ANNUAL PERFORMANCE PROGRESS REPORT FOR PUBLIC COMPUTER CENTERS

General Information

1. Federal Agency and Organizational Element to Which Report is Submitted	2. Award Identification Number	3. DUNS Number
Department of Commerce, National Telecommunications and Information Administration	04-42-B10001	360861509

4. Recipient Organization

Arizona State Library Archives and Public Records 1700 W. Washington St. Ste. 200, Phoenix, AZ 85007

5. Current Reporting Period End Date (MM/DD/YYYY)	6. Is this the last Annual Report of the Award Period?
12-31-2011	◯ Yes ◉ No

7. Certification: I certify to the best of my knowledge and belief that this report is correct and complete for performance of activities for the purposes set forth in the award documents.

7a. Typed or Printed Name and Title of Certifying Official	7c. Telephone (area code, number and extension)
Irene Garnett	
	7d. Email Address
	igarnett@lib.as.us

7b. Signature of Certifying Official	7e. Date Report Submitted (MM/DD/YYYY):
Submitted Electronically	01-30-2012

PROJECT INDICATORS

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

◯ New   ⦿ **Improved**   ◯ Both

2. How many PCCs were established or improved, and what type of institution(s) were they associated with? Please provide actual total numbers to date. Figures should be reported cumulatively from award inception to the end of the most recent calendar year. Recipients should only count the PCCs that were fully established or in which improvements have been fully completed in that year (that is, partial improvements should not be counted).

Institutions	Established	Improved	Total
Schools (K-12)	0	0	0
Libraries	0	79	79
Community Colleges	0	0	0
Universities / Colleges	0	0	0
Medical / Health care Facilities	0	0	0
Public Safety Entities	0	0	0
Job-Training and/or Economic Development Institution	0	0	0
Other Community Support-*Governmental* (please specify): N/A	0	0	0
Other Community Support-*Non-Governmental* (please specify): N/A	0	0	0

3. Please complete the following chart for each PCC established or improved using BTOP funds. Please provide actual total numbers to date.

3.a. New PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
N/A	0	0	0	0	0

<div align="center">

[Add New PCC]   [Remove New PCC]

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3.b. Improved PCCs

New PCC Address	Number of Workstations Available to the Public	Total Hours of Operation per 120-hour Business Week	Total Hours of Operation per 48-hour Weekend	Speed of Broadband Access to Facility (Mbps)	Average Number of Users per Week
Prior to Improvement					
Douglas Public Library 560 East 10th Street Douglas, AZ 85607-2010	19	45	8	2	850
Fort McDowell Tribal Library 16708 N. Fort McDowell Road Ft. McDowell, AZ 85264	18	44	0	5	60
Hayden Public Library 520 Velasco Avenue Hayden, AZ 85235	8	42	0	2	60
Young Public Library 328 North McLane Road Payson, AZ 85554	2	20	4	1	10

Prior to Improvement					
Glendale Public Library 5959 West Brown Street Glendale, AZ 85302-1200	60	57	12	10	2,800
Foothills Branch Library 19055 North 57th Avenue Glendale, AZ 85308-6841	43	57	8	10	2,000
Velma Teague Branch Library 7010 North 58th Avenue Glendale, AZ 85301-2425	40	57	8	10	2,000
Salazar-Ajo Branch Library 33 Plaza Street Ajo, AZ 85321-2463	6	48	8	1	320
Caliglia Arivaca Branch Library 17050 West Arivaca Road Arivaca, AZ 85601	4	32	8	100	100
El Pueblo Branch 101 West Irvington Tucson, AZ 85714-3050	13	41	8	100	570
Sam-Lena South Tucson Library 1607 South 6th Avenue Tucson, AZ 85713-2803	26	39	12	100	850
Santa Rosa Learning Center 1075 South 10th Avenue Tucson, AZ 85701-2900	38	36	8	100	400
Pima Public Library 50 South 200 West Pima, AZ 85543	5	33	0	3	25
Safford City - Graham County Library 808 7th Avenue Safford, AZ 85546-2944	28	42	4	5	650
Rio Rico Library 1060 Yavapai Drive Rio Rico, AZ 85648-1502	7	39	5	2	145
Sonoita Community Library County Complex Building 3147 State Route 83/ Highway 82 Sonoita, AZ 85637	3	15	0	2	15

Tubac Community Library 50 Bridge Road Tubac, AZ 85644	2	25	0	2	10
Camp Verde Community Library 130 Black Bridge Loop Road Camp Verde, AZ 86322-7394	5	38	6	2	120
Joel D.Valdez Main Library 101 North Stone Avenue Tucson, AZ 85701-1501	50	50	11	100	2,700
Congress Public Library 26750 Santa Fe Road Congress, AZ 85332	6	18	4	1	60
Cottonwood Public Library 100 South 6th Street Cottonwood, AZ 86326-4238	16	48	7	2	675
Valencia Library 202 West Valencia Road Tucson, AZ 85706-6897	15	47	12	100	1,200
Prescott Public Library 215 East Goodwin Street Prescott, AZ 86303-3998	49	53	12	45	2,600
Sedona Public Library 3250 White Bear Road Sedona, AZ 86336-4337	20	43	12	3	940
Apache County Library District 75 W. Cleveland PO Box 2760 St. Johns, AZ 85936	2	45	0	2	0
Round Valley Public Library 367 N. Main Street PO Box 2760 Eager, AZ 85925	19	39	2	2	140
St. Johns Public Library 245 W. 1st South PO Box 2760 St. Johns, AZ 85936	19	39	2	2	150
Benson Public Library 300 S. Huachuca St. PO Box 1480 Benson, AZ 85602	9	41	3	1.5	380
Cochise County Library District 100 Clawson Avenue PO Box AK Bisbee, AZ 85603	0	45	0	1.5	0

Copper Queen Library 6 Main Street PO Box 1857 Bisbee, AZ 85603	8	39	4	1.5	280
Elsie Hogan Community Library 207 W. Maley Street Wilcox, AZ 85643	17	41	0	1.5	250
Flagstaff Public Library 300 W. Aspen Avenue Flagstaff, AZ 86001	60	53	8	10	2,500
East Flagstaff Community Library 3000 N. 4th Street Suite 5 Flagstaff, AZ 86004	59	57	8	10	2,000
Tuba City Public Library 78 Main Street PO Box 190 Tuba City, AZ 86045	20	36	4	6	500
Payson Public Library 328 N. McLane Road Payson, AZ 85541	15	47	7	1.5	350
San Carlos Public Library 89 San Carlos Avenue PO Box 545 San Carlos, AZ 85550	7	43	0	0.7	240
Parker Public Library 1001 Navajo Avenue Parker, AZ 85344	14	50	5	1.5	600
Bouse Public Library 44031 E. Plomosa Road Bouse, AZ 85325	8	20	5	1.5	90
Indian Hills/Centennial Public Library 66907 Indian Hills Way Salome, AZ 85348	5	25	6	1.5	75
Chandler Public Library-Sunset Branch 4930 W. Ray Road Chandler, AZ 85226	66	48	12	1.5	2,200
Glendale Public Library-Main 5959 W. Brown Street Glendale, AZ 85302	60	57	12	10	2,700
Foothills Branch Library-Glendale 19055 N. 57th Avenue Glendale, AZ 85438	43	57	8	10	2,000
Velma Teague Library- Glendale 7910 N. 58th Avenue Glendale, AZ 85301	40	57	8	10	2,000
Larson Memorial Public Library 1595 Johnson Drive Lakeside, AZ 85929	8	42	3	3	320

Winslow Public Library 420 Gilmore Street Winslow, AZ 86047	6	32	5	3	300
Show Low Public Library 180 N. 9th Street Show Low, AZ 85901	24	52	7	5	600
Clay Springs Public Library 2106 Granite Road PO Box 428 Clay Springs, AZ 85923	8	13	0	3	30
Rim Community Library 3404 Mustang Avenue PO Box 305 Heber, AZ 85928	10	24	0	3	100
San Xavier Learning Center Library 2018 W. San Xavier Road Tucson, AZ 85746	14	45	0	1.2	380
Pinal County Library District 92 W. Butte Avenue PO Box 2974 Florence, AZ 85132	13	45	0	7	0
Florence Community Library 1000 S. Willow Street PO Box 985 Florence, AZ 85132	26	61	4	7	400
Mammoth Public Library 125 N. Clark Street PO Box 549 Mammoth, AZ 85618	5	16	4	7	80
Apache Junction Public Library 1177 N. Idaho Road Apache Junction, AZ 85219	83	46	8	10	1,600
Maricopa Public Library 44240 W. Maricopa PO Box 123 Maricopa, AZ 85239	24	35	4	7	200
Eloy Public Library 100 E. 7th Street Eloy, AZ 85231	12	31	4	7	200
San Manuel Public Library 108 5th Avenue San Manuel, AZ 85631	13	30	3	1.5	90
Arizona City Library 13254 S. Sunland Gin Road PO Box 118 Arizona City, AZ 85223	6	37	4	7	100
Coolidge Public Library 160 W. Central Avenue Coolidge, AZ 85228	18	45	5	1.5	300

Yuma Main Library 2951 S. 21st Drive Yuma, AZ 85364	65	56	8	12	1,500
Yuma County Library District-Foothills Branch 13226 E. South Frontage Road Yuma, AZ 85367	46	33		3.1	350
Yuma County Library-Heritage Library 350 3rd Avenue Yuma, AZ 85364	24	33	8	3.1	0
Yuma County Library-Somerton Library 240 Canal Street Somerton, AZ 85350	30	33	8	1.5	600
Yuma County Library District-San Luis Library 1075 N. 6th Avenue San Luis, AZ 85349	40	39	8	1.5	600
Yuma County Library District-Roll Library 5151 S. Avenue 39 E. Roll, AZ 85347	37	38	0	1.5	160
Yuma County Library District-Dateland LIbrary Avenue 64 E. and Interstate 8 Dateland, AZ 85333	28	39	0	1.5	60
Ash Fork Public Library 450 Lewis Avenue Ash Fork, AZ 86320	8	39	3	0.8	180
Crown King Public Library 23550 Towers Mountain Road Crown King, AZ 86343	1	18	0	0.8	12
Dewey-Humbolt Town Library 2735 S. Coral Street Humbolt, AZ 86329	11	16	4	5	30
Mayer Public Library 10004 Wicks Avenue Mayer, AZ 86333	6	33	6	5	175
Yarnell Public Library 22278 Highway 89 Yarnell, AZ 85362	5	36	4	0.8	150
Jerome Public Library 601 Clark Street Jerome, AZ 86331	5	45	4	1.5	100
Cordes Lakes 15989 S. Cordes Lakes Drive Cordes Lakes, AZ 86333	5	20	0	1	75
Bagdad Public Library 700 Palo Verde Bagdad, AZ 86321	5	25	0	1	150

Black Canyon City Community Library 34701 South Black Canyon Highway Black Canyon City, AZ 85324	7	33	6	0.6	120
Clark Memorial Public Library 39 N. 9th Street Clarkdale, AZ 86324	5	21	3	5	80
Prescott Valley Public Library 7501 E. Civic Circle Prescott Valley, AZ 86314	15	52	6	8	750
Chino Valley Public Library 1020 W. Palomino Road Chino Valley, AZ 86323	6	48	8	10	25
Seligman Public Library 202 Floyd Seligman, AZ 86337	3	24	0	0.5	80
Wilhoit Public Library 9325 S. Donegal Drive Kirkland, AZ 86322	3	19	3	1	20

Add New PCC	Remove New PCC

After Improvement

Douglas Public Library 560 East 10th Street Douglas, AZ 85607-2010	47	47	4	40	650
Fort McDowell Tribal Library 16708 N. Fort McDowell Road Ft. McDowell, AZ 85264	21	44	0	5	80
Hayden Public Library 520 Velasco Avenue Hayden, AZ 85235	9	43	0	1.5	50
Young Public Library 328 North McLane Road Payson, AZ	5	24	4	1	25
Glendale Public Library 5959 West Brown Street Glendale, AZ 85302-1200	60	34	9	30	1,700
Foothills Branch Library 19055 North 57th Avenue Glendale, AZ 85308-6841	30	31	5	30	700
Velma Teague Branch Library 7010 North 58th Avenue Glendale, AZ 85301-2425	36	28	4	30	800

Salazar-Ajo Branch Library 33 Plaza Street Ajo, AZ 85321-2463	18	48	8	3	260
Caliglia Arivaca Branch Library 17050 West Arivaca Road Arivaca, AZ 85601	10	32	8	1.5	66
El Pueblo Branch 101 West Irvington Tucson, AZ 85714-3050	25	41	8	200	700
Sam-Lena South Tucson Library 1607 South 6th Avenue Tucson, AZ 85713-2803	38	39	12	200	850
Santa Rosa Learning Center 1075 South 10th Avenue Tucson, AZ 85701-2900	50	36	8	200	470
Pima Public Library 50 South 200 West Pima, AZ 85543	7	30	0	3	55
Safford City - Graham County Library 808 7th Avenue Safford, AZ 85546-2944	30	36	0	10	300
Rio Rico Library 1060 Yavapai Drive Rio Rico, AZ 85648-1502	8	39	0	2	230
Sonoita Community Library County Complex Building 3147 State Route 83/ Highway 82 Sonoita, AZ 85637	6	20	0	2	30
Tubac Community Library 50 Bridge Road Tubac, AZ 85644	5	25	0	2	30
Camp Verde Community Library 130 Black Bridge Loop Road Camp Verde, AZ 86322-7394	15	33	8	2	200
Joel D.Valdez Main Library 101 North Stone Avenue Tucson, AZ 85701-1501	73	50	11	100	2,800
Congress Public Library 26750 Santa Fe Road Congress, AZ 85332	7	18	4	1	80

Cottonwood Public Library 100 South 6th Street Cottonwood, AZ 86326-4238	17	40	4	1.5	600
Valencia Library 202 West Valencia Road Tucson, AZ 85706-6897	42	47	12	200	1,250
Prescott Public Library 215 East Goodwin Street Prescott, AZ 86303-3998	58	41	6	15	1,200
Sedona Public Library 3250 White Bear Road Sedona, AZ 86336-4337	40	41	7	6.5	1,000
Apache County Library District 75 W. Cleveland PO Box 2760 St. Johns, AZ 85936	10	36	0	7	0
Round Valley Public Library 367 N. Main Street PO Box 2760 Eager, AZ 85925	31	39	4	62	300
St. Johns Public Library 245 W. 1st South PO Box 2760 St. Johns, AZ 85936	28	39	4	1	240
Benson Public Library 300 S. Huachuca St. PO Box 1480 Benson, AZ 85602	17	51	3	10	600
Cochise County Library District 100 Clawson Avenue PO Box AK Bisbee, AZ 85603	30	45	0	1.5	100
Copper Queen Library 6 Main Street PO Box 1857 Bisbee, AZ 85603	14	35	0	1.5	200
Elsie Hogan Community Library 207 W. Maley Street Wilcox, AZ 85643	20	41	0	1.5	300
Flagstaff Public Library 300 W. Aspen Avenue Flagstaff, AZ 86001	90	53	8	15	2,100
East Flagstaff Community Library 3000 N. 4th Street Suite 5 Flagstaff, AZ 86004	74	57	8	15	2,010
Tuba City Public Library 78 Main Street PO Box 190 Tuba City, AZ 86045	23	36	4	6	500

Payson Public Library 328 N. McLane Road Payson, AZ 86641	22	45	8	1.5	450
San Carlos Public Library 89 San Carlos Avenue PO Box 545 San Carlos, AZ 85541	8	40	0	0.7	350
Parker Public Library 1001 Navajo Avenue Parker, AZ 85344	20	40	0	1.5	600
Bouse Public Library 44031 E. Plomosa Road Bouse, AZ 85325	17	20	5	1	200
Indian Hills / Centennial Public Library 66907 Indian Hills Way Salome, AZ 85248	20	25	0	1.5	100
Chandler Public Library-Sunset Branch 4930 W. Ray Road Chandler, AZ 85226	78	48	12	4.5	2,500
Glendale Public Library-Main 5959 W. Brown Street Glendale, AZ 85302	60	34	9	30	800
Foothills Branch Library-Glendale 19055 N. 57th Avenue Glendale, AZ 85438	30	31	5	30	700
Velma Teague Library-Gle5301ndale 7910 N. 58th Avenue Glendale, AZ	36	28	4	30	800
Larson Memorial Public Library 1595 Johnson Drive Lakeside, AZ 85929	14	34	8	20	200
Winslow Public Library 420 Gilmore Street Winslow, AZ 86047	5	30	4	2	50
Show Low Public Library 180 N.9th Street Show Low, AZ 85901	36	43	8	3	700
Clay Springs Public Library 2106 Granite Road PO Box 428 Clay Springs, AZ 85923	10	15	0	3	25
Rim Community Library 3404 Mustang Avenue PO Box 305 Heber, AZ 85928	19	25	1	1	250
San Xavier Learning Center Library 2018 W. San Xavier Road Tucson, AZ 85746	5	52	0	1	100
Pinal County Library District 92 W. Butte Avenue PO Box 2974 Florence, AZ 85132	4	40	0	1.5	50

Florence Community Library 1000 S. Willow Street PO Box 985 Florence, AZ 85132	51	61	4	1	510
Mammoth Public Library 125 N. Clark Street PO Box 549 Mammoth, AZ 85618	17	16	4	1.5	100
Apache Junction Public Library 1177 N. Idaho Road Apache Junction, AZ 85219	92	46	8	20	1,700
Maricopa Public Library 44240 W. Maricopa PO Box 123 Maricopa, AZ 85239	14	40	8	10	1,025
Eloy Public Library 100 E. 7th Street Eloy, AZ 85231	22	55	0	1.5	400
San Manuel Public Library 108 5th Avenue San Manuel, AZ 85631	23	40	3	1.5	550
Arizona City Library 13254 S. Sunland Gin Road PO Box 118 Arizona City, AZ 85223	10	37	4	1.5	160
Coolidge Public Library 160 W. Central Avenue Coolidge, AZ 85228	27	50	5	1.5	550
Yuma Main Library 2951 S. 21st Drive Yuma, AZ 85364	91	56	8	200	2,525
Yuma County Library Foothills Branch 13226 E. South Frontage Road Yuma, AZ 85367	55	34	7	4.5	500
Yuma County-Heritage Library 350 3rd Avenue Yuma, AZ 85364	48	34	7	4.5	600
Yuma County-Somerton Library 240 Canal Street Somerton, AZ 85350	46	34	7	3	450
Yuma County-San Luis Library 1075 N. 6th Avenue San Luis, AZ 85349	62	39	8	4.5	600
Yuma County-Roll Library 5151 S. Avenue 39 E. Roll, AZ 85347	41	31	0	1.5	100
Yuma County-Dateland Library Avenue 64 E. and Interstate 8 Dateland, AZ 85333	32	39	0	1.5	70
Ash Fork Public Library 450 Lewis Avenue Ash Fork, AZ 86320	8	35	7	0.8	90

Crown King Public Library 23550 Towers Mountain Road Crown King, AZ 86343	2	18	0	0.8	18
Dewey-Humbolt Town Library 2735 S. Coral Street Humbolt, AZ 86329	10	26	4	1.5	50
Mayer Public Library 10004 Wicks Avenue Mayer, AZ 86333	7	28	7	5	100
Yarnell Public Library 22278 Highway 89 Yarnell, AZ 85362	6	35	5	0.8	90
Jerome Public Library 601 Clark Street Jerome, AZ 86331	6	36	4	5	100
Cordes Lakes Public Library 15989 S. Cordes Lakes Drive Cordes Lakes, AZ 86333	7	20	4	1	75
Bagdad Public Library 700 Palo Verde Bagdad, AZ 86321	6	25	0	5	60
Black Canyon City Community Library 34701 South Black Canyon Highway Black Canyon City, AZ 85324	11	38	8	0.6	140
Clark Memorial Public Library 39 N. 9th Street Clarkdale, AZ 86324	10	36	4	5	90
Prescott Valley Public Library 7501 E. Civic Circle Prescott Valley, AZ 86314	58	41	6	15	1,200
Chino Valley Public Library 1020 W. Palomino Road Chino Valley, AZ 86323	10	36	4	10	350
Seligman Public Library 202 Floyd Seligman, AZ 86337	4	38	0	5	80
Wilhoit Public Library 9325 S. Donegal Drive Kirkland, AZ 86322	3	22	4	1.5	30

<div align="center">[Add New PCC]   [Remove New PCC]</div>

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

☑ **Open Lab Time**   ☐ **Other**   ☐ **Training**

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

N/A

5. Please list all of the PCC broadband equipment and/or supplies you have purchased during the past year using BTOP grant funds or other (matching) funds, including any customer premises equipment or end-user devices. If additional space is needed, please attach a list of equipment and/or supplies. Please also describe how the equipment and supplies have been deployed (600 words or less).

Manufacturer	Items	Unit Cost per Item	Number of Units	Narrative description of how the equipment and supplies were deployed
N/A	N/A	0	0	N/A
Totals:		0	0	

Add Equipment   Remove Equipment

6. For PCC access and training provided with BTOP grant funds, please provide the information below. Figures should be reported cumulatively from award inception to the end of the most recent calendar year.

Types of Access or Training	Number of People Targeted	Number of People Participating	Total Hours of Training Offered
Open Lab Access	0	0	0
Multimedia	0	0	0
Office skills	0	0	0
ESL	0	0	0
GED	0	0	0
College Preparatory Training	0	0	0
Basic Internet and Computer Use	0	0	0
Certified Training Programs	0	0	0
Other (please specify):	0	0	0
Total	0	0	0

7. Please describe how your Public Computer Center(s) promotes economic recovery in your area, such as through providing job training, access to job searches, online course offerings, certifications and the like (600 words or less).

The Public Computer Centers, located within our participating libraries, have provided patrons with increased access to computers, especially to patrons in traditionally neglected or under-served communities. Because many people in these communities have suffered in the economic downturn, the libraries' Public Computer Centers are often the only access they have to broadband-supported internet and the 21st century tools that the public-access computers facilitate. According to a recent survey, the Public Computer Centers are used by patrons for creating and revising resumes, filling out on-line applications for school programs-- often continuing education and vocational certification programs-- or for applying to jobs, and searching for jobs using internet sites such as Monster.com. The librarians managing the Public Computer Centers also promote economic recovery by using the computers for job-training educational workshops. Examples of some innovative programs at participating libraries are: Resume Basics, Preparing for your GED, LifeSpan Learning, and Achieving Computer Literacy and Employment. In addition to helping adults find jobs and access job-training, the Public Computer Centers allow students to conduct educational research using the many online e-resources and databases provided to the libraries by Library Services and Technology Act grants and other grants through the Arizona State Library. Students can freely use these databases and sites such as Tutor.com, as well as practice exams and tutorials for the GED, SAT and GRE, among other standardized tests. The increased number of Public Access Computer workstations in the Public Computer Centers have reduced wait times experienced by patrons and facilitated increased usage. Also, the grant-funded laptops facilitate mobile labs as the librarians are able to bring Broadband Technology Opportunities Program-funded laptops to community centers and recreation centers in remote areas that lack an established Public Computer Center. Often, Libraries provide the only freely accessible public computers to people in need of job-searching and job-training tools.

8. To the extent that you have made any subcontracts or sub grants, please provided the number of subcontracts or sub grants that have been made to socially and economically disadvantaged small business (SDB) concerns as defined by section 8(a) of the Small Business Act, 15 U.S.C. 647, as modified by NTIA's adoption of an alternative small business size standard for use in BTOP. Please also provide the names of these SDB entities (150 words or less).

N/A

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

At the inception of this Broadband Technology Opportunities Program grant, the participating libraries were surveyed to determine the needs of their communities and were asked to compile lists of the equipment needed to improve their Public Computer Centers. They responded with numbers that would be ideal for serving their communities. Also during the early stages of this Broadband Technology

Opportunities Program grant, the project manager created a time-line with milestones to be achieved at particular points during the three-year period. A lesson we have learned is that many of the participating libraries were in need of, and requested many new computer stations and other equipment, however they were severely understaffed, and thus unable to devote the time necessary to complete their orders, as well as set up the equipment as quickly as originally laid out in the baseline report. We have learned that the ordering and rolling-out the new Public Access Computers required a significant investment of time and work on the part of the participating libraries. The economic downturn resulted in many libraries cutting their staff and hours significantly. Therefore some of the libraries have had trouble meeting the deadlines for purchasing computers and other equipment that were set prior to realizing the effects of the economic downturn.

We have discovered that many factors contribute to real-life user statistics. By relying on a mathematical formula to project user numbers for the future, as documented in the initial grant, we were unable to anticipate many changes that the libraries experienced which affected their user numbers, such as drastically cut hours, changed time-limits for computer sessions, the need to replace older computers with new, Broadband Technology Opportunities Program replacement computers, an increase in personal laptop usage, and other factors contributing to reduced user statistics. However, each library has reported significant reduction in wait times for their Public Access Computers. Patrons are able to come in and access a computer without the long waits they had previously experienced prior to the addition of Broadband Technology Opportunities Program-funded workstations.