing jobs at Amazon will not even consider at applicant for its workforce without a GED or diploma. For many potential clients their schedules may not allow for regular attendance in a traditional Groves High school program which is site based and thus they may enroll in the Diploma at a Distance program (DAAD) where they will work totally on-line to complete their high school credential. Many students who enroll need more support than

Marcia V. Lyles, Ed.D., Superintendent

The Christina School District is an equal opportunity employer. It does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, disability, age or Vietnam Era veteran's status in employment or its programs and activities.

just an online class and would benefit from a two pronged approach where there is a teacher at the library at scheduled times during select day and night hours who facilitates the online instruction. Christina Adult Programs will provide matching funds for this endeavor. This will in turn improve retention rates for Groves online and site based students who can access online instruction at the library. This new model of adult education program delivery supports a flexible delivery of service to the community of clients served and a lifelong learning model. Lifelong earners must be lifelong learners.

The focus of this programming would be in either Wilmington or Bear depending upon the area of greatest need. More specifically, having our program available at libraries in Wilmington or Bear will enable our organization to expand access to the resources we offer ultimately better preparing people for employment and future educational opportunities. If our students are completing their diploma coursework at the library then students could also access job information and receive help on career building.

The dropout rate of 50 -60 % for public high schools in Wilmington is much higher than the state average. The Wilmington community has the highest incarceration, crime, and poverty rates for New Castle County, DE. New Castle County houses the largest Hispanic population in the state and Wilmington has a significant Hispanic population whose young adults need access to diploma completion programs. Since there is no adult high school physically in Wilmington, and the closest is 8-10 miles away, it is challenging to access programs. Many who live in the city must rely on public transportation which does not always operate according to program schedules. Having access to online guided instruction at the library where students could easily access by walking or taking a bus would enable those most in need to access high school diploma services.

We are in a difficult situation in that we have increased student demand for those that need education credentials to qualify for a living wage job but since we have had decreases in funding of 10% per year for FY 08 and 09 and anticipate at best another 10-15% cut for FY 10, we are not able to provide increased services for this project. Currently we have a wait list of 188 for just Christina's program service area. Decreasing services in other areas in order to support this project would prove detrimental and would take educational opportunities from the least literate population.

Our ideal teacher would have 3-5 years experience in teaching adults with a minimum Bachelors degree preferably in education with a high level of technology skills. This professional would be adept at working with at risk populations in order to best serve their needs. The teacher's interpersonal skills would need to be well developed and finely tuned to work with other professionals and as well as clients. Staffing with a highly skilled teacher would ensure success of the program.

For these reasons, Christina Adult Programs fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

*Daphne Mathews*

Marcia V. Lyles, Ed.D., Superintendent

The Christina School District is an equal opportunity employer. It does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, disability, age or Vietnam Era veteran's status in employment or its programs and activities.

Daphne Mathews  
Christina Adult Program Administrator

Marcia V. Lyles, Ed.D., Superintendent

The Christina School District is an equal opportunity employer. It does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, marital status, disability, age or Vietnam Era veteran's status in employment or its programs and activities.



**STATE OF DELAWARE**

**DEPARTMENT OF LABOR**

**DIVISION OF EMPLOYMENT AND TRAINING**  
4425 NORTH MARKET STREET, THIRD FLOOR  
WILMINGTON, DE 19802

THOMAS M. SMITH  
DIRECTOR

TELEPHONE: (302) 761-8129  
FAX: (302) 761-4679

February 26, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries (DDL)  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

The Delaware Department of Labor, Division of Employment and Training (DOL-DET) is writing in support of DDL's application for federal funding under the BTOP program. As you know DOL-DET is committed to improving the career prospects of individuals and to meet the current and future needs of Delaware employers. DOL-DET has a strong history of working closely with state and local libraries to facilitate access to Delaware's labor tool "The Delaware JobLink" at <https://joblink.Delaware.gov>. This site is a single source engine providing an array of services to both job seekers and employers.

The recent economic downturn has hit Delaware particularly hard, especially in terms of jobs. The closing of major sources of long-term employment, such as Invista, Valero Energy, Chrysler, and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%).

For many displaced workers this is the first time they have conducted a job search in more than two decades, and as a result, are struggling to adapt to a 21st century job market, in which computer competency often spells job search success or failure. The ability to navigate the internet to find jobs and have the fundamental skills to actually submit online applications is crucial to success. This grant would immeasurably help create the positive conditions for job seeker success in light of the increased use of electronic job application requirements.

Although DOL-DET operates four One Stop Service Centers to help job seekers, space and computer resources are limited. This is especially significant when one considers more than 38,000 Delawareans were unemployed in December 2009.

*Mission Statement:*

*"To provide services enabling employers and job seekers to make informed employment and training choices leading to employment."*

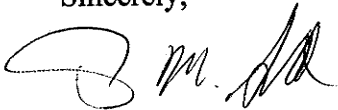


DDL's proposal to establish local job centers across the state fills a gap in our community by augmenting and expanding demonstrably effective methodologies. We believe these job centers will do several things;

- a. Help job seekers and employers find each other via a robust internet based labor exchange system.
- b. Drive labor market information to employers, individuals, and communities so all can make informed data driven decisions.
- c. Allow Delawareans to create Delaware JobLink job seeker account that could be used by One Stop case managers in the event individuals need training or other help.
- d. Provide Delaware small business owners an easy and no cost resource to recruit and train workers.

For these reasons, the DOL-DET fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink, appearing to read 'T.M. Smith', written in a cursive style.

Thomas M. Smith

Director



Gary R. Stockbridge, Chairman  
Gwendolyn M. Jones, Executive Director

(302) 761-8160 TEL  
(302) 762-2138 FAX

February 12, 2010

Ms. Annie Norman  
Director, State Librarian  
Delaware Division of Libraries (DDL)  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman:

The Delaware Workforce Investment Board (DWIB) is writing in support of DDL's application for federal funding under the Broadband Technology Opportunity Program (BTOP). As you know the DWIB is a private/public partnership committed to improving the career prospects of individuals and to meet the current and future needs of Delaware employers. The DWIB has a strong history of working closely with state and local libraries to facilitate access to Delaware's labor tool "The Delaware JobLink" at <https://joblink.delaware.gov>. This site is a single source engine providing an array of services to both job seekers and employers. The recent economic downturn has hit Delaware particularly hard, especially in terms of jobs. The closing of major sources of long-term employment, such as Invista, Valero Energy, Chrysler, and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%).

For many displaced workers this is the first time they have conducted a job search in more than two decades, and as a result, are struggling to adapt to a 21st century job market, in which computer competency often spells job search success or failure. The ability to navigate the internet to find jobs and have the fundamental skills to actually submit online applications is crucial to success. This grant would immeasurably help create the positive conditions for job seeker success in light of the increased use of electronic job application requirements.

Although the DWIB and the Delaware Department of Labor, Division of Employment and Training (DOL-DET) operate four One Stop Service Centers to help job seekers, space and computer resources are limited. This is especially significant when one considers more than 38,000 Delawareans were unemployed in December 2009.

Ms. Annie Norman

February 15, 2010

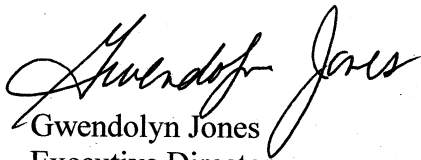
Page -2-

Delaware Division of Libraries' proposal to establish local job centers across the state fills a gap in our community by augmenting and expanding demonstrably effective methodologies. We believe these job centers will do several things;

- a. Help job seekers and employers find each other via a robust internet based labor exchange system
- b. Drive labor market information to employers, individuals, and communities so all can make informed data driven decisions.
- c. Allow Delawareans to create Delaware JobLink job seeker account that could be used by One Stop case managers in the event individuals need training or other help.
- d. Provide Delaware small business owners an easy and no cost resource to recruit and train workers.

For these reasons, the Delaware Workforce Investment Board fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,



Gwendolyn Jones  
Executive Director

Delaware Workforce Investment Board



**DELAWARE HEALTH  
AND SOCIAL SERVICES**

DIVISION OF STATE SERVICE CENTERS  
STATE OFFICE OF VOLUNTEERISM

AMERICORPS

LEARN & SERVE

THE VOLUNTEER RESOURCE CENTER

FOSTER GRANDPARENT PROGRAM

RETIRED & SENIOR VOLUNTEER PROGRAM

March 2, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman:

The Retired and Senior Volunteer Program (RSVP) is America's largest volunteer network funded through the National Corporation for Community Service; better known as Senior Corps. The three national Senior Corps programs – Foster Grandparents, RSVP and Senior Companions – have unique histories, and each was developed to meet a specific need. But all were crafted on the same belief that older adults are valuable resources to their communities. RSVP's mission is to utilize the skills, knowledge and services of adults 55 years of age and older through promotion of volunteerism in agencies that strive to improve the health, safety, education, and quality of life of all generations, present and future. We are writing in support of Delaware Division of Libraries (DDL's) application for federal funding under the Broadband Technology Opportunities Program (BTOP). RSVP has been successfully partnering with the Sussex County Division of Libraries since February, 1988 and look forward to continued support for many years to come.

With the serious downturn in the economy many people with long histories of employment are finding themselves out of work. It may have been a while since they interviewed or updated their resumes. Smaller companies may not have the resources to assist former employees with this transition. This is where RSVP volunteer's talents are being utilized as an outreach to impact these individuals. RSVP has developed workshops focusing on interviewing skills, resume writing and job search tips. This project is not intended as an employment search, but as a skill building program to assist attendees in their search for new employment.

RSVP has volunteers with backgrounds and interests in Human Resources resume writing, job placement and interviewing skills. We are partnering with Delaware Economic Development Office (DEDO) and Society of Human Resource Management (SHRM) to put together a three part workshop to help enhance the skills of those attending to be better equipped to find employment.

The recent economic downturn has hit Delaware particularly severely, especially in terms of job loss. The closing of major sources of long-term employment, such as Valero Energy and a General Motors (GM) plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every

day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

Last year, RSVP was approached and asked to assist with the development of a program that would benefit employees in Seaford employed with Invista. This company in recent years had gone through many transitions, most involving downsizing with many jobs being lost. In February of 2009, this company was anticipating once again to release over 300 employees. Many of these employees had been with the company for 25 – 30 years with this job being their only place of employment. These employees had never needed a resume and were not trained for any other type of work. This downsizing was the catalyst that started the program now known as Bridge to A New Position. To have the opportunity of strong support with the Seaford and Georgetown Library by offering the workshops once monthly as well as providing volunteers with strong computer skills and training backgrounds would offer outreach to the members of those communities. Continuing this program as an ongoing outreach would offer stability to the program and continue to make a huge impact on servicing those that need it most.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. As an example, the local library in our community of Lewes, Delaware has become a meeting place for people to access a variety of programs including distance learning courses, "Tech Nights" to learn about new technology, assistance with filing taxes, and monthly health information programs.

More specifically, having Bridge To a New Position available at libraries across the state will enable our organization to expand access to the resources we offer. In the last year, we have been able to provide training to approximately 70 people with 34% finding placement. We believe that DDL's proposed project could impact more people by increasing resources and public awareness of our services. RSVP feels that DDL's solution would directly benefit the community by significantly increasing the amount of people who can get assistance looking for jobs. For these reasons, RSVP fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,



MaryAnn Hook  
Program Manager, RSVP





## DEPARTMENT OF EDUCATION

The Townsend Building  
401 Federal Street Suite 2  
Dover, Delaware 19901-3639  
DOE WEBSITE: <http://www.doe.k12.de.us>

Lillian M. Lowery, Ed.D.  
Secretary of Education  
Voice: (302) 735-4000  
FAX: (302) 739-4654

February 18, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

The Delaware Department of Education, College and Workforce Readiness Workgroup, provides adult learners in Delaware with a “second chance” to obtain their high school diploma or GED. Currently in this state, over 68,000 individuals, ages 18 – 64, do not possess a secondary credential. We are writing in support of DDL’s application for federal funding under the BTOP program to assist in dramatically reducing this number. In the past, Adult Education has collaborated with DDL on summer reading programs for children involved in our Even Start programs. Adult Education programs have also used the library as a meeting place to provide individual tutoring to adult learners, whether they are learning to read or prepare for their GED. As long time members of the Lieutenant Governor’s Interagency Council on Adult Literacy, DDL and the Department of Education have worked together to promote adult literacy efforts and provide data to policy makers on adult education issues.

As a result of the current downturn in the economy, many adults are realizing that the lack of a secondary credential is a barrier to getting a good job or entering a training program to qualify for a new career. This past year, the Department experienced a 14% increase in the number of GEDs awarded and a 16% increase in the number of diplomas awarded by the James H. Groves Adult High School. Adults without a GED or diploma are turning to Adult Education programs to complete their academic studies. DDL can assist by providing the technology and space in which adult learners can access online programs at times that fit their work and family schedules. For students without computer access at home, libraries can become their “community classroom”.

More specifically, having our program available at libraries across the state will enable Adult Education to expand access to the programming we offer. In the last year, over 600 students received virtual instruction. We believe that DDL’s proposed project could impact enrollment by 10% through increasing resources and public awareness of our services. For these reasons, the Department of Education fully supports DDL’s proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink that reads "Lillian M. Lowery".

Lillian M. Lowery, Ed.D.  
Secretary of Education



DELAWARE CENTER FOR DISTANCE ADULT LEARNING, INC.

P.O. Box 639  
Dover, DE 19903  
Phone: 302-739-5560 Fax: 302-739-5565

March 1, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman:

My name is Matt Davis and I am the Director of the Delaware Center for Distance Adult Learning (DCDAL). I am writing in support of DDL's application for federal funding under the BTOP program. DCDAL offers adult learners the opportunity to complete GED preparation and James H. Groves Adult High School credits online.

I believe that DDL's initiatives will greatly enhance the opportunity for adult learners to access online educational services. The project specifically targets geographic areas that have demonstrated a relatively high need for adult education services. As part of the project, DCDAL will offer educational services through the new computer labs in the libraries. Specific services will include student assessment, counseling, and instruction. The total annual in-kind contribution is estimated at \$57,150 plus \$2,000 for materials.

The need for learning centers is compelling. The Adult Education State Meeting found that 68,000 Delawareans are functionally illiterate. According to the Bureau of Labor Statistics, there is a direct correlation between literacy on the one hand, and employment and income on the other. The unemployment figures for individuals with less than a high school diploma were over *3 times as high* as those for individuals with a bachelor's degree. Similarly, those with a bachelor's degree make over *twice as much* as people with less than a high school diploma. As such, it is no surprise that Delaware suffers a \$1.1 million annual income loss to illiteracy and lack of education.

DCDAL serves Delaware adults who need to earn a GED or high school diploma to enter college or postsecondary training, to get a job, or to attain job advancement. The online delivery offers flexibility to adults who would otherwise be unable to attain the GED or high school diploma.

DCDAL feels that DDL's solution would directly benefit the community by increasing the amount of people who can access educational services. For these reasons, DCDAL fully supports DDL's proposal for BTOP funding.

Sincerely,

A handwritten signature in cursive script that reads "Matthew H. Davis".

Matthew H. Davis  
Director

**ASSURANCES - NON-CONSTRUCTION PROGRAMS**

Public reporting burden for this collection of information is estimated to average 15 minutes per response, including time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of Management and Budget, Paperwork Reduction Project (0348-0040), Washington, DC 20503.

**PLEASE DO NOT RETURN YOUR COMPLETED FORM TO THE OFFICE OF MANAGEMENT AND BUDGET. SEND IT TO THE ADDRESS PROVIDED BY THE SPONSORING AGENCY.**

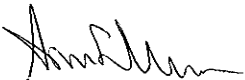
**NOTE:** Certain of these assurances may not be applicable to your project or program. If you have questions, please contact the awarding agency. Further, certain Federal awarding agencies may require applicants to certify to additional assurances. If such is the case, you will be notified.

As the duly authorized representative of the applicant, I certify that the applicant:

1. Has the legal authority to apply for Federal assistance and the institutional, managerial and financial capability (including funds sufficient to pay the non-Federal share of project cost) to ensure proper planning, management and completion of the project described in this application.
2. Will give the awarding agency, the Comptroller General of the United States and, if appropriate, the State, through any authorized representative, access to and the right to examine all records, books, papers, or documents related to the award; and will establish a proper accounting system in accordance with generally accepted accounting standards or agency directives.
3. Will establish safeguards to prohibit employees from using their positions for a purpose that constitutes or presents the appearance of personal or organizational conflict of interest, or personal gain.
4. Will initiate and complete the work within the applicable time frame after receipt of approval of the awarding agency.
5. Will comply with the Intergovernmental Personnel Act of 1970 (42 U.S.C. §§4728-4763) relating to prescribed standards for merit systems for programs funded under one of the 19 statutes or regulations specified in Appendix A of OPM's Standards for a Merit System of Personnel Administration (5 C.F.R. 900, Subpart F).
6. Will comply with all Federal statutes relating to nondiscrimination. These include but are not limited to: (a) Title VI of the Civil Rights Act of 1964 (P.L. 88-352) which prohibits discrimination on the basis of race, color or national origin; (b) Title IX of the Education Amendments of 1972, as amended (20 U.S.C. §§1681-1683, and 1685-1686), which prohibits discrimination on the basis of sex; (c) Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. §794), which prohibits discrimination on the basis of handicaps; (d) the Age Discrimination Act of 1975, as amended (42 U.S.C. §§6101-6107), which prohibits discrimination on the basis of age; (e) the Drug Abuse Office and Treatment Act of 1972 (P.L. 92-255), as amended, relating to nondiscrimination on the basis of drug abuse; (f) the Comprehensive Alcohol Abuse and Alcoholism Prevention, Treatment and Rehabilitation Act of 1970 (P.L. 91-616), as amended, relating to nondiscrimination on the basis of alcohol abuse or alcoholism; (g) §§523 and 527 of the Public Health Service Act of 1912 (42 U.S.C. §§290 dd-3 and 290 ee-3), as amended, relating to confidentiality of alcohol and drug abuse patient records; (h) Title VIII of the Civil Rights Act of 1968 (42 U.S.C. §§3601 et seq.), as amended, relating to nondiscrimination in the sale, rental or financing of housing; (i) any other nondiscrimination provisions in the specific statute(s) under which application for Federal assistance is being made; and, (j) the requirements of any other nondiscrimination statute(s) which may apply to the application.
7. Will comply, or has already complied, with the requirements of Titles II and III of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 (P.L. 91-646) which provide for fair and equitable treatment of persons displaced or whose property is acquired as a result of Federal or federally-assisted programs. These requirements apply to all interests in real property acquired for project purposes regardless of Federal participation in purchases.
8. Will comply, as applicable, with provisions of the Hatch Act (5 U.S.C. §§1501-1508 and 7324-7328) which limit the political activities of employees whose principal employment activities are funded in whole or in part with Federal funds.



9. Will comply, as applicable, with the provisions of the Davis-Bacon Act (40 U.S.C. §§276a to 276a-7), the Copeland Act (40 U.S.C. §276c and 18 U.S.C. §874), and the Contract Work Hours and Safety Standards Act (40 U.S.C. §§327-333), regarding labor standards for federally-assisted construction subagreements.
10. Will comply, if applicable, with flood insurance purchase requirements of Section 102(a) of the Flood Disaster Protection Act of 1973 (P.L. 93-234) which requires recipients in a special flood hazard area to participate in the program and to purchase flood insurance if the total cost of insurable construction and acquisition is \$10,000 or more.
11. Will comply with environmental standards which may be prescribed pursuant to the following: (a) institution of environmental quality control measures under the National Environmental Policy Act of 1969 (P.L. 91-190) and Executive Order (EO) 11514; (b) notification of violating facilities pursuant to EO 11738; (c) protection of wetlands pursuant to EO 11990; (d) evaluation of flood hazards in floodplains in accordance with EO 11988; (e) assurance of project consistency with the approved State management program developed under the Coastal Zone Management Act of 1972 (16 U.S.C. §§1451 et seq.); (f) conformity of Federal actions to State (Clean Air) Implementation Plans under Section 176(c) of the Clean Air Act of 1955, as amended (42 U.S.C. §§7401 et seq.); (g) protection of underground sources of drinking water under the Safe Drinking Water Act of 1974, as amended (P.L. 93-523); and, (h) protection of endangered species under the Endangered Species Act of 1973, as amended (P.L. 93-205).
12. Will comply with the Wild and Scenic Rivers Act of 1968 (16 U.S.C. §§1271 et seq.) related to protecting components or potential components of the national wild and scenic rivers system.
13. Will assist the awarding agency in assuring compliance with Section 106 of the National Historic Preservation Act of 1966, as amended (16 U.S.C. §470), EO 11593 (identification and protection of historic properties), and the Archaeological and Historic Preservation Act of 1974 (16 U.S.C. §§469a-1 et seq.).
14. Will comply with P.L. 93-348 regarding the protection of human subjects involved in research, development, and related activities supported by this award of assistance.
15. Will comply with the Laboratory Animal Welfare Act of 1966 (P.L. 89-544, as amended, 7 U.S.C. §§2131 et seq.) pertaining to the care, handling, and treatment of warm blooded animals held for research, teaching, or other activities supported by this award of assistance.
16. Will comply with the Lead-Based Paint Poisoning Prevention Act (42 U.S.C. §§4801 et seq.) which prohibits the use of lead-based paint in construction or rehabilitation of residence structures.
17. Will cause to be performed the required financial and compliance audits in accordance with the Single Audit Act Amendments of 1996 and OMB Circular No. A-133, "Audits of States, Local Governments, and Non-Profit Organizations."
18. Will comply with all applicable requirements of all other Federal laws, executive orders, regulations, and policies governing this program.

|  |                                    |                                 |
|--|------------------------------------|---------------------------------|
| SIGNATURE OF AUTHORIZED CERTIFYING OFFICIAL<br> | TITLE<br>Director, State Librarian |                                 |
| APPLICANT ORGANIZATION<br>Delaware Division of Libraries   |                                    | DATE SUBMITTED<br>March 9, 2010 |

## **BTOP Public Computer Center and Sustainable Broadband Detailed Budget**

Please complete the Detailed Budget, breaking out individual line items under each category heading (add rows to each section as necessary to accommodate your line items). Please ensure line item total columns in the "General" and "Detail" sections are equal for each line item (a cell with a yellow highlight indicates an inconsistency). Also, you may utilize the provided space for additional notes, if desired (there is also a Budget Narrative question in the application in which you will provide narrative detail on this budget).

Specifics needed for each cost category line item:

**Personnel:** For each position, list the number of positions, the location or geography of position, the job/task responsibilities for the position, the annual salary, and the percent of time a person filling the position will spend working on the proposed BTOP project. For lines with more than one position, the Quarters Employed field should represent number of quarters per person (*e.g.*, for two employees each working for one year, Quarters Employed should be 4 rather than 8).

**Fringe:** For each position, note the number of positions, the annual salary, the percent of time a person filling this position will spend working on the proposed BTOP project, and the fringe rate applicable to the position. For lines with more than one position, the Quarters Employed field should represent number of quarters per person (*e.g.* for two employees each working for one year, Quarters Employed should be 4 rather than 8).

**Equipment:** List all equipment units required for the project and provide program purpose. For each line item, note the number of units and the unit cost. The multiple of these two factors will yield the total for that line item. For example, an Applicant planning to buy 100 laptops at \$500/laptop would have a total line item cost of \$50,000. Again, although unit costs may include cents, once multiplied by the number of units, the result must be rounded to the nearest whole dollar. Clearly separate Applicant equipment and user equipment, as indicated in the detailed budget template. When providing the unit cost indicate whether the unit cost has been impacted by a discount and for software equipment list specific package names.

**Travel:** For each trip list the program purpose of the trip, destination city and the number of people traveling. For each line item (*e.g.*, trip), note the number of trips and the cost per trip. The multiple of these two factors will yield the total for that line item. For example, if the Applicant was accounting for 10 trips at \$25 per trip, the total cost would be \$250. The cost per trip should be justified on its own, *not* derived by dividing the line item total by the number of trips. Such a calculation will prompt further inquiry from the reviewers about justification for the trip cost. Rather, the *total* trip cost should be derived from the number of trips *times* the justifiable cost per trip.

**Supplies:** Separate supplies by item type, describing the program purpose or use. For each line item, note the number of units and the unit costs. The multiple of these two factors will yield the total for that line item. For example, an Applicant planning to buy 20 boxes of printer paper at \$30/box would have a total line item cost of \$600. Again, although unit costs may include cents, once multiplied by the number of units, the result must be rounded to the nearest whole dollar.

**Other:** Separate item types; for awareness program cost items, such as ads, separate ad types (radio, newspaper, etc) and include geography in which they will run.

**Contractual:** For each line item, identify the contractor and note the number of contracted hours of service.

and hourly rate, if applicable. For example, an Applicant planning to hire a technology consultant for 100 hours at a rate of \$40/hour would have a total line item cost of \$4,000.

Indirect: Provide the indirect rate and basis used. In the space provided at the bottom of the page, briefly explain the calculation used to derive the indirect costs (including the indirect rate and basis included in the basis). If a negotiated indirect cost rate agreement exists and is being used, please identify the cognizant agency.

The category subtotals for this Detailed Budget should correspond to the data provided in your SF-424A, and both the SF-424 budget and this Detailed Budget should match the Federal Grant Request and Total Match Amount provided on the Project Budget page of the application. Please review both budget attachments, the budget narrative in the application, and the Project Budget page for consistency before submitting the application. If you are submitting a PCC project via an SF-424C instead of an SF-424A, the sections of this Detailed Budget will not align directly with the categories of the SF-424C, but you should complete this Detailed Budget, allocating costs to the appropriate cost categories.

The data provided via this attachment will be subject to automated processing. Applicants are therefore required to provide this attachment as an Excel file, and not to convert it to a PDF prior to submitting a copy of their application on an appropriate electronic medium, such as a DVD, CD-ROM, or flash drive. Additionally, applicants should not modify the format of this file.

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**BTOP Public Computer Center and Sustainable Broadband Adoption  
Detailed Budget Template**

Easy Grants ID: **4843**  
 Applicant: Delaware Division of Libraries  
 Project Title: Delaware Job/Learning Labs

| SF-424A Object Class Category  | General  |                 |                  | Detail |                |        |                         |                   |       |
|--|----------|-----------------|------------------|--------|----------------|--------|-------------------------|-------------------|-------|
|  | Position | Federal Support | Matching Support | Total  | # of Positions | Salary | % Time Spent on Project | Quarters Employed | Total |
| <b>a. Personnel</b> - List position, number of staff, annual salaries, % time spent on project |          |                 |                  |        |                |        |                         |                   |       |
|  |          |                 |                  |        |                |        |                         |                   |       |
|  |          |                 |                  |        |                |        |                         |                   |       |
| <b>Subtotal</b>  |          | \$0             | \$0              | \$0    |                |        |                         |                   |       |

| b. Fringe Benefits - Include salaries and fringe rate. | Position | Federal Support | Matching Support | Total | # of Positions | Salary | % Time Spent on Project | Quarters Employed | Fringe Rate | Total |
|--|----------|-----------------|------------------|-------|----------------|--------|-------------------------|-------------------|-------------|-------|
|  |          |                 |                  |       |                |        |                         |                   |             |       |
|  |          |                 |                  |       |                |        |                         |                   |             |       |
|  |          |                 |                  |       |                |        |                         |                   |             |       |
|  |          |                 |                  |       |                |        |                         |                   |             |       |
| <b>Subtotal</b>  |          | \$0             | \$0              | \$0   |                |        |                         |                   |             |       |

| c. Travel - For significant costs, include details such as number and purpose of trips, destinations. | Purpose of Trip  | Federal Support | Matching Support | Total    | # of Trips | Cost per Trip | Total    |
|---|--|-----------------|------------------|----------|------------|---------------|----------|
|   |  |                 |                  |          |            |               |          |
| Job/Learning Lab travel (15 trips per satellite library = 5 trips per year)                           | Visit satellite libraries around the state to perform workshops and training; costs include fuel and parking | \$7,449         | \$3,051          | \$10,500 | 420        | \$25          | \$10,500 |
| IT contractors' travel (1 trip per library per year)  | IT equipment installation and management; all trips will be day trips; costs include fuel and parking        | \$1,064         | \$436            | \$1,500  | 60         | \$25          | \$1,500  |
|   |  |                 |                  |          |            |               |          |
| <b>Subtotal</b>   |  | \$8,513         | \$3,487          | \$12,000 |            |               |          |

| d. Equipment Costs - List equipment with # of units and unit costs. Distinguish between equipment intended for applicant use versus equipment for the end user. | Equipment Description  | Federal Support | Matching Support | Total    | #Units | Unit Cost | Total    |
|---|--|-----------------|------------------|----------|--------|-----------|----------|
|   |  |                 |                  |          |        |           |          |
| <b>Applicant Equipment</b>  |  |                 |                  |          |        |           |          |
| Tandberg content server   | For videoconferencing: Allows recording; 5 recording ports + 2 live output   | \$25,966        | \$10,634         | \$36,600 | 1      | \$36,600  | \$36,600 |
| Content server installation + 1-year maintenance  | For videoconferencing: installation and maintenance of Tandberg content server, which allows any PC with Windows Media Player to access recorded content from videoconferences | \$4,186         | \$1,714          | \$5,900  | 1      | \$5,900   | \$5,900  |
| Tandberg 12 port HD multipoint control unit (MCU)   | For videoconferencing: Main videoconferencing unit at gateway; allows 12 concurrent HD calls (24 SD)   | \$63,567        | \$26,033         | \$89,600 | 1      | \$89,600  | \$89,600 |
| MCU installation + maintenance  | For videoconferencing: Maintenance and installation for Tandberg 12 port HD multipoint control unit (MCU)  | \$19,958        | \$8,174          | \$28,132 | 1      | \$28,132  | \$28,132 |
| VCS control application for 10 network calls (software)   | For videoconferencing: allows 10 network calls   | \$9,343         | \$3,826          | \$13,169 | 1      | \$13,169  | \$13,169 |

|  |  |          |          |           |    |          |           |
|--|--|----------|----------|-----------|----|----------|-----------|
| Installation + advanced replacement 1-year maintenance for VCS control application for 10 network calls (software) | For videoconferencing: installation and maintenance for VCS control application for 10 network calls | \$3,086  | \$1,264  | \$4,350   | 1  | \$4,350  | \$4,350   |
| VCS expressway   | For videoconferencing: Allows for non-network calls (25 registrations/5 transversal calls)           | \$9,840  | \$4,030  | \$13,870  | 1  | \$13,870 | \$13,870  |
| VCS expressway installation + 1-year maintenance   | For videoconferencing: installation and maintenance for VCS expressway                               | \$3,086  | \$1,264  | \$4,350   | 1  | \$4,350  | \$4,350   |
| Movi TMS 25 additional user licenses   | For videoconferencing: user licenses to access recordings on content server                          | \$1,659  | \$679    | \$2,338   | 1  | \$2,338  | \$2,338   |
| Movi TMS 25 installation + maintenance   | For videoconferencing: installation for additional user licenses                                     | \$5,927  | \$2,428  | \$8,355   | 1  | \$8,355  | \$8,355   |
| Cisco Switch 48 port Gig POE   | Network switch to enable wireless access; 1 per site   | \$83,530 | \$34,210 | \$117,740 | 20 | \$5,887  | \$117,740 |
| Cisco access point   | Access point to enable wireless access; 1 per site   | \$8,755  | \$3,585  | \$12,340  | 20 | \$617    | \$12,340  |
| Cisco WLAN management software   | Used to manage and configure the WLANs from central location   | \$7,304  | \$2,992  | \$10,296  | 1  | \$10,296 | \$10,296  |
| Cisco Wireless Controller  | Controller for managing wireless access from central site  | \$18,729 | \$7,671  | \$26,400  | 1  | \$26,400 | \$26,400  |
| Cisco Wireless Controller Annual Maintenance   | Maintenance cost for Cisco Wireless Controller   | \$7,662  | \$3,138  | \$10,800  | 3  | \$3,600  | \$10,800  |
| Cisco Switch 48 port Gig POE   | Extra switches in case of switch failure   | \$8,353  | \$3,421  | \$11,774  | 2  | \$5,887  | \$11,774  |
| DTI Installation Fees  | Delaware Department of Technology and Information's (DTI) fee for installing equipment               | \$3,547  | \$1,453  | \$5,000   | 1  | \$5,000  | \$5,000   |
| <b>User Equipment</b>  |  |          |          |           |    |          |           |

|  |  |          |          |          |    |         |          |
|--|--|----------|----------|----------|----|---------|----------|
| Tandberg videoconferencing unit QuickSet C20                 | For videoconferencing: includes camera, microphone, and remote control   | \$19,209 | \$7,867  | \$27,076 | 4  | \$6,769 | \$27,076 |
| ViewMount plasma cart  | For videoconferencing: movable cart to transport TV  | \$6,377  | \$2,611  | \$8,988  | 4  | \$2,247 | \$8,988  |
| 40" Samsung LCD TV   | For videoconferencing: includes speakers, stand, & tuner   | \$2,892  | \$1,184  | \$4,076  | 4  | \$1,019 | \$4,076  |
| Videoconferencing installation + 3-year maintenance contract | Professional installation for videoconferencing unit and corollary components  | \$17,183 | \$7,037  | \$24,220 | 4  | \$6,055 | \$24,220 |
| Desktop USB Videoconferencing unit                           | To provide satellite libraries with a more economical solution for videoconferencing: USB Tandberg videoconferencing unit  | \$6,674  | \$2,734  | \$9,408  | 28 | \$336   | \$9,408  |
| Laptop   | Dell Latitude E5400 laptop and 3-year warranty   | \$34,195 | \$14,005 | \$48,200 | 48 | \$1,004 | \$48,200 |
| ADA-Compliant Trackball                                      | BigTrack (3" trackball, inc 2 mouse connection) -- For ADA-compliant PCs only  | \$426    | \$174    | \$600    | 8  | \$75    | \$600    |
| ADA-Compliant Keyboard                                       | Keys U See keyboard (Beyond Sight) -- For ADA-compliant PCs only   | \$227    | \$93     | \$320    | 8  | \$40    | \$320    |
| Headphones   | Eforcity PC Computer Headphone Headset Microphone For MSN Skype  | \$534    | \$219    | \$753    | 48 | \$16    | \$753    |
| Speakers   | Logitech S120 2.0 Multimedia Speakers (Black)  | \$408    | \$167    | \$576    | 48 | \$12    | \$576    |
| Standard keyboard  | For standard workstations -- Dell USB Keyboard   | \$558    | \$229    | \$787    | 40 | \$20    | \$787    |
| Standard mouse   | For standard workstations only -- Dell USB Laser Mouse   | \$432    | \$177    | \$608    | 40 | \$15    | \$608    |
| Height-Adjustable ADA-compliant desks                        | Computer Desk Single Surface 24" x 36", 2-Leg Electric System  | \$4,177  | \$1,711  | \$5,888  | 8  | \$736   | \$5,888  |
| Non-ADA desk   | Mayline 48 Rectangular Table in Nebula Gray / Black TT48RS-NG  | \$4,611  | \$1,889  | \$6,500  | 20 | \$325   | \$6,500  |
| Chairs   | Screen Back Task Chair -- Black; \$45 per chair  | \$1,532  | \$628    | \$2,160  | 48 | \$45    | \$2,160  |
| CompuTrace   | 4 year subscription to security suite for remote laptop tracking, data auditing and removal, and theft recovery  | \$3,279  | \$1,343  | \$4,622  | 48 | \$96    | \$4,622  |
| Mavis Beacon   | Typing software  | \$1,342  | \$549    | \$1,891  | 48 | \$39    | \$1,891  |
| Microsoft Office Pro Plus 2007                               | Includes Microsoft Word, Excel, PowerPoint, and Outlook. For basic computing purposes.   | \$1,737  | \$711    | \$2,448  | 48 | \$51    | \$2,448  |
| Adobe Creative Suite 4 Design Premium                        | Software suite that includes InDesign CS4, Photoshop CS4 Extended, Illustrator CS4, Flash CS4 Professional, Dreamweaver CS4, Fireworks CS4, Acrobat 9 Pro, Adobe Bridge CS4, Adobe Device Central CS4, and Version Cue CS4. Uses: design web sites, create flyers, build and complete electronic forms, and take on myriad other professional and entrepreneurial tasks. | \$55,758 | \$22,836 | \$78,594 | 48 | \$1,637 | \$78,594 |
| Quicken Deluxe 2010  | Personal financial management tool   | \$1,841  | \$754    | \$2,595  | 48 | \$54    | \$2,595  |

|   |  |                  |                  |                  |    |         |          |
|---|--|------------------|------------------|------------------|----|---------|----------|
| Business Plan Pro (Standard Edition)                      | Software tool for crafting business plans  | \$3,404          | \$1,394          | \$4,798          | 48 | \$100   | \$4,798  |
| DVD for MS Office   | Actual hard copy DVD for all MS Office Licenses  | \$16             | \$7              | \$23             | 1  | \$23    | \$23     |
| DVD for Adobe Creative Suite 4 Design Premium             | Actual hard copy DVD for all Adobe Creative Suite 4 Design Premium Licenses  | \$15             | \$6              | \$21             | 1  | \$21    | \$21     |
| Zoom Text Magnifier/Reader (ai squared)                   | Software for ADA-compliant workstations -- adaptive software that provides integrated screen magnification   | \$3,377          | \$1,383          | \$4,760          | 8  | \$595   | \$4,760  |
| Kurzweil; Single USB Professional Black/White for Windows | Software for ADA-compliant workstations -- software that the visually impaired and those with learning disabilities can use to convert scanned/digital files to audio and to read them | \$6,215          | \$2,545          | \$8,760          | 8  | \$1,095 | \$8,760  |
| JAWS  | Software for ADA-compliant workstations -- speech synthesizer and screen 16 reader that can provide output to Braille displays and audio   | \$6,215          | \$2,545          | \$8,760          | 8  | \$1,095 | \$8,760  |
| Printer   | Dell 5130cdn color laser printer   | \$3,077          | \$1,260          | \$4,337          | 4  | \$1,084 | \$4,337  |
| Scanner   | Canon i-SENSYS MF8450 multi-function copier/scanner/fax/printer  | \$2,647          | \$1,084          | \$3,731          | 4  | \$933   | \$3,731  |
| Projector   | Acer X1160Z projector  | \$1,266          | \$519            | \$1,785          | 4  | \$446   | \$1,785  |
| External cables to secure laptops                         | MicroSaver DS Keyed Ultra-Thin Lock for Laptop (A2880725)  | \$1,617          | \$662            | \$2,280          | 48 | \$47    | \$2,280  |
| External Hard Drive                                       | lomega Prestige 1-terabyte external hard drive (for data backup)   | \$213            | \$87             | \$300            | 4  | \$75    | \$300    |
| Extra Dell power cord for laptops                         | Extra power cord in case of power cord failure   | \$150            | \$61             | \$211            | 4  | \$53    | \$211    |
| Surge Protector   | Fellowes 6-outlet surge protector  | \$77             | \$31             | \$108            | 12 | \$9     | \$108    |
| Storm case  | Hardigg storm case to transport laptops (holds 6 laptops)  | \$924            | \$378            | \$1,302          | 4  | \$325   | \$1,302  |
| Whiteboard  | Quartet 3' x 2' whiteboard   | \$216            | \$89             | \$305            | 8  | \$38    | \$305.12 |
| <b>Subtotal</b>   |  | <b>\$477,319</b> | <b>\$195,484</b> | <b>\$672,803</b> |    |         |          |

| <b>e. Supplies</b> - List costs associated with materials/printing, curriculum, translations, and other supplies | <b>Description</b>   | <b>Federal Support</b> | <b>Matching Support</b> | <b>Total</b>     | <b>#Units (If Applicable)</b> | <b>Unit Cost (If Applicable)</b> | <b>Total</b> |
|--|--|------------------------|-------------------------|------------------|-------------------------------|----------------------------------|--------------|
| TABE licensing fees  | Licensing fee per online test for DCDAL students (have to take a pre-test & post-test per student) | \$4,194                | \$1,806                 | \$6,000          | 600                           | \$10                             | \$6,000      |
| DCDAL in-kind contribution   | Course manuals and handouts provided by DCDAL for its students                                     | \$0                    | \$6,000                 | \$6,000          | 300                           | \$20                             | \$6,000      |
| Paper  | 40 cases in a pallet; assumed 3 pallets per year per Lab   | \$32,213               | \$13,867                | \$46,080         | 1,440                         | \$32                             | \$46,080     |
| Printer cartridges -- black & white  | Black and white (4 in a pack); assumed 8 packs needed per year                                     | \$27,583               | \$11,873                | \$39,456         | 96                            | \$411                            | \$39,456     |
| Printer cartridges -- color  | 3 pack (1 cyan, 1 magenta, 1 yellow); assumed 4 packs needed per year                              | \$28,774               | \$12,386                | \$41,160         | 56                            | \$735                            | \$41,160     |
| Hole punch   | From state office supply contract; assumes needs to be replaced once per center                    | \$62                   | \$26                    | \$88             | 8                             | \$11                             | \$88         |
| Flash drives   | USB Sandisk 4GB flash drives   | \$16,778               | \$7,222                 | \$24,000         | 4,000                         | \$6                              | \$24,000     |
| Wall calendars   | 1 calendar per center and 1 at DDL to display schedule of events                                   | \$63                   | \$27                    | \$90             | 15                            | \$6                              | \$90         |
| Staples  | 5,000 per box  | \$7                    | \$3                     | \$10             | 48                            | \$0                              | \$10         |
| Stapler  | Electric stapler (from state office supply contract)   | \$157                  | \$67                    | \$224            | 8                             | \$28                             | \$224        |
| Miscellaneous  | Course manuals, folders, pens, paper clips, tape, and miscellaneous office supplies                | \$7,615                | \$3,278                 | \$10,772         |                               |                                  | \$10,892     |
| <b>Subtotal</b>  |  | <b>\$117,444</b>       | <b>\$56,556</b>         | <b>\$174,000</b> |                               |                                  |              |

| <b>f. Contractual</b> - List contractors with purpose of contract, hourly rate or total fixed rate. | <b>Contractor</b>   | <b>Federal Support</b> | <b>Matching Support</b> | <b>Total</b> | <b># Hours (If Applicable)</b> | <b>Hourly Rate (If Applicable)</b> | <b>Total Contract</b> |
|---|---|------------------------|-------------------------|--------------|--------------------------------|------------------------------------|-----------------------|
| Adult Services Librarians   | Librarians at each center devoted to facilitating operational needs of programs and workshops, as well as helping patrons with computers and other day-to-day tasks. Need 1 per center. At a rate of \$52,163 in Years 1 and 2 and \$53,206 in Year 3 (a 2% cost of living increase) = \$52,163 x 4 librarians x 2 years + \$53,206 x 4 librarians x 1 year | \$422,831              | \$207,298               | \$630,129    |                                |                                    | \$630,129             |



|                                    |   |                  |                  |                    |       |      |           |
|------------------------------------|---|------------------|------------------|--------------------|-------|------|-----------|
| Statewide Coordinator              | Individual to coordinate project implementation, facilitate workshop development, and ensure overall project success. Need 1 total. At a rate of \$52,163 in Years 1 and 2 and \$53,206 in Year 3 (a 2% cost of living increase) = \$52,163 x 1 coordinator x 2 years + \$53,206 x 1 coordinator x 1 year   | \$105,708        | \$51,825         | \$157,532          |       |      | \$157,532 |
| Technical Contractor               | Contractor to ensure proper implementation of BTOP technical components -- such as wireless, videoconferencing, and workstation deployment -- and to conduct maintenance and technical troubleshooting. Need 1 at a rate of \$118,440 per year: \$118,440 x 3 years   | \$238,428        | \$116,892        | \$355,320          |       |      | \$355,320 |
| DCDAL Professional Staff           | Staff provided by the Delaware Center for Distance Adult Learning to run DCDAL courses and workshops and to provide academic and training support to students. Need 1 per center, 8 hours per center per week, for 45 weeks of the year, beginning in the second quarter of Year 1: 4 centers x 8 hours x 45 weeks x 2.75 years = 3,960 total hours | \$0              | \$138,600        | \$138,600          | 3,960 | \$35 | \$138,600 |
| DCDAL Support Staff                | Support staff member provided by DCDAL to coordinate workshops and track students' progress and exams. 1 support staff member total, 10 hours per week, for 45 weeks of the year, beginning in the second quarter of Year 1: 10 hours x 45 weeks x 2.75 years = 1,237.5 total hours   | \$0              | \$18,563         | \$18,563           | 1,238 | \$15 | \$18,563  |
| Wilmington Adult Education Teacher | Staff provided by Christina Adult Education to teach courses in adult literacy and education. 1 staff member at Wilmington, 10 hours per week, for 50 weeks of the year, beginning in the second quarter of Year 1: 10 hours x 50 weeks x 2.75 years = 1,375 total hours  | \$30,448         | \$14,927         | \$45,375           | 1,375 | \$33 | \$45,375  |
| <b>Subtotal</b>                    |   | <b>\$797,413</b> | <b>\$548,105</b> | <b>\$1,345,519</b> |       |      |           |

| <b>g. Construction</b> - If applicable, list construction costs | <b>Description</b> | <b>Federal Support</b> | <b>Matching Support</b> | <b>Total</b> |
|---|--------------------|------------------------|-------------------------|--------------|
|   |                    |                        |                         | \$0          |
|   |                    |                        |                         | \$0          |
|   |                    |                        |                         | \$0          |
|   |                    |                        |                         | \$0          |
| <b>Subtotal</b>   |                    | <b>\$0</b>             | <b>\$0</b>              | <b>\$0</b>   |

| <b>h. Other</b> - List costs associated with grant subrecipients as well as other costs not listed above such as rent, technology (website hosting, internet connection), advertising (TV, radio, online), etc. | <b>Description</b>  | <b>Federal Support</b> | <b>Matching Support</b> | <b>Total</b> | <b>#Units (If Applicable)</b> | <b>Unit Cost (If Applicable)</b> | <b>Total</b> |
|---|---|------------------------|-------------------------|--------------|-------------------------------|----------------------------------|--------------|
|   | Includes professional marketing services, media placement, and print/production to publicize the project and ensure that target audiences are reached   |                        |                         | \$125,000    |                               |                                  | \$125,000    |
| Marketing/Public Education  |   | \$102,510              | \$22,490                |              |                               |                                  |              |
| Advanced Staffing Training Institute: Computer & Software Assessment DVD License  | PC-based assessment to determine skills; students placed into basic PC & software training depending on assessment score. 1 per center x 4 centers x 2.5 years  | \$9,841                | \$2,159                 | \$12,000     | 10                            | \$1,200                          | \$12,000     |
| Advanced Staffing Training Institute: Computer & Software Essentials DVD License  | Web-based program to teach basic computing skills, such as e-mail (incl. setting up account if attendee doesn't have one), internet searches, file mgmt, MS Word basics. 1 per center x 4 centers x 2.5 years | \$9,841                | \$2,159                 | \$12,000     | 10                            | \$1,200                          | \$12,000     |
| Advanced Staffing Training Institute: Interview Prep DVD License  | Licenses for DVDs required for Interview Prep workshop (below). 1 per center x 4 centers x 2.5 years  | \$4,920                | \$1,080                 | \$6,000      | 10                            | \$600                            | \$6,000      |
| Advanced Staffing Training Institute: Soft Skills DVD License   | Licenses for DVDs required for Soft Skills workshop (below). 1 per center x 4 centers x 2.5 years   | \$4,920                | \$1,080                 | \$6,000      | 10                            | \$600                            | \$6,000      |

|   |   |                  |                  |                  |     |          |           |
|---|---|------------------|------------------|------------------|-----|----------|-----------|
| Advanced Staffing Training Institute: Resume Preparation I Workshop                     | Training on types of resumes, how to create an objective, using action words, resume content and structure, how to identify past accomplishments. Students fill out handwritten resume template. See "Additional Budget Notes" (bottom) for explanation of unit calculation.  | \$42,644         | \$9,356          | \$52,000         | 104 | \$500    | \$52,000  |
| Advanced Staffing Training Institute: Resume Preparation II Workshop                    | Students work with trainer to finalize and input data, then format resume. Learn how to complete an online job application; upload, copy & paste their resume where designated and how to save the resume to a flash drive for future use. See "Additional Budget Notes" (bottom) for explanation of unit calculation.  | \$42,644         | \$9,356          | \$52,000         | 104 | \$500    | \$52,000  |
| Advanced Staffing Training Institute: Interview Prep Workshop                           | Interview preparation course. A unique process to broaden vocabulary and develop a powerful narrative that captures the attention of hiring managers. Students also give 30-second elevator speech. See "Additional Budget Notes" (bottom) for explanation of unit calculation.   | \$51,173         | \$11,227         | \$62,400         | 104 | \$600    | \$62,400  |
| Advanced Staffing Training Institute: Soft Skills Workshop                              | Workshop on soft skills and job retention strategies: positive attitude; ability to handle conflict in the workplace; time management; interpersonal skills; leadership/teamwork; and others. See "Additional Budget Notes" (bottom) for explanation of unit calculation.   | \$42,644         | \$9,356          | \$52,000         | 104 | \$500    | \$52,000  |
| Advanced Staffing Training Institute: Job Search Strategies/Career Development Workshop | Trainers teach Internet job search techniques; provide online job search sites; teach how to organize and maintain information submitted to prospective employer; how to keep accurate records; how to research a company and interviewer; and how to use professional networking sites. See "Additional Budget Notes" (bottom) for explanation of unit calculation.                    | \$51,173         | \$11,227         | \$62,400         | 104 | \$600    | \$62,400  |
| Advanced Staffing Training Institute: Annual Administrative Fee for Workshops           | Annual fee assessed by Advanced Staffing Training Institute for processing, student record keeping, progress tracking and reporting, and billing  | \$12,301         | \$2,699          | \$15,000         | 3   | \$6,000  | \$15,000  |
| DeITech "Train the Trainer" Sessions  | Course to train librarians on how to help patron use computers and Internet. 1 per year   | \$8,119          | \$1,781          | \$9,900          | 3   | \$3,300  | \$9,900   |
| LearningExpress Library Platform  | Collection of over 800 interactive skills improvement tutorials, practice tests and e-books for career and academic preparation. Examples: Prepare for certification and license exams and aptitude tests for careers in allied healthcare, education, civil service, and others; master popular computer programs required by many employers, such as Microsoft Office. 2-year license | \$91,291         | \$20,029         | \$111,320        | 2   | \$55,660 | \$111,320 |
| Evanced Solutions Room scheduling software  | Software to allow libraries to schedule and manage room assignments for courses, workshops, and help sessions. Costs 9500 in Year 1; 10,250 in Year 2; 11,000 in Year 3   | \$25,217         | \$5,533          | \$30,750         |     |          | \$30,750  |
| CSMG Application Fees   | Consulting assistance for BTOP grant application preparation  | \$0              | \$94,931         | \$94,931         |     |          | \$94,931  |
| <b>Subtotal</b>   |   | <b>\$499,239</b> | <b>\$204,462</b> | <b>\$703,701</b> |     |          |           |

|   |                    |                    |                    |
|---|--------------------|--------------------|--------------------|
| <b>i. Total Direct Charges (sum of a-h)</b> | <b>\$1,899,929</b> | <b>\$1,008,094</b> | <b>\$2,908,023</b> |
| <b>j. Indirect Charges</b>                  |                    |                    | <b>\$0.00</b>      |
| <b>Total Eligible Project Costs</b>         | <b>\$1,899,929</b> | <b>\$1,008,094</b> | <b>\$2,908,023</b> |
| <b>Match Percentage</b>                     | <b>34.7%</b>       |                    |                    |

Explanation of Indirect Charges

**Additional Budget Notes**

The number of sessions (for each type of workshop) is calculated as follows: 6 sessions per center in Year 1 (only begins in 2nd half of year); 12 sessions per center in Year 2; and 8 sessions per center in Year 3: 6 sessions per center x 4 centers + 12 sessions per center x 4 centers + 8 sessions per center x 4 centers = 104 sessions total.

## Glossary of Acronyms

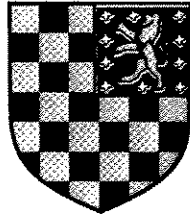
|       |  |
|-------|--|
| ALA   | American Library Association                   |
| ASTI  | Advanced Staffing Training Institutes          |
| CAE   | Christina Adult Education                      |
| CRE   | Community Resources Exchange                   |
| DCDAL | Delaware Center for Distance Adult Learning    |
| DE    | Delaware                                       |
| DDL   | Delaware Division of Libraries (the applicant) |
| DEDO  | Delaware Economic Development Office           |
| DHSS  | Department of Health and Social Services       |
| DOL   | Department of Labor                            |
| DTCC  | Delaware Technical Community College           |
| DTI   | Department of Technology and Information       |
| LVSA  | Literacy Volunteers Serving Adults             |
| RSVP  | Retired Seniors Volunteer Project              |
| TLS   | Transparent LAN Services                       |
| WIB   | Delaware Workforce Investment Board            |
| YMCA  | Young Men's Christian Association              |
| YWCA  | Young Women's Christian Association            |

## **Supplemental Letters of Support**

DDL received letters of support from the following local community stakeholders:

1. Mayor of Lewes
2. Bethany-Fenwick Area Chamber of Commerce
3. Laurel Chamber of Commerce
4. Lewes Chamber of Commerce
5. Milton Police Department

# The City of Lewes



February 22, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

As Mayor of the City of Lewes, I am writing in support of DDL's application for federal funding under the BTOP program. Our library offers services not only to our full time and part time residents but also many citizens of the county and adjacent towns, plus thousands of visitors each year. The City of Lewes is proud to own the land and the library building enabling an outstanding quality of life to perpetuate in a community rich in history, profound with education and vibrant with citizen involvement.

As the recent economic downturn has cause challenges for all, Lewes is no exception. Most job opportunities are limited and often offered through small businesses; the job market and employment opportunities in Lewes are currently on a down turn. Most recently, the City of Lewes advertised for a new position of receptionist/clerical assistant and received over 200 applications. Assisting people to become educated through online applications and job searches would be of great benefit to our community.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. The local library in our community of Lewes, DE has become a meeting place for people to access distance learning courses, participate in "Tech Nights" to learn about new technology, receive assistance with filing taxes, and attend monthly health information programs.

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The First Town in the First State

P.O. Box 227  
Lewes, Delaware 19958

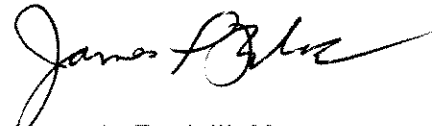
(302) 645-7777  
Fax (302) 645-6406

Website: [www.ci.lewes.de.us](http://www.ci.lewes.de.us)

More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer. In the last year, we have been able to assist 30 people find jobs. However, we believe that DDL's proposed project could impact 30 more people by increasing resources and public awareness of our services. Lewes feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs.

For these reasons, the City of Lewes fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink, appearing to read "James L. Ford, III". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

James L. Ford, III, Mayor

JF:ae

Norman.2-22-10.DDLApplication.Support



## Bethany-Fenwick Area Chamber of Commerce

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February 19, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman:

My name is Carrie Subity, Membership Director of the Bethany Fenwick Area Chamber of Commerce. The Chamber is a coalition of more than 800 business members in lower South Eastern Sussex County, DE. I am writing in support of DDL's application for federal funding under the BTOP program. The grant for the job and lifelong learning centers will help our local libraries to provide much needed resources to the community in a time of great economic need.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors.

The computers and staff support through the proposed job center would have a tremendous impact on our area and economy. A large population of middle-aged and retired residents in our area are starting new career paths and reentering the workforce. These residents come with a lot of wonderful experience but they may not have the level of computer literacy that it is needed to qualify for available jobs. Providing a designated staff person to assist them with resume writing, job applications, and other skills needed to enter or reenter the work force will be invaluable to these residents.

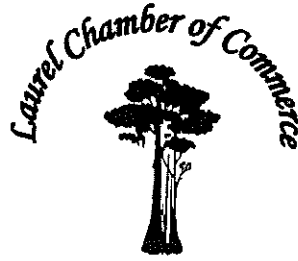
Both the job and the lifelong learning centers will assist the entire business community. The more qualified jobseekers area businesses have to choose from, the stronger the local economy will be as a whole. The centers will enable our organization to expand access to the resources we offer. The Chamber feels that DDL's solution would directly benefit the entire community.

For all of these reasons, The Bethany-Fenwick Area Chamber fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

Carrie Subity  
Membership Director





*Leadership Since 1917*

February 22, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

I am the President of the Laurel Chamber of Commerce. We are writing in support of the DDL's application for federal funding under the BTOP program. The Chamber of Commerce strives to promote sound business growth while serving as the primary information source for business, community, interested individuals and civic organizations, including the events and issues of the greater Laurel area. Laurel Public Library has long been a valued partner in these endeavors. Our offices are literally right around the corner from the library, giving us easy access to the library's facilities.

The Laurel area has no vehicle or facility that pulls together all the resources needed to help get folks back to work. The library ideally located for this, being in the center of town, and has the physical facilities required for such an effort. The recent economic downturn has hit Delaware particularly severely, including Sussex County. Displaced workers are struggling to adapt to the current job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

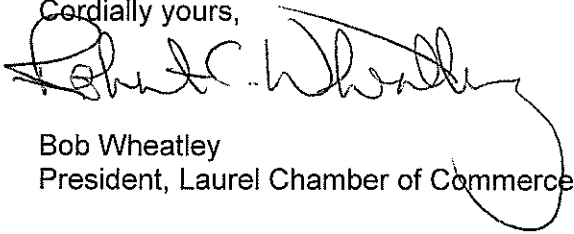
The Laurel Chamber supports the application because in this rural area we don't have the resources to focus on workforce development and job location found in more urban areas yet the need as a percentage of the population is as great or greater than that of other areas.

The DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed persons living in our local area gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community.

More specifically, having the DDL program(s) available at the Laurel library as well as other libraries across the state will enable our organization to expand access to the resources we offer. In the last year, we have been able to assist many people find jobs. However, we believe that DDL's proposed project could impact more more people by increasing resources and public awareness of our services. The Laurel Chamber of Commerce feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs.

For these reasons, The Laurel Chamber of Commerce fully supports the DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on the Laurel and local communities.

Cordially yours,

A handwritten signature in black ink, appearing to read "Bob Wheatley". The signature is written in a cursive style with a large, sweeping flourish at the end that loops back under the name.

Bob Wheatley  
President, Laurel Chamber of Commerce

LEWES CHAMBER OF COMMERCE & VISITORS BUREAU

P O BOX 1

LEWES, DE 19958

March 2, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

The Lewes Chamber of Commerce and Visitors Bureau is writing in support of DDL's application for federal funding under the BTOP program. The Lewes Library and our organization have a long history of partnering in programs that benefit our residents as well as the business community.

The Lewes Library has partnered with one of our Chamber members, FineLine IT, to offer "Tech Nights at the Library." The topics include many that are beneficial to business owners such as website development and analytics. Residents and business owners can learn about new technology, receive assistance filing taxes and attend monthly information programs.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. The Library reports to us that in the last six months, they have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

The importance of having access to broadband wireless and video conferencing cannot be understated. In this economy, many of our small business owners do not have access in their stores and would benefit tremendously if the Library had these resources for the business community to utilize. The opportunity to meet with job counselors would also benefit the community at large as well as our chamber businesses. The Lewes community has many retirees who have been financially hit by the downturn in the economy and are out there looking for jobs. Their skill sets do not include many of those necessary in today's job market. They need assistance in learning basic computer skills and the Library will provide job resources and internet access to find the jobs they need. The

Library can also provide a jobs training site for our community. The Lewes business community supports our Library's efforts to provide the services.

The Lewes Chamber of Commerce feels that the Lewes Library is well positioned to educate job seekers on the resources available to them and to act as a liaison between various government services and the public. DDL's proposal to establish job centers across the state would directly benefit the community by increasing the amount of people who can get assistance looking for jobs which will benefit the Lewes community at large.

For these reasons, the Lewes Chamber of Commerce fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

Betsy Reamer, executive director

Lewes Chamber of Commerce

# MILTON POLICE DEPARTMENT

*PRIDE*



*INTEGRITY*

*Chief William E. Phillips*

*101 Federal Street • Milton • Delaware • 19968*

*Phone: (302) 684-8547 • Fax: (302) 984-8046*

*Dispatch: (302) 855-2980*

*Email: [William.phillips@cj.state.de.us](mailto:William.phillips@cj.state.de.us)*

March 4, 2010

Ms. Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman,

My name is Chief William E. Phillips of the Milton Police Department, Milton, DE. I am writing in support of DDL's application for federal funding under the BTOP program.

The Milton Police Department's mission statement is "The mission of the Milton Police Department and our primary goal is to provide fair, compassionate and impartial police services to the citizens and visitors of the Town of Milton, Delaware, recognizing both the statutory and judicial limitation of police authority and the constitutionally guaranteed rights of all people." Well trained police officers are essential to ensuring the community receives excellent professional services. Milton police officers undergo both the State of Delaware required training, as well as specialized individual training in numerous areas.

In order to provide additional job training for my officers, I am very interested in the Milton Public Library becoming a Satellite Public Computing Center and having the capability of teleconferencing.

(2)

For this reason, I fully support DDL's proposal for BTOP funding and believe it will have a meaningful and sustainable impact on Delaware communities.

If you wish to contact me for any reason, please feel free to call (302) 684-8547.

Respectfully,

A handwritten signature in black ink that reads "William E. Phillips". The signature is written in a cursive style with a vertical line to its right.

William E. Phillips  
Chief of Police

Cj

## **Library Letters of Support**

We have organized the libraries' letters just as the libraries are listed in the Public Center Detail spreadsheet. We list the anchor libraries first, followed by the satellite libraries, which are grouped by county.

### **Anchor Libraries**

1. Dover Public Library
2. Georgetown Public Library
3. Seaford District Library
4. The Wilmington Institute Library

### **Satellite Libraries**

#### Kent County

5. Harrington Public Library
6. Smyrna Public Library
7. Kent County Division of Libraries

#### Sussex County

8. Bridgeville Public Library
9. Delmar Public Library
10. Frankford Public
11. Greenwood Public Library
12. Laurel Public Library
13. Lewes Public Library
14. Milford District Free Public Library
15. Millsboro Public Library
16. Milton Public Library
17. Rehoboth Beach Public Library
18. Selbyville Public Library
19. South Coastal Library

New Castle County

20. New Castle County libraries – Note: New Castle County submitted one letter on behalf of all libraries in the county, which include:

- a. Appoquinimink Community Library
- b. Bear Public Library
- c. Brandywine Hundred Library
- d. Claymont Public Library
- e. Corbit-Calloway Memorial Library
- f. Delaware City Public Library
- g. Elsmere Public Library
- h. Hockessin Public Library
- i. Kirkwood Highway Library
- j. New Castle Public Library (This library included its own supplemental letter, as well.)
- k. Newark Free Library
- l. North Wilmington Branch
- m. Woodlawn Library





PUBLIC LIBRARY

February 23, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St.  
Dover, DE 19901

Dear Mrs. Norman:

I am the director of the Dover Public Library, part of the Delaware state library system. We are writing in support of DDL's application for federal funding under the BTOP program.

Dover, located in the center of the State, is experiencing shifting demographics. New populations are arriving. These populations face challenges such as inability to speak or read the English language and educational backgrounds which have not prepared them for the American work force. Now, more than 10% of Dover's population speaks a language other than English.

Additionally the shift away from agriculture, which has been the mainstay for families in central Delaware for generations, to suburban living has left many local workers with an education that makes them unable to compete in today's business market and unfit for today's competitive workforce.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. We have seen that success in the Job Center we began in partnership with the Delaware Economic Development Office some many months ago. The Job Center currently is staffed with volunteers from the community who have a background in Human Resources. In addition to one-on-one assistance with employment seeking using internet and print sources, the volunteers lead

workshops on Resume Development, Interviewing Skills, Dress for Success and other topics of interest to job seekers. In our plan is a project to begin a support group for people who have been seeking work but unemployed for a long time. The support group would be an opportunity for the members to share frustrations, concerns and help to alleviate depression and other emotional issues that arise when a job search is not finding success. Participation in our Job Center grows weekly and its customers are seeing positive outcomes.

Our Library is planned to be one of the libraries to host the new DDL Job/Learning Labs. We are thrilled to have been chosen for this project as it gives us an opportunity to take a pilot project begun here with partnership, good will and on a shoe-string and make it into a full-fledged and broad-spectrum learning center open, not just in limited time slots depending on the availability of volunteers, but at the same hours the Library is open so that all people can participate more fully with professionally trained staff to provide assistance in seeking employment information and improving skills.

In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance. We have become a meeting place for people to access distance learning courses, participate in computer training classes and workshops to learn about new technology, receive assistance with filing taxes, and attend monthly health information programs.

We are thus very well-positioned to educate job seekers of the resources available to them and act as a liaison between various government services and the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer. In the six months, we have been able to offer assistance to more than 120 people seeking help with job searches. All of these Job Center clients have left the Center with either a completed resume or a job lead. We believe that DDL's proposed solution would allow us to provide assistance to many, many more, directly benefiting the community through job skills training and workforce development.

For these reasons, the Dover Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

A handwritten signature in black ink that reads "Margery K. Cyr". The signature is written in a cursive style with a large, prominent "M" and "C".

Margery Kirby Cyr  
Director



**Georgetown Public Library**

**10 West Pine Street**

**Georgetown, DE 19947**

**302-856-7958**

March 2, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

I am the director of Georgetown Public Library (GPL), part of the Delaware state library system. I am writing on behalf of the Board of Commissioners of the GPL in support of DDL's application for federal funding under the BTOP program.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and the Invista plant in the city of Seaford, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%).

The Georgetown community has many people for whom English is a second language. These workers often have limited education skills and are employed in the service sector which has been severely hurt by the economic downturn. Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical factors to successfully obtaining a new job. Over the last six months, we have had people come in every day asking for help on how to write a

resume, fill out online job applications, look for jobs online, and apply for unemployment benefits.

DDL's proposal to establish job centers across the state fills a gap in our community. We are a community library with a limited number of library staff and resources. Many of the people who come for job help at the library are frustrated by their own lack of computer skills and often need one on one help which we are not always able to provide to them. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths.

In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance. We have hosted a series of programs focusing on job searching skills in partnership with our local Chamber of Commerce organization. We have become a meeting place for people to participate in Tech Classes to learn beginning computer skills, receive assistance with filing taxes, and attend monthly informational programs on cultural, health, or financial topics.

We are well-positioned to educate job seekers of the resources available to them and act as a liaison between various government services and the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer.

For these reasons, Georgetown Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

*Elaine D. Fike*

Elaine D. Fike  
Director, Georgetown Public Library

# Seaford Library and Cultural Center

600 N. Market St. Ext.  
Seaford, DE 19973  
302-629-2524

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February 18, 2010

Annie Norman  
State Librarian  
Delaware Division of Libraries  
121 Duke of York St.  
Dover, DE, 19901

Dear Ms. Norman:

As the Director of the Seaford Library & Cultural Center, I am writing in support of the Delaware Division of Libraries application for federal funding under the BTOP program.

The recent nationwide economic downturn has hit Sussex County severely, especially Seaford and the other towns located in Western Sussex, in terms of jobs and unemployment. The severe employee cutback by the InVista plant in Seaford has left hundreds of workers struggling to adapt to a job market which requires technological skills beyond their experience and background. During the last six months the Seaford Library has experienced a large increase in the number of requests for assistance to complete online job applications, how to find jobs online, and how they can apply for unemployment benefits.

The Delaware Division of Libraries proposal to establish job centers throughout our state is critical to putting Delawareans back to work. The job centers will allow unemployed workers to develop skills to help them find jobs or perhaps seek a new career path. By partnering with the state public library system, these job centers will provide unprecedented levels of access to the unemployed in Delaware. The Seaford Library has begun to play a major role in helping our community cope with this nationwide and state wide recession. Our library provides access to both print and non-print resources to help individuals find information about jobs, public assistance, and employment opportunities unavailable otherwise. Out of necessity our library has become an even more important community resource center that easily provides access to such programs as enrolling for distance learning courses, access to online workshops and meetings, assistance in filing personal federal and state income taxes, obtain vital health information, and how to search numerous subject databases that are invaluable during this economic downturn.

Without a doubt, Delaware's public libraries are excellent locations to develop job centers and become a liaison between federal and state governmental services to inform, encourage, assist, and educate job seekers. The job centers would help boost our efforts to expand and improve our assistance to the unemployed. The Delaware Division of

Libraries BTOP funding proposal will provide the vehicle and tools to do what is necessary to help our community and residents look forward to a new beginning.

Sincerely,  
John C. Painter, Director, Seaford Library

March 1, 2010

Mrs. Annie Norman  
State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, Delaware 19901

Dear Annie:

The Wilmington Institute Library is a part of the Delaware state library system. We are writing in support of the Delaware Division of Libraries' application for federal funding under the BTOP program.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a General Motors plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the U.S. average of 10.0%). Many recently displaced workers are struggling to adapt to a 21<sup>st</sup> century job market, in which computer skills and technological literacy are critical success factors. Over the last six months we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits. Being an urban library, we see the impact of unemployment daily just by the sheer increase in people looking for help finding a job.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs, but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance.

The Division of Libraries has selected The Wilmington Library as a site for one of the Job/Learning Centers. We feel this is a good choice because our library serves over 70,000 users in the center of Wilmington. Wilmington has consistently had one of the highest unemployment rates in the area. Wilmington also has an extremely high dropout rate among school-age children, especially young adults. These two groups are in definite need of such a center. Due to the library's central location and the



large size of the building, we feel people will be very likely to use such a center. This will definitely be a shot in the arm for Wilmington.

In addition to the above benefits, the addition of wireless access in the building will allow more people to use laptops in the library without time constraints to access the many resources this grant will bring to those in need.

We are, thus, very well-positioned to educate job seekers on the resources available to them, and act as a liaison between various government services and the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer. We believe that DDL's proposed solution would allow us to directly benefit the community through job skills training and workforce development.

For these reasons, The Wilmington Institute Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

Larry L. Manuel  
Director

LLM/sc



**THE  
WILMINGTON  
LIBRARY**

**Board of Managers**

H. Rodney Scott  
President

Wendell Fenton  
Vice President

Edward B. duPont  
Treasurer

Larry L. Manuel  
Secretary

C. Barr Flinn

Neal J. Howard

Anthony W. Lunger

Samuel A. Nolen

S. Maynard Turk

•

**Ex-Officio Members**

Honorable

Christopher A. Coons

Honorable

James M. Baker

•

**Acting Director**

Larry L. Manuel

February 26, 2010

Ms. Anne E. C. Norman  
Director/State Librarian  
DE Division of Libraries/State Library  
121 Duke of York Street [SLC D575B]  
Dover, Delaware 19901

Dear Annie:

On behalf of The Wilmington Library Board of Managers, I wish to thank you for your selection of The Wilmington Library as one of five sites in the state for a job center. We have been talking of various ways to increase our presence in the community. Added to that is the alarmingly high unemployment rate in the city of Wilmington. Such a service is definitely needed. Given our central location, it will be easy for people to get to the library to use this important new service.

Again, thank you for your selection.

Sincerely,

  
H. Rodney Scott  
President, Board of Managers

HRS/sc

*Harrington Public Library  
110 Center Street  
Harrington, DE 19952*

February 12, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St.  
Dover, DE 19901

Dear Ms. Norman,

I am the director of the Harrington Public Library, part of the Delaware state library system. I am writing to express my support of the Delaware Division of Libraries' application for federal funding under the BTOP program.

The Harrington Public Library is a small library with an equally small staff. As the only public library located in the Lake Forest School District, we are hard pressed to serve the growing needs of our community. In our town, the library is the only place that offers public access computers. Many of our patrons are unfamiliar with computers, and rely on us for help with online job applications, job searches, unemployment benefits, child care assistance, educational opportunities, and finding help for food, fuel, and healthcare expenses.

The Delaware Division of Libraries' proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented level of access to a wide spectrum of people in each community. Our library plays a major role in helping our community weather this recession, particularly for people seeking information on job search resources or financial assistance.

In the last year, we have been able to offer assistance to a growing number of patrons seeking help with job searches, but our staff is small, and the need is great. I believe that DDL's proposed solution would allow us to fill that need, directly benefiting the community through job skills training and workforce development.

For these reasons, the Harrington Public Library fully supports DDL's proposal for BTOP funding, and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

Christine K. Hayward  
Director

## Smyrna Public Library

107 South Main Street  
Smyrna, Delaware 19977  
Phone: (302) 653-4579

February 26, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

As the Director of Smyrna Public Library, and part of the Delaware State Library system. We are writing in support of DDL's application for federal funding under the BTOP program.

The recent rescission has hit Delaware very hard, especially in the way of jobs. The closing of major companies, such as Valero Energy and the Chrysler plant in Newark, Delaware have unemployment rates skyrocketing to 12.1% in some areas (versus the US average of 10.0%). Many unemployed workers are looking into new careers just to manage, but it is hard on them and their families. Some have no computer skills and rely on the libraries to teach free classes since they have no jobs. Some doctor's offices have patients make appointments and order refills online; we assist with that also when asked. With the tax season approaching the government has announced that tax forms will be online and available at libraries for the public. We simply cannot keep up with the huge demands.

DDL's proposal to establish a job center here and across the state fills a gap in our Town and other communities. We agree the job centers will help unemployed Delawareans gain valuable skills that will not only help find jobs but also enhance people's qualifications and allow them to consider alternative career paths. Plus, by using our library system, DDL's job centers will have unlimited access to a wide spectrum of people in each community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance. We have become a meeting place for people to access job information and applications online. We are thus very well-positioned to educate job seekers of the resources available to them and act as a liaison between various government services and

the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer.

For these reasons, Smyrna Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

A handwritten signature in black ink, appearing to read "Beverly A. Hirt". The signature is written in a cursive style with a large, sweeping initial "B".

Beverly A. Hirt  
*Director*



## Kent County Levy Court

Hon. P. Brooks Banta, President  
Hon. Allan F. Angel, Vice President  
Hon. Harold K. Brode, Commissioner  
Hon. Eric T. Buckson, Commissioner  
Hon. George Sweeney, Commissioner  
Hon. Richard E. Ennis, Commissioner  
Hon. Bradley S. Eaby, Commissioner

Department of Community  
Services/Library Division  
2319 S. DuPont Highway  
Dover, Delaware 19901  
(302) 698-6440  
Hilary Welliver, Director  
kcpl@co.kent.de.us

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March 3, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

Kent County Division of Libraries serves constituents throughout Kent County, Delaware. We reach underserved populations through bookmobile outreach, provide courier service between libraries in Kent County, and operate a library which will shortly be relocating into a new facility. Kent County Levy Court, our governing body, provides financial support to municipal and independent libraries throughout Kent County through distribution of the Kent County Library Tax.

We are writing in support of the state library's application for federal funding under the BTOP program. Kent County has a history of involvement with the Delaware Division of Library's projects, activities, and mission. We serve on the Council on Libraries, participate in the Consortium that provides SIRSI, the online catalog, and free Internet access to Kent and Sussex Counties public libraries (with plans for New Castle County libraries to join shortly and make this a statewide system). In fact, Kent County initiated the catalog that eventually evolved into the online catalog that will shortly be used statewide by every public library. Our staff has been on DDL's Center for the Book's steering committee of the Delaware Book Festival since its inception. We have participated in the statewide summer reading program coordinated by the Delaware Division of Libraries every year we have been in operation. We have participated in hundreds of Delaware Division of Libraries training opportunities, and particularly note the outstanding LATI (Library Associate Training Institute) that DDL offers. A member of our staff even led the DDL-sponsored Delaware Diamonds book cart drill team to a national title! We would have been delighted to be selected as a Center or Satellite PCC for this opportunity – since we have experienced so many successful partnerships with the Delaware Division of Libraries in the past!

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. In Kent County, major sources of long-term employment, such as the Playtex, MBNA, Aetna, and Bank of America – as well as numerous closings of franchises, locally-owned businesses, and chain retailers and businesses – have led to increased unemployment rates. In addition, many seniors have watched their retirement funds dwindle as their 401Ks and investments have been hard hit; forcing them to return to the workforce to supplement their reduced/limited incomes. Many recently displaced workers and financially shaky seniors are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day (and we are open seven days a week) asking for help on how to fill out online job applications, to look for jobs online, and to apply for unemployment benefits.

The Kent County Division of Libraries has stepped up to the plate. We have offered free classes focusing on basic computer skills, creating resumes, interview skills, job search strategies and resources. We even hosted a job fair. With more constituents out of work, fewer of our patrons have access to health benefits. We've updated and increased our consumer health resources and offered more programs in this area, as well. College costs continue to rise. New students and returning students have increased the demand for assistance in locating financial aid, grants, and scholarships. They request refresher courses in math, science, and other subject areas. Some seek assistance with standardized exams for college entry, federal jobs, and other career goals. We updated our resources, try to keep abreast of opportunities, offer programs on financial aid and scholarships, and refer patrons to local literacy, GED, and tutoring organizations. We even coordinate free practice college entry exams (ACT/SAT) with the Princeton Reviews in public libraries throughout Kent County. We encourage students to have their online and long-distance exams proctored here, as well.

It is not enough.

The state library's proposal to establish job centers state-wide fills a gap in our community. Job centers will assist unemployed Delawareans to master valuable skills that will not only assist them in finding jobs, but will also enhance their qualifications and permit them to consider alternative career paths. Additionally, by using public libraries, these job centers will provide unprecedented levels of access to a wide spectrum of people in Kent County.

We believe that the Kent County Division of Libraries is vital to economic development in our community. The state library's application for federal funding under the BTOP program focuses on jobs and workforce development – areas that are of vital interest to our community during our current economically challenged times – but that will continue to be vital to our constituents, even after our economy recovers. It is a sustainable project. The value of the lifeline this opportunity constitutes to our users cannot be overstated.

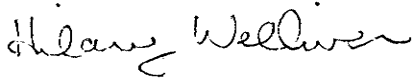
Having this program available at the Kent County Division of Libraries and libraries across the state will enable us to expand access to the resources we offer. We believe



that the proposed project, through direct and indirect impact, will double the number of successful job seekers who use public library resources to find jobs. Implementing the project will also directly benefit the Kent County community by increasing needed access to resources that will double the amount of people who can get assistance looking for jobs.

For these reasons, Kent County Division of Libraries fully supports the Delaware Division of Library's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in cursive script that reads "Hilary Welliver".

Hilary Welliver  
Director, Kent County Division of Libraries

cc: Mumford, File

# *Bridgeville Public Library, Inc.*

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600 South Cannon Street

Bridgeville, DE 19933

February 20, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

My name is Karen Johnson, I am the director of Bridgeville Public Library, part of the Delaware state library system. We are writing in support of DDL's application for federal funding under the BTOP program.

Our community members are in need of: computer training, both basic and advanced; employment search techniques, resources and training; literacy assistance. We are able to provide a new facility, in which, to provide the needed space these programs require but are unable to provide the programming or qualified staff to conduct them. Our new facility includes a 200 person capacity meeting room with updated technology. We want to utilize this room to its fullest extent. Our goals include videoconferencing services and wireless internet access, for training use.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors.

Our community and constituency are diverse. We are diverse in race, ethnicity, age, and income level. Fifty-five percent of the children in our school district receive reduced-price lunches. The approval of this grant would impact our community in many ways; it would provide training, support, and motivation to our many struggling patrons. We see several job seekers each day. Currently, we provide internet access at fixed computer stations. Our ambition would be to incorporate wireless internet access with several laptops for dedicated employment research. With assistance from the DDL, we would be able to provide these much needed services to our patrons.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community.

For these reasons, Bridgeville Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

The leadership, guidance and partnership provided by the DDL are invaluable to Delaware libraries.

Sincerely,

Karen Johnson  
Director

March 9, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

I am the Acting Director at the Delmar Public Library. Delmar Library is a part of the Delaware state library system. I am writing in support of DDL's application for federal funding under the BTOP program. I have been associated with the Delaware system for fourteen years, starting as an assistant librarian and am presently again the acting director while our independent board of commissioners is in the process of hiring a new director.

Although we are a small library in a small community our patron's needs are the same as other libraries. Our library is used for a combination of needs including job searching, basic medical research, and educational material.

The recent economic downturn has hit Delaware very severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and the GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10%). Many recently displaced workers are struggling to adapt to a 21<sup>st</sup> century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

Delmar's close-knit community hasn't been hit as hard as some other areas, but many of our residents are commuters to nearby Salisbury & Dover, and therefore locals are traveling great distances for less hours and less compensation. Many patrons have been coming in to apply for additional work or training.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our Library is a meeting place for people to access distance learning courses, receive assistance with filing taxes, and attend educational programs.

More specifically, having this program available at libraries across the state will enable our organization to expand access to the resources we offer. In the last year, we have been able to offer daily access to many job aids on our PC's. We frequently aid patrons using these by locating job search information and assistance. We believe that DDL's proposed project could aid us further by increasing resources and public awareness of our services. Delmar Public Library feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs.

For these reasons, Delmar Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

Sandra Scott  
*Acting Director, Delmar Public Library*



FRANKFORD PUBLIC LIBRARY LTD. • 8 Main Street • P.O. Box 610 • Frankford, Delaware 19945

Fax 302-732-3353

Phone 302-732-9351

March 3, 2010

Annie Norman, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, Delaware 19901

Dear Mrs. Norman:

I am the director of the Frankford Public Library which is part of the Delaware state library system. Along with the other directors, I am writing in support of DDL's application for federal funding under the BTOP program.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. Many recently displaced workers are struggling to adapt to a 21<sup>st</sup> century job market in which computer skills and technological literacy are critical success factors. During the past year a new grocery store opened nearby and required all prospective workers to come to the library, go to their web site, and complete their application online. Many of these people had never been to the library before. They did not know how to find letters on the keyboard much less how to find a web site, and filling out an entire application was more than they could handle no matter how much extra time we gave them.

Broadband education, training and equipment would help us to better serve low income, unemployed, ethnic minorities with no technological literacy and no way to develop it. The small size of our library would make it difficult for us to establish large scale broadband access but as the only facility in the community equipped to provide any access, we would still like to do it. We could leverage access by participating with larger libraries and using broadband and video conferencing capability to provide a job search facility without having room for all the equipment needed.

Delaware is already top of the nation for technology so adding broadband and videoconferencing is a natural progression for its libraries. We are well positioned to educate job seekers to the resources available to them and act as liaison between government services and the public. For these reasons, Frankford Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely Yours,

Elizabeth S. Hamilton, Director

March 4, 2010

Annie Norman  
State Librarian  
Delaware Division of Libraries  
Dover, DE 19901

Dear Mrs. Norman:

I am the director of Greenwood Public Library, part of the Delaware state library system. We are writing in support of DDL's application for federal funding under the BTOP program.

We are finding in our community more and more need for access to jobs. Our public's need vary from learning basic computer skills to help applying for a job on the computer to help opening an email account for the first time to organizing and producing a professional resume.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

We support this proposal as a lifeline to help our public have access to the technology to obtain employment and/or education that will improve their lives. We need the help of extra staff, a wireless connection and laptops to help the people of our area.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance.

We are thus very well-positioned to educate job seekers of the resources available to them and act as a liaison between various government services and the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer.



For these reasons, Greenwood Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

Pat Brown  
*Library Director*

**The Laurel Public Library**  
101 East Fourth Street  
Laurel, DE 19956  
302-875-3184



**Laurel Public Library  
Board of Commissioners:**  
Roy V. Jones, President  
Marguerite B. Moyer, Vice President  
Terry L. Wright, Treasurer  
Jane S. Ward  
H. Eugene Wootten

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2/15/2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St.  
Dover, DE 19901

Dear Ms. Norman:

As Director of Library Public Library, part of the Delaware state library system, I am writing in support of DDL's application for federal funding under the BTOP program. Laurel Public Library's service area encompasses communities with some of the state's lowest incomes and highest rates of unemployment and illiteracy. Our population includes a large number of adults for whom English is a second language, and who require assistance finding information in Kreyol or Spanish. We have a particularly large patron group above the age of sixty-five (over 20%, state average is 13.8%) Seniors often need individual help accomplishing basic computer transactions and benefit from group instruction on how to use online government forms and medical resources.

Delaware has been hit hard by the economic downturn, and nowhere more severely than in Laurel and the surrounding parts of southwestern Sussex County. Many recently displaced workers are struggling to make the transition from traditional jobs in a rural economy to a 21st century job market in which computer skills and technological literacy are critical success factors. Those most in need of help require instruction on how to fill out online job applications, look for jobs online, and apply for unemployment benefits. With limited funding for staff and equipment, Laurel Public Library has begun a course in computer literacy for senior citizens. With more funding we could expand our classes for seniors, and begin to offer ESL classes, adult non-reader programs and medical information programs. Funding provided through the BTOP program would go a long way toward helping the library move forward decisively to address some of Laurel's most pressing adult literacy needs.

Laurel Public Library has established partnerships with local social services organizations that create employment opportunities (Children and Families First, First State Community Action Agency). Through them the library offers on-the-job training for adults who must acquire new skills and a work history in order to re-enter the workforce, but we need more clearly delineated pathways between library services and social services to help direct individual job-seekers to the proper resources.

DDL's proposed job centers across the state would fill a gap in our community. We believe the job centers will help unemployed Laurel residents gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our library is right-sized for the community, located at the center of town. It is a meeting place for young people walking or biking there after school. It's where small business owners who do not have computers, copiers or printers come to stay in touch with their customers, monitor prospects and outlast the recession.

We are thus very well-positioned to educate job seekers on the resources available to them. Connecting with a state-wide job center network will enable Laurel Public Library to act as a liaison between our patrons and various community and government services; it will significantly increase public access to the resources we offer. We believe that DDL's proposal would allow us to provide assistance to a far greater number of people than we could possibly reach on our own and directly impact the community through job skills training and workforce development.

For these reasons, Laurel Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

Wendy Roberts  
Director



February 18, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

As the director of Lewes Public Library, part of the Delaware state library system, I am writing in support of the Delaware Division of Libraries (DDL) application for federal funding under the BTOP program. Lewes Public Library is among the busiest of libraries in Delaware counties of Sussex and Kent with over 124,000 library visits in FY 2009. In addition, we are seeing library visits grow by 25% to 31% over the same months last year.

Lewes, Delaware, known as “The First Town in the First State” is an historic town with an important history in the state. Our service area extends beyond the town, reaching a current estimated 18,000 individuals. Our community and library users are a diverse group ranging from young families to a large senior citizen population. Although our community is located in a resort beach area, we are a very active year-round community.

Located in our community is the regional high school, local elementary school and University of Delaware programs, including The Southern Delaware Academy of Lifelong Learning, for those aged 50+. Beebe Medical Center, which serves all of eastern Sussex County and more, is located in the City of Lewes. This library is the main office base for the Sussex County Consumer Health Librarian program maintained by the Delaware Academy of Medicine. Our library provides story times, Summer Reading Programs, tutor space, arts and cultural programs for all ages, and programs to help our population learn about technology, health issues, job skills, and other areas of interest.

Throughout the year, the Library, in partnership with a local business FineLine IT, offers “Tech Nights at The Library”. These programs feature a variety of topics from how to use various tech toys to more business oriented formats such as use of open source resources, using Google resources including calendar, Analytics, website development and use of library databases. Recently we started a basic Computer class geared towards those not comfortable utilizing computers.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. Many in our area are employed in seasonal and retail businesses. I have seen several senior citizens come into our library trying to begin the job search over again after years of retirement.

111 Adams Avenue • Lewes, Delaware 19958 • 302-645-2733/645-4633 • Fax:302-645-6235 • [www.leweslibrary.org](http://www.leweslibrary.org)

Many of these workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Every day people come in asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits. They also seek help learning many computer basics, using e-mail, and figuring out how to write a resume. Some are searching for reliable and accurate health information online.

The Lewes Public Library supports this proposal to provide job resource and lifelong learning centers in various areas throughout the state. We see these needs in our own community and would welcome high speed broadband wireless access to increase the access in our library for patrons on their own computers or the library's laptop computers. In addition to patrons using the laptops for personal use, the library would use the laptops for more training in the various job, technology and health related areas. This would provide valuable workforce development training and reliable resources for our users. We would welcome using the library as a training location for many of our community businesses or resource partners.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance. We have become a meeting place for people to access distance learning courses, participate in "Tech Nights" to learn about new technology, receive assistance with filing taxes, and attend monthly health information programs.

Today, as I send this letter, one of our customers, Mr. Gary Smith, came in this morning to tell us he has obtained a job. With great excitement and gratitude he said, "This would not have happened without help from all of you at the library!"

We are thus very well-positioned to educate job seekers on the resources available to them and act as a liaison between various government services and the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer.

For these reasons, Lewes Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

Chrys Dudbridge  
Library Director



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11 S.E. FRONT STREET, MILFORD, DE 19963 ■ 302-422-8996 main ■ 302-422-9269 fax ■ milford@lib.de.us email

March 3, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

The Milford Public Library, located in Milford, DE, serving 24,000 residents. We are writing in support of DDL's application for federal funding under the BTOP program. Milford was one of the first libraries in the state to be automated in 1994, with much support and assistance from the Delaware Division of Libraries. This automation of the Kent County Libraries has led to the automation of Kent and Sussex and now including the Wilmington Institute, Wilmington University and soon the New Castle County Libraries. This will enable the citizens of Delaware will have full access to all Delaware Libraries holdings.

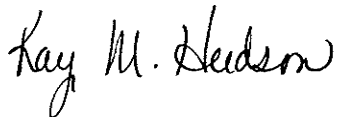
The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. We now have people using our services daily for employment, educational, filing taxes and many many needs. Milford is in the process of a \$4 million dollar expansion which will include a computer room with 24 stations.

More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer. Milford Library feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs.

For these reasons, Milford Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink that reads "Kay M. Hudson". The signature is written in a cursive style with a large, looped initial "K".

Kay M. Hudson

Director

March 4, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

I am the director of the Millsboro Public Library, part of the Delaware state library system. We are writing in support of Delaware Division of Libraries' application for federal funding under the BTOP program.

While our library simply does not have the space to hold large programs, the need does exist to help library patrons apply for government benefits and apply for jobs online. Even our Division of Revenue is encouraging people to electronically file their returns. For people without the resources a library can provide computer equipment with word processing programs and internet access. We also are giving those people the technical assistance that they need in order to utilize those tools.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

The Millsboro community has been impacted by the economic downturn. Small businesses have trimmed their workforce or reduced workers' hours. The Merck and Intervet companies' merger meant the elimination and relocation of jobs. People had fewer dollars to spend at the grocery stores so the cycle of workers' hours being reduced continued. The trickle down effect means fewer workers are earning wages and paying taxes. Local communities, the counties, and the state have all had to deal with people requiring greater benefits while the government receives less revenue from taxes. Budgets are being stretched in every possible manner.

DDL's proposal to establish job centers across the state fills a gap in many communities. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job



centers will have unprecedented levels of access to a wide spectrum of people in each community. Our libraries have played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance.

We are thus very well-positioned to educate job seekers of the resources available to them and act as a liaison between various government services and the public. More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer.

For these reasons, the Millsboro Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

Mary A. Brittingham  
*Acting Director*



# Sussex County

CAROL H. FITZGERALD  
DIRECTOR OF COUNTY LIBRARIES

DEPARTMENT OF LIBRARIES  
P.O. BOX 589  
GEORGETOWN, DELAWARE 19947  
302-855-7890  
FAX: 302-855-7895

MARY CATHERINE HOPKINS  
DIRECTOR

MILTON PUBLIC LIBRARY  
121 UNION STREET  
MILTON, DE 19968  
302-684-8856  
FAX: 302-684-8956

March 3, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

My name is Mary Catherine Hopkins, Director of the Milton Public Library in Milton, Delaware. The library is a part of the Delaware state library system. I am writing in support of DDL's application for federal funding under the BTOP program.

Milton's economic history has meant a balance of industrial and commercial uses, a diversity of population and income levels and a broad array of housing types. It has been estimated that there are some 550 jobs of all kinds in Milton but with this tough economic time this number is dwindling and people are turning to all the free resources available to them for help in aiding them to improve their quality of life. Over the last several months, we have had people come in frequently asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

DDL's proposal to establish Public Computer Centers across the state fills a gap in our community. Our library has played a major role in helping the community survive the recession, particularly for people seeking information on job search resources or financial assistance. It has become a meeting place for people to access distance learning courses, participate in "Tech Nights" to learn about new technology, receive assistance with filing taxes, attend health information programs and is serving as a testing/training site for the 2010 U. S. Census.

More specifically, having this program available at libraries across the state will enable our organization to expand access to the resources we offer. Milton Public Library is interested in becoming a satellite Public Computer Center offering wireless, videoconferencing and receiving coordination of services from the four Public Computer Centers as proposed in this application. We have a demonstrated need for videoconferencing as interest has been expressed by the Milton Police Department to offer job training for their officers.

For these reasons, Milton Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in cursive script that reads "Mary Catherine Hopkins". The ink is dark and the handwriting is fluid and legible.

Mary Catherine Hopkins

Director

Milton Public Library

# ***REHOBOTH BEACH PUBLIC LIBRARY***

226 REHOBOTH AVE • REHOBOTH BEACH, DE • 19971

PHONE: 302-227-8044 • FAX: 302-227-0597

March 10, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

Rehoboth Beach Public Library is a community library in a summer resort with a service area of 1100 people. Rehoboth Beach Library has been a contract library with the state since 1918 and is currently a part of the Delaware Library Catalog consortium. We are writing in support of Delaware Division of Library's (DDL) application for federal funding under the BTOP program.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. During the summer months, we have over 200 foreign students from Eastern Europe and other countries come to our area to work here for the summer. Our library has become a focal point for information and help with language, health information, education, travel and living arrangements. We believe that DDL's proposal will also help to satisfy some of the needs of these visitors to our community.

In the last year, Rehoboth Beach Public Library has assisted at least 25 people apply for jobs online. Part of our service area includes five (5) grocery stores and three large outlet malls owned by Tanger Outlets. The most of these retail stores require and will only accept online applications for employment. On a more casual level we have helped people on an individual basis find websites to look for employment. Rehoboth Beach Library feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs. The project proposed by DDL would benefit many more people in the community by increasing resources and public awareness of our services.

For these reasons, Rehoboth Beach Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

Marge LaFond, Director

P.O. Box 739  
11 Main & McCabe Sts  
Selbyville, Delaware 19975



Telephone: 302-436-8195  
Fax: 302-436-1508  
www.selbyvillelibrary.org

## SELBYVILLE PUBLIC LIBRARY

*Why Go Buy The Book When You Can Go By The Library?*

March 9, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

Selbyville Public Library is located in a small town in rural Southern Sussex County, DE. We are writing in support of DDL's application for federal funding under the BTOP program, and are delighted to do so.

Our population has a high level of Latinos, 20% based on the 2000 Census. As such, we try to provide them with the skills they will need to survive, such as helping them to learn English: ESL classes are offered twice a week, and are well-attended, as well as job-hunting: online application help is also available during library hours.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

Again, we are excited to be part of this proposal, especially regarding the potential availability of jobs and workforce development.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each

Raymond Moore  
President, Commissioners

Page 2 of 2

community. The local library in our community of Lewes, DE has become a meeting place for people to access distance learning courses, participate in "Tech Nights" to learn about new technology, receive assistance with filing taxes, and attend monthly health information programs.

More specifically, having our program available at libraries across the state will enable our organization to expand access to the resources we offer. In the last year, we have been able to assist many of our adult English language learners to become more comfortable in their surroundings, both here and in their workplace. Selbyville's Mountaire facility is a major employer of these citizens and as such they are thankful for our program. Selbyville Public Library feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs.

For these reasons, Selbyville Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,



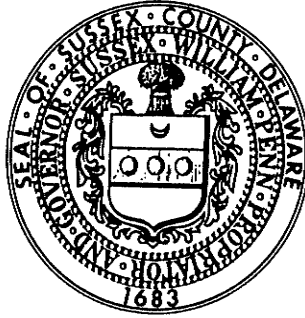
Pam M. Munro  
*Library Director*

South Coastal Library  
43 Kent Avenue  
Bethany Beach, DE 19930  
302-539-5231 Fax: 302-537-9106

Greenwood Library  
100 Mill Street  
Greenwood, DE 19950  
302-349-5309 Fax: 302-349-5284

Milton Library  
121 Union Street  
Milton, DE 19968  
302-684-8856 Fax: 302-684-8956

Sussex County Bookmobile  
PO Box 589  
Georgetown, DE 19947  
302-855-7893 Fax: 855-7895



*Sussex County*  
Department of Libraries  
P.O. Box 589  
Georgetown, DE 19947  
302-855-7890  
Fax: 302-855-7895

February 12, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman:

My name is Susanne Keefe and I am the director of the South Coastal Library, part of the Delaware state library system. I am writing in support of Delaware Division of Library's (DDL) application for federal funding under the BTOP program in order to provide job center facilities and lifelong learning centers throughout the state.

The South Coastal Library is located in Bethany Beach, a resort/retirement community. The majority of technology questions used to center on "the care and feeding of a new PC." The children and grandchildren of many retired people would give them new computers but could not give them the necessary computer skills. These people were the majority of participants in our free public computer classes.

The economy has changed this makeup, resulting in more middle-aged and retired people needing to acquire computer skills in order to apply for jobs. While there are many recently displaced workers trying to adapt to a new job market that requires computer skills and technological literacy, there are also increasing numbers of retired people trying to reenter the job force. There are more library users requesting help on the computers, in resume writing, email use, and applying online for jobs. Secondly, there are increasing numbers of people studying to enter new types of job positions, using online education to acquire new skills and degrees. Many of these students need to work and go to school simultaneously, so computer literacy skills for online classes and high-speed Internet access are critical to a successful program completion. The final consistent request from our users is in the area of health. They are looking for information on illnesses, the latest treatments, medications, and support groups.

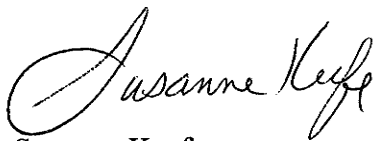
The public library system has tried to fill the community's needs in a tight economy while facing budget cuts at the same time. We partner with many groups through the state's Community Resources Exchange program, which allows organizations that help many people in need and the libraries to communicate directly with each other. This results in quicker dissemination of program and assistance information, displays and

programs in libraries, food bank drop-off sites, and more. We assist as many people as possible who use our libraries for online access, job hunting skills, and more. Our particular library's computer classes are filled to capacity. We have no budget for additional staff to teach more classes or assist individuals on a one-to-one basis. "Doing more with less" can only take us so far in our efforts to help the community. DDL's proposal to establish job and lifelong learning centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and let them explore career paths.

Public libraries are well-positioned to educate job seekers about the resources available to them and act as a liaison between various government services and the public. More specifically, having job and lifelong learning centers available at libraries across the state will enable libraries to expand access to the resources we offer. We believe that DDL's proposed solution would benefit the community through job skills training and workforce and educational development.

For these reasons, the South Coastal Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely,

A handwritten signature in cursive script that reads "Susanne Keefe". The signature is written in black ink and is positioned above the typed name and title.

Susanne Keefe

*Director, South Coastal Library*

[skeefe@lib.de.us](mailto:skeefe@lib.de.us)



**Christopher A. Coons**  
**County Executive**



**Anne Farley**  
**General Manager**

**Department of Community Services**

March 4, 2010

Annie Norman  
Director, State Librarian  
Delaware Division of Libraries  
121 Duke of York St  
Dover, DE 19901

Dear Ms. Norman:

I am writing, as General Manager for the Department of Community Services for New Castle County Libraries to express my support for the DDL's application for federal funding under the BTOP program. New Castle County Libraries has partnered with the Delaware Division of Libraries on many projects to provide services to the library community.

The recent economic downturn has hit Delaware particularly severely, especially in terms of jobs. The closing of major sources of long-term employment, such as Valero Energy and a GM plant in the city of Wilmington, have contributed to unemployment rates of up to 12.1% in some areas (versus the US average of 10.0%). Many recently displaced workers are struggling to adapt to a 21st century job market, in which computer skills and technological literacy are critical success factors. Over the last six months, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, and apply for unemployment benefits.

At present New Castle County Libraries, through a grant from ARRA are providing free employment workshops at seven of its libraries to help the unemployed, underemployed increase their employability and competitiveness in today's job market. We feel that the Delaware Division of Libraries proposal to provide satellite PCCs with wireless, videoconferencing equipment, and services to staff will only enhance our program and provide for sustainability of our program.

DDL's proposal to establish job centers across the state fills a gap in the community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. The local library in most communities in Delaware has become a meeting place for people to learn about new technology, receive assistance with filing taxes, and attend monthly health information programs.

We believe that DDL's proposed project could help many more people by increasing resources and public awareness of services. The Department of Community Services of New Castle County feels that DDL's solution would directly benefit the community by doubling the amount of people who can get assistance looking for jobs.

For these reasons, the Department of Community Services fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on Delaware communities.

Sincerely,

A handwritten signature in black ink that reads "Anne Farley / PhD". The signature is written in a cursive style with a large initial "A" and a stylized "F".

Anne M. Farley, PhD  
General Manager

February 12, 2010

Ms. Annie Norman  
State Librarian  
Delaware Division of Libraries  
121 Duke of York Street  
Dover, DE 19901

Dear Ms. Norman,

I am the director of the New Castle Public Library, part of the Delaware State Library system. I am writing in support of the Delaware Division of Library's (DDL) application for federal funding under the BTOP program.

The New Castle Public Library has been working out of a temporary site for the past eighteen months while extensive renovations and expansion were done. We will be re-opening the Library on March 20, 2010. Once we re-open, we will be better able to offer services to our patrons, especially those in need of job searching assistance.

The recent economic downturn has hit Delaware particularly hard. The recent closings of major businesses, like Valero Energy, GM and Chrysler, all have impacted people in New Castle, with unemployment rates of 12.1%. Many unemployed workers are struggling to adapt to a 21<sup>st</sup> century job market in which computer skills and technological literacy are critical success factors. Over the last six months, even in our small temporary quarters, we have had people come in every day asking for help on how to fill out online job applications, look for jobs online, apply for unemployment benefits, set up e-mail accounts and resume writing assistance.

DDL's proposal to establish job centers across the state fills a gap in our community. We believe the job centers will help unemployed Delawareans gain valuable skills that will not only help them find jobs, but also enhance their qualifications and allow them to consider alternative career paths. In addition, by using the library system, DDL's job centers will have unprecedented levels of access to a wide spectrum of people in each community. With our expanded facility, the New Castle Public Library is ideally situated to play a major role in helping the community survive this recession, particularly for people seeking information on job search resources or financial assistance.

For these reasons, the New Castle Public Library fully supports DDL's proposal for BTOP funding and believes it will have a meaningful and sustainable impact on our community.

Sincerely yours,

Katie C. Newell  
Director

# Delaware Job/Learning Labs Project Timeline

