

Memo

To: Kris Schmitz
Central Services Manager

To: Montana State Library Commission

From: Donci Bardash, Project Director
Broadband Technology
Opportunities Program

From: Kris Schmitz
Central Services Manager

Date: May 17, 2012

Re: MSL Broadband Technology Opportunities Program (BTOP) Public Computing
Center Grant (PCC) Update

I. Significant Accomplishments

- a. Broadband:** One additional library, Flathead County, has upgraded its broadband speed since our last report in March. The download speed increased from 6 mbps to 30 mbps with a *decrease* in monthly costs. For this reason, Flathead did not require any financial assistance from the grant. Two additional libraries will upgrade broadband speeds in July, as the new E-rate calendar begins. The statewide average download speed increased to 14.42 mbps.
- b. E-rate:** The 34 BTOP libraries that submitted applications to the Universal Service Administrative Company for e-rate funding are awaiting their official funding commitment letters for support beginning July 2012. Combined, their requested annual funding discounts total to \$54,310, an increase of 48% from the 2011 funding year.

c. Training: The BTOP technology trainer attending the Computers in Libraries conference in Virginia and offered the following training in April and May:

Training Topic	# Attendees	# Archived Views
How to Help Your Patrons Fix Their Legal Problems	20	1
Court Help Program	19	1
Celebrate Law at the Library 2012-Part 1, Organizing & Publicizing an Event	16	3
Celebrate Law at the Library 2012-Part 1, Legal Resources	17	1
WebJunction Tour Part 1	18	1
WebJunction Tour Part 2	6	0
Teaching with E's	40	n/a
We have public computers, now what?	25	n/a

d. Technology Petting Zoo (TPZ): All BTOP libraries have received TPZ kits. Items included were a Kindle Fire, a Kindle Keyboard, a Nook Tablet, and an iPad3. Each kit also included gift cards for each vendor so that libraries may purchase an initial collection of applications that best suit their communities. The BTOP technology trainer has scheduled six regional workshops in June to train library staff on each device so that they may better assist patrons with questions and troubleshooting.

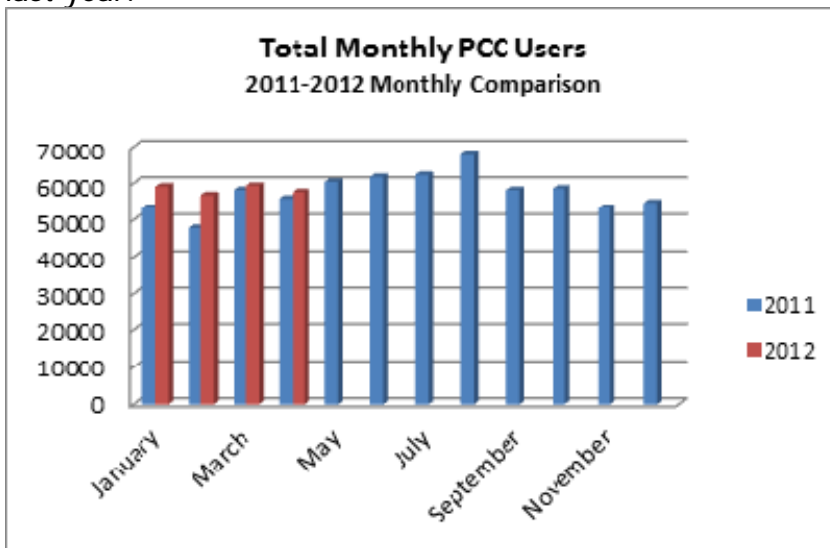
e. Web Junction: A majority of the BTOP technology trainer's time this quarter has been devoted to building WebJunction Montana, an online training portal developed through the OCLC WebJunction service. The site launched in late April, with kick-off webinars held on May 1 and 3 to orient librarians to the new resource. Legal resources from the Montana Legal Services Association, the Supreme Court of Montana, the Montana Law Library, and The State Bar of Montana were featured throughout the months of April and May in recognition of Law Day. Resources continue to be added to the site, as it becomes the primary site for libraries to find BTOP-related training.

f. Outreach Campaign: Starting mid-April, "Tame the Wild, Wild Web" public service announcements began running on the following cable stations: HGTV, ESPN, FOOD, TBS, USA, Lifetime, History, and Discovery. The Weather Channel also began running a "banner crawl," which will run for 12 weeks.

g. Presentations and Outreach: On May 1, the BTOP project director co-presented with AARP at the Governor's Conference on Aging, highlighting technology resources available to seniors and their families. The BTOP project director was also invited to present at the National Telecommunications and Information Administration (our funding agency) Senior Affinity Group, highlighting strategies for reaching senior populations. The project director also met with staff from the state office of the Corporation for National and Community Service to explore possible resources for public libraries and MSL.

h. Performance Measure Highlights: January - April 2012: 18,073 patrons and 361 library staff received a total of 9,757 hours of training & one-to-one technical assistance. This compares to 6,380 patrons and 172 library staff trained for a total of 3,573 hours for the same period last year. Since reporting began in January 2011, **61,871** patrons and **1,095** library staff have participated in some form of technology training (scheduled workshops and classes, or one-to-one technical assistance) for a total of **25,910** hours.

The number of patrons using public computers continues to increase compared to last year:



II. Planned Activities

a. Feasibility Study: Principle Investigators Anton Bekkerman and Gregory Gilpin have begun their initial research towards their feasibility study and report due in August. Both will attend the Summer Institute in Helena this June to gather info about the attendees' experiences and challenges with high-speed Internet and foray into problem-solving and sharing ideas on how to manage public computer center challenges.

- b. Upcoming Conferences:** Next week, the BTOP project director will attend the Schools, Health, and Libraries Broadband Coalition conference in Virginia, where BTOP recipients will explore sustainability options and future funding opportunities. She will also attend a Gates Foundation-sponsored pre-conference prior to the American Library Association conference in June, where attendees will focus on resource-sharing and sustainability strategies.
- c. Envisionware:** Installations for ten libraries have been rescheduled for July so that new equipment can be ordered and installed to ensure that state security requirements are met.
- d. Sustainability:** As the program approaches its last year, the BTOP team will shift its focus to sustainability. Next quarter, BTOP libraries will be surveyed to identify priorities; BTOP staff will facilitate a sustainability mapping session with State Library Resources, Library Development and Talking Book Library staff; and, BTOP staff will meet with each BTOP library director to outline a local sustainability plan. The remainder of the program will focus on implementing a plan according to input received.
- e. Training:** In addition to TPZ workshops, the technology trainer will facilitate or present training on the following workshops next quarter: AARP online resources, assistive technology for patrons with low-vision and low-dexterity, Internet safety, and Web 2.0 technologies.
- f. Library Futurists:** BTOP has secured two library futurists, Michael Porter and David Lee King to participate in fall events at Parmly Billings Library and at the Fall Workshop.