Final Report

Nebraska Library Commission

December 2013

Nebraska Library Commission Mission & Goals

The mission of the Nebraska Library Commission is statewide promotion, development, and coordination of library and information services. As the state library agency, the Commission is an advocate for the library and information service needs of all Nebraskans.

Goal 1: All Nebraskans will have improved access to enhanced library and information services, provided and facilitated by qualified library personnel, boards, and supporters with the knowledge, skills, abilities and attitudes necessary to provide excellent library and information services.

Goal 2: Nebraska libraries will have appropriate technology to access and deliver online library and information services.

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Grant Programming Partners

Central Community College
Center for Rural Affairs
Metropolitan Community College
Mid-Plains Community College
Nebraska Court Administrator's Office
National Network of Libraries of Medicine: MidContinental Region
Nebraska Community Foundation
Nebraska Department of Labor
Northeast Community College
RURPI Center for Rural Entrepreneurship
Southeast Community College
University of Nebraska-Lincoln Extension
University of Nebraska Medical Center, McGoogan Library of Medicine
Western Nebraska Community College

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Impressions "In Brief" Provided by our Libraries

"The BTOP project has been an incredible opportunity"

"I really feel the library would have been in serious trouble if we had not been part of the grant"

"I could go on forever with compliments for this grant"

"I think that this program will have a lasting effect on our community"

"We are very thankful to be a part of this outstanding program"

"BTOP has changed our library for the better and given us a new life in the community"

"The public has come to depend on the library for access to the Internet"

"The project has allowed us to put the focus into technology in the library"

"The Village Board noticed the increased usage and…we are now open 6 days a week"

"Without the computers, we would not be able to provide educational classes, which have added value to the library and encouraged computer literacy in our community"

"BTOP provided equipment, support, encouragement, energy and partnerships opening a while new world for a very small town"

"There is a sense of pride within the staff to be able to assist a wider variety of our public"

"Usage numbers have increased greatly and we used these statistics to ask our City Council for a budget increase and we received it!"

"The project has greatly improved the quality of service that we give"

"The computer classes we were able to offer…were a huge asset to our community and library"

"The Department of Labor has been using our computers to assist workers displaced by the recent tornado damage"

"With our new technology we had two people find work"

"I cannot reiterate the overall impact reliable and faster Internet has made on our library"

"The classes made a big impact on patrons who wanted to learn how to use the computers"

"Thanks to the BTOP grant, we are now able to offer free technology classes"

"We will work hard to continue your efforts in furthering our technology resources"

"The training for our staff is priceless"

"We now have a Genealogy Club because of BTOP"

"Because this grant was willing to invest in us, we have gained supporters in looking at a total new library facility"

"Thank you BTOP grant"

"The classes, partnerships and equipment provided by BTOP funds have had a pretty amazing impact"

"The grant inspired many changes within our library"

"We did not have the technology to offer training activities prior to the BTOP project"

"We had a computer lab that housed no computers"

"Thanks to all who made all this possible"

"The classes were a great way to introduce new immigrants and refugees to library services"

"This program helped educate our City Council as well as the City Administration about what the technology connection at the library means to the public"

"We underwent a huge remodeling project that came about in part because of the BTOP grant process"

"The computer lab has opened up unlimited opportunities for our patrons"

"We are very appreciative of all the equipment we received"

Impressions Provided by our Libraries

This project has allowed us to put the focus into technology in the library, and the library's changing role in the 21st century. We now have people coming in to the library with technology related questions, bringing in their devices and using us as an information resource. Without the computers, we would not be able to provide the educational classes, which have added value to the library and encouraged computer literacy in our community. Tiffany Hickox, Alliance Public Library (Population 8,491)

Osmond Public Library (Population 783)

This project has allowed our community to become more aware and informed about technology. The library has received more recognition by the community and City Council because of this project. Usage numbers have increased greatly and we used these statistics to ask our City Council for a budget increase and we received it! This project has made a huge impact on our library and what it can be to our community. Jessica Johnson, Osmond Public Library (Population 783)

We were very fortunate that the BTOP grant came along at the same time that we were going into a major expansion and renovation project. The BTOP grant allowed us to furnish our new building with additional computers and computer furniture. The computer training offered through partner agencies also allowed us to kick off our programing in our new space with a bang. We have had a huge increase in the usage of our computers and our computer classes since the BTOP grant began. This project has greatly improved the quality of service that we give the Kearney community, and we are extremely grateful. Matt Kovar, Kearney Public Library (Population 30,787)

A middle-aged woman came to our community from California with no job, no family ties…escaping a bad situation. She started coming to the library first just for movies and then with encouragement and kindness began asking for assistance on the computer. This led to online job applications, and her learning new skills in our library. She was recently hired for a good job. She is excited, hopeful and making new friends. During a visit to the library she was very emotional and thanked me for being kind and helpful. I told her that is just what libraries and librarians are here for, for everyone. That said, without our BTOP additions and improvements—high-speed internet, printers, computers and more—we would not have been able to assist her in the way that we were. Thank you! Rosa Schmidt, Oakland Public Library (Population 1,244)

Hruska Memorial Library, David City (Population 2,908

Having the ability to offer computer classes in the Library's meeting room on the BTOP laptops rather than closing our computer lab is a tremendous asset for both our students and public. Cecelia Lawrence, North Platte Public Library (Population 24,733)

Additional "impressions" from our participating libraries are included throughout this report in the blue shaded boxes.

From the Director

Wayne Public Library (Population 5,660)

The Nebraska Library Commission is pleased to present this special report with highlights and results from the Library Broadband Builds Nebraska Communities project. Through the match and technical support provided by the Bill and Melinda Gates Foundation during the application phase, the Commission developed a plan that enabled assistance to public computing centers in 147 public library outlets across Nebraska. The multi-faceted approach—which included new equipment for public computing centers, broadband service upgrades, electrical and wiring upgrades, equipment installation options, library staff training, and customer training—benefited communities throughout Nebraska. As Library Commission staff visited libraries for technology installation, open houses, or learning nights, it was apparent that the libraries, communities and community residents benefited significantly from their participation in the project.

Over the last few years, when I have met with staff from project libraries, I have heard testimonials about the positive impact the equipment, technology and training had in supporting library staff and in supporting the services they provide to community residents. We are grateful to both the Department of Commerce's National Telecommunications and Information Administration and to the Bill and Melinda Gates Foundation for the invaluable opportunity this funding has provided to so many of Nebraska's public libraries. The Broadband Technology Opportunities Program has allowed the Nebraska Library Commission to provide the quality support and service we strive to deliver, but on a scale far beyond what we could otherwise provide.

I want to thank the Commission staff who helped see this project through from inception to completion, the new staff hired to carry out this project, the local library staff, board members, volunteers that embraced the new technology and programming opportunities, and our program partners that helped us to deliver more programming opportunities through our library public computing centers. It's been a wild ride that while now complete, is far from over.

Rod Wagner, Director

From Nebraska Library Commissioner, Pat Gross

"I think the BTOP grant helped jumpstart many libraries in the Panhandle to once again become essential to their communities. This awareness will help these libraries gain community support and financial backing for programs and projects like renovations. Many people in our community (Bridgeport) rely on the public library for their internet access. I for one must pay for every gigabyte of data I use for home internet and phone data access; therefore, I use my public library to update my apps, download videos, movies, eBooks, and use FaceTime with family. Because of limited internet service providers for my home located in the country, it is nice to have a library with fast Wi-Fi service to stay updated and connected. The BTOP grant has helped Panhandle Libraries provide this service to their communities."

Wayne Public Library (Population 5,660)

Project Overview

The U.S. Department of Commerce awarded the Nebraska Library Commission a **$2,416,403** grant to fund Nebraska's public computer center project, ***Library Broadband Builds Nebraska Communities***. The three-year project, which ran from August 1, 2010 to September 30, 2013, was designed to expand broadband capacity; upgrade public computing resources in libraries; and advance access to employment, learning, health information, and E-Government services.

The Department of Commerce's National Telecommunications and Information Administration (NTIA) Broadband Technology Opportunities Program (BTOP), funded by the American Recovery and Reinvestment Act (ARRA), provided funding to expand broadband access and adoption in communities across the United States. Its intent was to increase jobs, spur investments in technology and infrastructure, and provide long-term economic benefits. In addition to the federal grant, the Bill & Melinda Gates Foundation provided **$1,251,786** in matching funds, including grant and technical assistance to support the project. The total project budget was **$3,668,189**.

Pawnee City Public Library (Population 878)

The **Nebraska Library Commission** used the funds to transform the broadband and computing capabilities in 147 public library locations statewide. Libraries qualified for the grant based on income levels, broadband saturation, or minority population levels. The majority of the participating libraries (143) serve communities with a median income below the national average, and 70 percent were underserved communities where the estimated broadband penetration was 40 percent or less.

The project focused on purchasing and installing new equipment in the public computing centers, upgrading broadband access, providing electrical and wiring upgrades as needed, and providing instructor-led training through the use of project partners in the areas of internet and computer literacy, career advancement, economic development, legal/court information education, health information and e-government services and education.

The enhanced community centers and programs were designed to enable the project to achieve five primary goals:

1) Enhance Internet and computer literacy
2) Create opportunities to increase income status
3) Increase educational access and opportunities
4) Improve access to health information
5) Improve access to e-government information for vulnerable populations

Lied Pierce Public Library (Population 1,767)

We are grateful beyond words and appreciate all you have done. It has been a wonderful learning experience and a fantastic technological boost for us. Thank you for all the efforts you have made for us and for being aware of our needs almost before we were. It has been a fabulous experience for us and as our kids seem to say all the time….it is AWESOME! Anne Quigley, Valentine Public Library (County Population 5,713)

Accomplishments at a Glance

Sidney Public Library (Population 6,757)

Grant-Funded Hardware:

- 918 Desktop Computers
- 534 Laptop Computers
- 177 Printers
- 169 Scanners
- 114 Projectors
- 43 Laptop Charging Carts
- 277 Routers & Network Switches
- 3,631 Webcams, headphones, laptop USB mice and locking cables, multi-card memory readers, external hard drives, spare projector bulbs, and projector screens *(See page 30)*

Software: Computers were imaged with Windows 7 64 bit, Microsoft Office Suite 2010 Professional, Microsoft Security Essentials, and Centurion Guard Smart Shield or Faronics Deepfreeze software.

Assistive Technology (Easy Reader) Workstations: Assistive technology stations were provided to 81 libraries. *(See page 31)*

Computer Furniture: A total of 567 desk stations (including 74 adjustable desks) and 758 chairs were provided to 130 libraries.

Wi-Fi Access: All 147 library locations now provide wi-fi access to the public.

Broadband/Internet Upgrades: A total of 129 libraries received 168 broadband upgrades, including 34 upgrades to fiber and two to faster fiber. (Thirty-nine libraries received a second upgrades during the project period.) The average internet speed of all 147 participating libraries moved from an average speed of 3.8 Mbps at project inception to 19.7 Mbps on September 30, 2013. *(See pages 34-35)*

Electrical Upgrades/IT Installations: Throughout the grant, 63 electrical and wiring upgrades were completed for 47 libraries, and equipment installations were completed at 64 libraries through 85 vendor contracts. Project staff made 115 equipment installation visits and also served as a troubleshooting resource. *(See pages 33 & 36)*

Public Computer Users: Participating libraries reported 4,108,096 public completer users between August 2010 and September 2013. *(See page 17)*

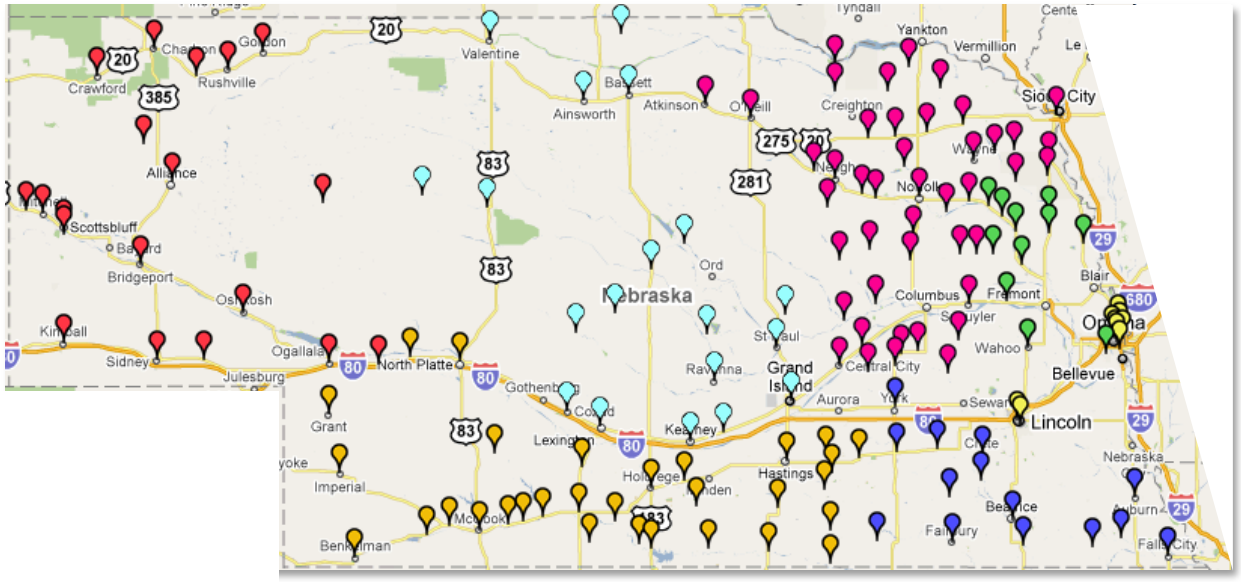
Training:

Hours of instruction offered: 11,132 – Number of participants: 32,200 – Total training hours: 83,769
Types of training: Basic Internet and Computer Skills, Office Skills, Certified Training Programs, Multi-Media, Homework Help, Online Classes, Health Information, Employment and Job Search, and Accessing Government Information *(See pages 20-25)*

Library Staff Training provided by Nebraska Library Commission: Technology Planning Summer Camp 1 & 2, Word of Mouth Marketing, Communication Gymnasium, What Accidental Marketers Need to Know, Assistive Technology Software Training, and E-Rate Training *(See pages 26-29)*

Books Are Just the Beginning Video & Campaign: Website and blog; YouTube video in English, Arabic and Spanish; and campaign bookmarks, business cards, mouse pads, posters, pencils, and buttons designed to drive patrons to the website and video to promote public computing center services and activities *(see page 19)*

Participating Libraries



The 147 participating public library facilities each met at least one of the federal requirements specified in the Broadband Technology Opportunities Program. The 147 facilities are made up of 138 public libraries plus two branches of the Lincoln City Libraries, and seven branches of the Omaha Public Library. One of the participating libraries, Little Priest Tribal College/Winnebago Public Library, serves the federally-recognized Winnebago Tribe. One hundred and forty-three of the libraries serve communities with a median income below the national average, more than 70 percent were located in underserved communities where estimated home broadband penetration was 40 percent or less, and several libraries qualified based on minority population levels. All 147 of the participating libraries agreed to participate as local library partners and submitted letters of support during the application phase.

Ainsworth - Ainsworth Public Library
Albion - Albion Public Library
Alliance - Alliance Public Library
Alma - Hoesch Memorial Library
Arapahoe - Arapahoe Public Library
Atkinson - Atkinson Public Library
Auburn - Auburn Memorial Library
Axtell - Axtell Public Library
Bartley - Bartley Public Library
Bassett - Rock County Public Library
Beatrice - Beatrice Public Library
Beaver City - Beaver City Public Library
Beemer - Karlen Memorial Library
Benkelman - Dundy County Library
Bloomfield - Bloomfield Public Library
Blue Hill - Blue Hill Public Library
Bridgeport - Bridgeport Public Library
Broken Bow - Broken Bow Public Library
Burwell - Garfield County Library
Callaway - Nigel Sprouse Memorial Library
Cambridge - Butler Memorial Library
Central City - Central City Public Library
Chadron - Chadron Public Library
Clarks - Clarks Public Library
Clarkson - Clarkson Public Library
Clay Center - Clay Center Public Library
Clearwater - Clearwater Public Library
Cozad - Wilson Public Library
Crawford - Crawford Public Library
Crete - Crete Public Library
Crofton - Eastern Township Library
Culbertson - Culbertson Public Library
Curtis - Klyte Burt Memorial Library
David City - Hruska Memorial Public Library
Deshler - Deshler Public Library
Dodge - John Rogers Memorial Library
Elgin - Elgin Public Library
Elwood - Elwood Public Library
Emerson - Emerson Public Library
Fairbury - Fairbury Public Library
Fairfield - Fairfield Public Library
Fairmont - Fairmont Public Library

Falls City - Falls City Library & Arts Center
Franklin - Franklin Public Library
Friend - Gilbert Public Library
Fullerton - Fullerton Public Library
Genoa - Genoa Public Library
Gering - Gering Public Library
Gibbon - Gibbon Public Library
Gordon - Gordon City Library
Grand Island - Grand Island Public Library
Grant - Hastings Memorial Library
Hartington - Hartington Public Library
Harvard - Harvard Public Library
Hastings - Hastings Public Library
Hay Springs - Cravath Memorial Library
Hemingford - Hemingford Public Library
Hildreth - Hildreth Public Library
Holdrege - Holdrege Area Public Library
Howells - Howells Public Library
Humboldt - Bruun Memorial Library
Humphrey - Humphrey Public Library
Hyannis - Grant County Library
Imperial - Lied Imperial Public Library
Indianola - Indianola Public Library
Kearney - Kearney Public Library
Kimball - Kimball Public Library
La Vista - La Vista Public Library
Laurel - Laurel Community Learning Center
Lexington - Lexington Public Library
Lincoln - Bennett Martin Public Library
Lincoln - South Branch
Lodgepole - Nancy Fawcett Memorial Library
Loup City - Loup City Library
Lyons - Lyons Public Library
Madison - Madison Public Library
McCook - McCook Public Library
Meadow Grove - Meadow Grove Public Library
Mitchell - Mitchell Public Library
Morrill - Morrill Public Library
Mullen - Hooker County Library
Neligh - Neligh Public Library
Nelson - Nelson Public Library
Newman Grove - Newman Grove Public Library
Niobrara - Niobrara Public Library
Norfolk - Norfolk Public Library
North Bend - North Bend Public Library
North Platte - North Platte Public Library
Oakland - Oakland Public Library
Ogallala - Goodall City Library
Omaha - A.V. Sorensen Branch
Omaha - Benson Branch
Omaha - Charles B. Washington Branch
Omaha - Florence Branch
Omaha - South Omaha Library
Omaha - W. Dale Clark Library
Omaha - Willa Cather Branch
O'Neill - O'Neill Public Library
Orleans - Cordelia B Preston Memorial Library
Osceola - Osceola Public Library
Oshkosh - Oshkosh Public Library
Osmond - Osmond Public Library
Oxford - Oxford Municipal Library
Pawnee City - Pawnee City Public Library
Paxton - Paxton Public Library
Pender - House Memorial Library
Pierce - Lied Pierce Public Library
Pilger - Pilger Public Library
Plainview - Plainview Carnegie Library
Polk - Polk Public Library
Randolph - Lied Randolph Public Library
Ravenna - Ravenna Public Library
Red Cloud - Auld Public Library
Rushville - Rushville Public Library
Saint Paul - Saint Paul Public Library
Sargent - Sargent Township Library
Schuyler - Schuyler Public Library
Scottsbluff - Lied Scottsbluff Public Library
Scribner - Scribner Public Library
Shelby - Shelby Community Library
Sidney - Sidney Public Library
South Sioux City - South Sioux City Public Library
Springview - Keya Paha County Library
Stanton - Stanton Public Library
Stromsburg - Stromsburg Public Library
Superior - Superior Public Library
Sutherland - Sutherland Public Library
Sutton - Sutton Memorial Library
Tekamah - Tekamah Carnegie Public Library
Thedford - Thomas County Library
Tilden - Raymond A Whitwer Tilden Public Library
Trenton - Trenton Public Library
Ulysses - Ulysses Township Library
Valentine - Valentine Public Library
Verdigre - Verdigre Public Library
Wahoo - Wahoo Public Library
Wakefield - Gardner Public Library
Walthill - Walthill Public Library
Wayne - Wayne Public Library
West Point - John A Stahl Library
Western - Struckman - Baatz Public Library
Wilber - Dvoracek Memorial Library
Winnebago - Little Priest Tribal College
Wisner - Wisner Public Library
Wolbach - Wolbach Public Library
Wymore - Wymore Public Library
York - Kilgore Memorial Library

Participating Library Demographics

The following demographical information describing the service area of the participating library outlets, was included in the grant application written in 2010.

Grand Island Public Library (Population 48,520)

- 147 of 290, or 50.7 percent of Nebraska's public library outlets, are included in the project (the majority of the non-participating library outlets did not qualify for participation based on criteria)
- These libraries serve communities with high proportions of vulnerable and underserved populations
- Project Service Area Population:
  - 896,763 people, or 47 percent of Nebraska's total population
  - Includes 477,999 low income, or 41,484 unemployed and below the national median income
  - Includes 333,249 seniors, 67,456 youth, 99,348 people with disabilities, and 37,376 who speak English as a second language
- 143 of the 147 libraries serve communities with a median income below the national average, and more than 70 percent are located in underserved communities where estimated home broadband penetration is 40 percent or less
- These 147 libraries serve 86 percent of all low income areas in Nebraska and 52 percent of Nebraska's underserved broadband communities

The BTOP project has been an incredible opportunity making the library the community leader in internet connection and public access. With the upgrades in equipment and internet connection, the library can provide more services than any other entity in the area. The library is the only entity in the area to offer free public access along with assistance when requested. This along with the top of the line equipment makes the library a very valuable asset to the community and surrounding area. The Valentine Library serves a very large county geographically but it also serves several counties in the neighboring state of South Dakota. Since the Rosebud Reservation begins just 9 miles from Valentine, many residents of the Sioux Nation utilize the library computers. Our services have become so important to our neighbors to the north that one of the schools within Todd County, S.D. school district, purchased out-of-county library cards for their students so that they could use our library services. These students have used the library not only to check out materials but have visited as a school, and used our computers and internet for school projects. Anne Quigley, Valentine Public Library (County Population 5,713)

When Bennett Martin Public Library received our new computers, we offered the use of our new training room to Lincoln Literacy to teach computer classes to refugees and immigrants. According to Clayton Naff Lincoln Literacy's executive director, "Most good jobs require online applications, and parents need to go online to access their children's grades at school, plus there is the whole world of news, social media, and information available on the computer." Women from Africa, Asia, the Middle East, Eastern Europe and Latin American signed up for the 7-week computer class. The participants' children enjoyed storytime and literacy lessons from Library staff. Everyone received library cards. The classes were a great way to introduce new immigrants and refugees to library services. It was a great partnership and an excellent use of our new computer area. Plans are to continue the classes year round. Thank you BTOP grant! Julie Beno, Lincoln Public Libraries-Bennett Martin (Lincoln population 258,379)

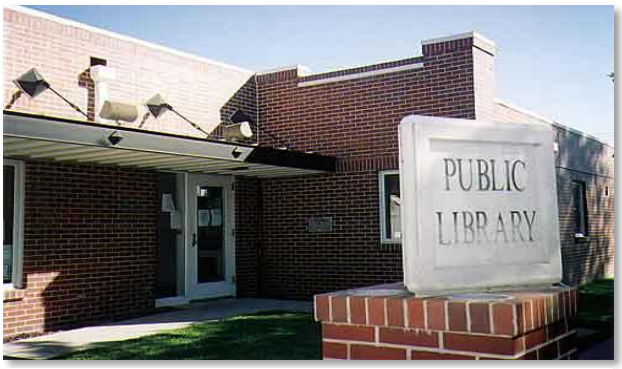
Participating Libraries by Size:

Ninety-nine (over seventy percent of all participating libraries) are located in communities serving fewer than 2,000 people. These 99 very small libraries have a total service area population of 91,871, or only 7.8 percent of the total project population. They are open an average of 28 hours per week. [The majority of these 99 (61) are actually in communities with fewer than 1,000 population.]

Twenty-five BTOP libraries are located in communities of 2,000 to 7,999 and serve 8.7 percent of the project population. They are open an average of 47 hours per week.

Nine libraries with populations of 8,000 to 19,999 serve 8.6 percent of the project population and are open an average of 61 hours per week.

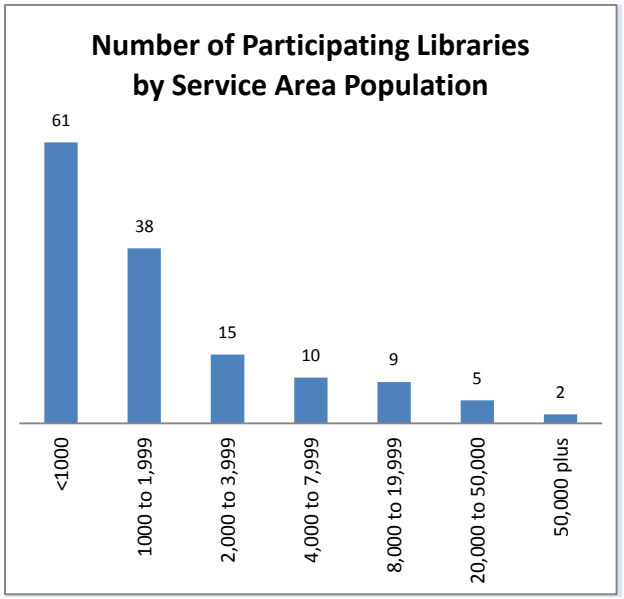
Five libraries with populations of 20,000 to 50,000 serve 13.4 percent of the project population and are open an average of 63 hours per week.

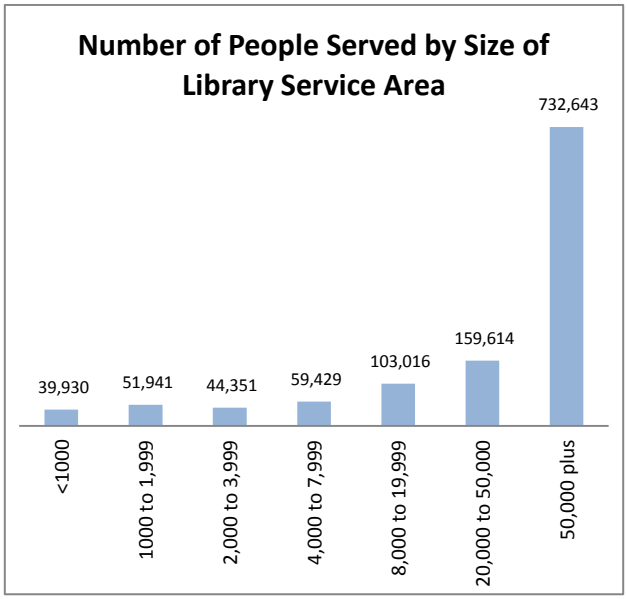


Struckman-Baatz Public Library, Western (Population 235)

Two libraries are in communities with more than 50,000 in population (Lincoln and Omaha). The charts below indicate the total service area for these two libraries. In Omaha the project serves 7 of its 12 outlets and includes its main library. In Lincoln the project serves 2 of its 9 outlets and includes its main library. The service population of these two libraries is 732,643, which amounts to 61.5 percent of the total project population. These libraries are open an average of 53 hours per week.

Among the challenges associated with working with many small libraries are: part-time directors, small staff and high staff turnover, absence of staff with training or experience with technology, limited budgets, and small facilities that may not have the space or the infrastructure required for technology.





There is no way our library could have updated the speed of internet or the computers made available through this grant. People who visit our library from out of state are amazed at all we have to offer in our small library. Cheryl Green, Clay Center Public Library (Population 760)

Organizational Structure

Three positions were created to implement the Library Broadband Builds Nebraska Communities Project—the Project and Program Manager, the Information Technology Support Manager, and the Grant Compliance Officer. All three positions were retained throughout the course of the grant.

JoAnn McManus held the lead position of Project and Program Manager and was responsible for all aspects of the project including development, coordination, and implementation. The project manager supervised the Grant Compliance Officer and the IT Support Manager; established action plans; worked and contracted with grant programming partners to offer training opportunities at participating libraries; worked with the agency's Communications Coordinator to assist with the marketing aspects of the project; worked with participating libraries to refine needs, determine a delivery schedule, and ensure sustainability; scheduled shipments between the warehouse partner and the participating libraries; oversaw the project budget and worked with the agency's business manager to ensure financial accountability; coordinated and communicated with supervised staff, federal and foundation funding sources; and reported to the agency director and staff on the project. The Project Manager also contracted with electricians and computer technicians to provide electrical and wiring upgrades and install equipment at select library locations; worked with library staff to select suitable computer furniture and procured furniture through Cornhusker State Industries; and worked with libraries and their broadband providers on broadband upgrades necessary for their public computing centers.

Holly Woldt held the Information Technology Support Manager position. Duties included: design and coordinate the acquisitions process including the selection, receipt, installation and configuration of equipment; develop, review and approve proposed hardware/software configurations and specifications; develop requests for proposals and prepare purchase orders for the procurement of equipment and software; consult with the agency's Computer Team and Business Manager to ensure compliance with government purchasing regulations; establish timetables for the various acquisitions; assist with broadband upgrades; work with participating library staff to schedule installations, produce and distribute documentation, and training library staff on the grant equipment; install equipment at select libraries; work with and advise participating library staff on all aspects of installation, maintenance and use of hardware and software; troubleshoot grant purchased equipment as needed; and meet regularly with the project manager and broadband team.

Barbara Caron held the Grant Compliance Officer position for the last year of the project. The Grant Compliance Officer ensured compliance with all federal and grant requirements and state policies and procedures related to the Broadband Technology Opportunity Program; assisted in the development and implementation of goals, policies and priorities related to the accounting, budgeting, and financial management activities of the project in order to meet grant performance reporting requirements; maintained records; developed and maintained comprehensive tracking and reporting systems and methods for data collection; prepared various financial statements and evaluation reports and submitted them in a timely fashion; conducted periodic budget-to-actual report reviews and reconciliations and addressed variances with the Project Manager and the Business Manager; worked with the Agency's Planning and Data Coordinator to coordinate activities with existing data collection and reporting; and worked with participating libraries and programming partners to collect data and report on progress.

We are very thankful to be a part of this outstanding program. Everyone that we have worked with has been helpful and professional. Peggy Leiting, Lied Randolph Public Library (Population 944)

We are very appreciative of all of the equipment we received; we would not have been able to upgrade all of our computers without this grant. The staff was very helpful and super to work with. Denise Lawver, Wahoo Public Library (Population 4,508)

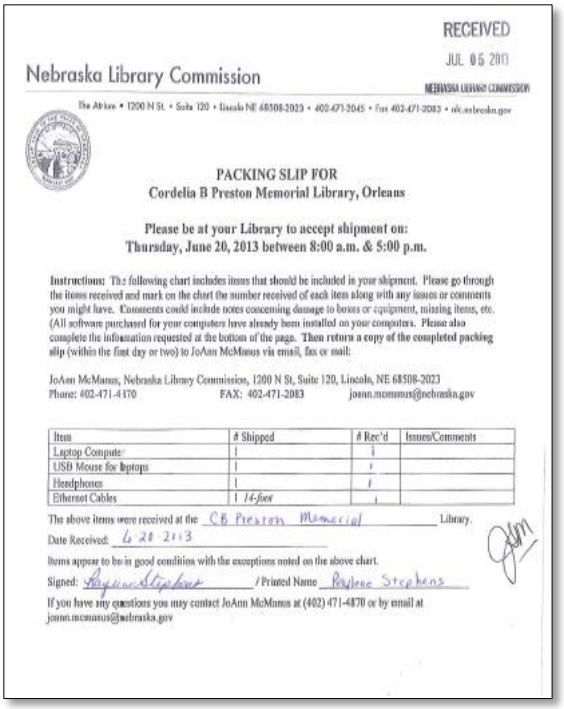
Processes & Procedures

The project overcame logistical challenges associated with procuring and delivering equipment and furniture for 147 libraries spread over more than 77,000 square miles. Nearly 13,500 individual pieces of equipment, accessories, software, and furniture were purchased, delivered and installed.

Consideration was given to compatibility of new equipment with existing equipment and operating systems and to blending new furniture with old furniture, as well as strategies for remaining responsive to the ongoing needs of the public computing centers.

Project staff also worked with libraries, broadband providers, electricians, and computer technicians who upgraded broadband service and installed new wiring, electrical outlets, and equipment. Fourteen project partners offered programming and training at participating libraries. Successfully dealing with so many libraries and so many related complexities was accomplished by employing processes and procedures that served the team well. These processes and procedures were highlighted as a "best practice" in the Annual Performance Progress Report.

Tracking spreadsheets. Tracking nearly 13,500 items was challenging. Equipment and accessories were initially shipped to either the partner warehouse, the project office, or directly to libraries. Spreadsheets tracked the order and delivery of every item. Packing slips were carefully collected to verify that equipment and furniture reached their final destinations. Spreadsheets were also used to track broadband upgrades and monthly payments, furniture orders, monthly report submissions, installations, training partner contracts, and other project details.



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Nebraska Library Commission

The Atrium • 1200 N St. • Suite 120 • Lincoln NE 68508-2023 • 402-471-2045 • Fax 402-471-2083 • nlc.nebraska.gov

PACKING SLIP FOR
Cordelia B Preston Memorial Library, Orleans

Please be at your Library to accept shipment on:
Thursday, June 20, 2013 between 8:00 a.m. & 5:00 p.m.

Instructions: The following chart includes items that should be included in your shipment. Please go through the items received and mark on the chart the number received of each item along with any issues or comments you might have. Comments could include notes concerning damage to boxes or equipment, missing items, etc. (All software purchased for your computers have already been installed on your computers. Please also complete the information requested at the bottom of the page. Then return a copy of the completed packing slip (within the first day or two) to JoAnn McManus via email, fax or mail:

JoAnn McManus, Nebraska Library Commission, 1200 N St, Suite 120, Lincoln, NE 68508-2023
Phone: 402-471-4370 FAX: 402-471-2083 joann.mcmanus@nebraska.gov

Item	# Shipped	# Rec'd	Issues/Comments
Laptop Computer	1	1	
USB Mouse for laptops	1	1	
Headphones	1	1	
Ethernet Cables	1 14-foot	1	

The above items were received at the CB Preston Memorial Library.
Date Received: 6 20 2013
Items appear to be in good condition with the exceptions noted on the above chart.
Signed: Raylene Stephens / Printed Name Raylene Stephens
If you have any questions you may contact JoAnn McManus at (402) 471-4870 or by email at joann.mcmanus@nebraska.gov

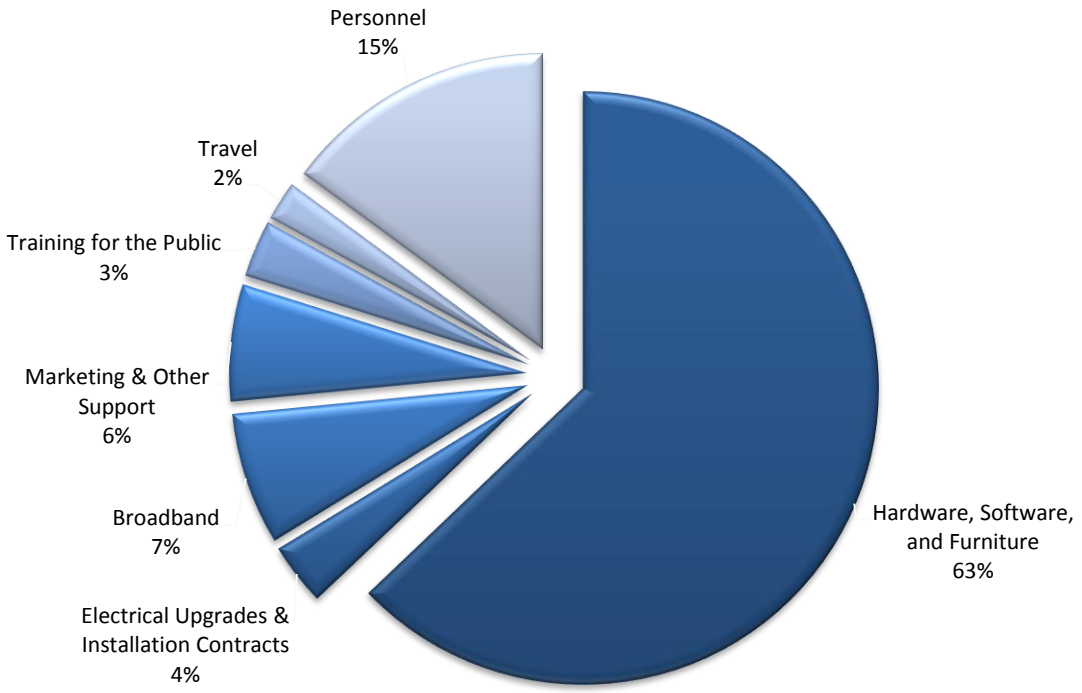
Signed packing slip

Written processes & order forms. Clearly and consistently communicating work processes was essential. For example, a written procedure was developed to explain how to request a quote from a broadband provider, including required documentation, and how to determine which charges grant funds would cover and which would be the library's responsibility. While project staff reviewed the processes verbally with library staff, the written procedure proved valuable for all parties. It reminded the library of the required steps so that upgrades could be approved and paid expeditiously. There were also written procedures for electrical/wiring upgrades, computer technician installations, and monthly report submissions.

Order forms were used to collect information about library needs for equipment accessories such as projector screens, external hard drives, multi-card readers, and laptop locking cables. Order forms introduced the product, describing its purpose and potential use. Libraries indicated their needs and interest in product selection by completing and returning the form, insuring that library needs were met and the product and requests were tracked.

We feel very lucky to have this updated technology to our patrons! Many people traveling through Cambridge cannot believe how a small library can have access to all of these services. Deb Young, Butler Memorial Library, Cambridge (Population 1,063)

Budget & Expenditures



Budget Category	Budgeted	Spent
Personnel	**$588,500**	**$539,727**
Salaries	394,295	399,391
Benefits	194,205	140,336
Travel	**$111,380**	**$78,163**
IT Support & Program Coordinator	61,766	39,179
Trainer & Librarians	49,614	38,984
Hardware, Software, and Furniture	**$2,194,540**	**$2,276,931**
Hardware/Software	1,945,690	2,069,265
Furniture	248,850	207,666
Installation Contracts & Electrical Upgrades	**$97,100**	**$123,157**
Installation Contracts	53,000	51,228
Electrical Upgrades	44,100	71,929
Other: Broadband, Training, Marketing, Application Support	**$676,669**	**$650,211**
Broadband (DSL/Fiber) Installation & Recurring	292,253	260,596
Training for the Public	85,000	112,779
Marketing	76,533	53,952
E-Rate Application Support & Technology Summer Camps	105,260	105,261
Grant Application Expenses	117,623	117,623
Total	**$3,668,189**	**$3,668,189**

Funding Sources & Expenditures

The Department of Commerce's National Telecommunications and Information Administration (NTIA) Broadband Technology Opportunities Program (BTOP), funded by the American Recovery and Reinvestment Act (ARRA), provided the Nebraska Library Commission $2,416,403 to fund Nebraska's public computing center project**.** Match for the project was provided by the Bill & Melinda Gates Foundation in the amount of **$1,251,786** to include technical assistance provided in the application phase of the project. The total project budget was **$3,668,189**. The budget and expenditure chart on the previous page details the expenditures in the various budget categories. Savings in the personnel, travel, and marketing areas of the budget were spent for additional equipment hardware and electrical/wiring upgrades needed by participating libraries.

Public Computing Center Use

Participating libraries reported a total of 4,108,096 non-unique computer users since the inception of the BTOP project in August 2010. Approximately two percent of these users (83,769) took advantage of a variety of structured learning opportunities. In the final quarter of the project, the BTOP libraries had an average of 29,952 public computer users per week.

We saw an increased use by the community by adult students completing online testing for classes or job-related testing increasing their job skills and opportunities. The public has come to depend on the library for access to the Internet and to serve computer, scanning and printing needs. The staff grew with knowledge from all the training received on maintenance, general software usage and sustainability enabling staff to further accommodate the needs of patrons. Evelyn M. Ost, Rock County Public Library, Bassett (County population 1,526)

This project provided computers so everyone would be able to come in and use them without waiting. The kids are able to game and adults are able to do college courses, apply for benefits and jobs, or connect with friends and family. We greatly appreciate all the time and effort that was given to this project. BTOP has changed our library for the better and given us a new life in the community. Stephanie Haack, Fairfield Public Library (Population 387)

Library Hours

Library hours fluctuate for a variety of reasons, including budget constraints and seasonal schedule adjustments. At the conclusion of the project in September 2013, participating libraries were open 4,590 weekday and 664 weekend hours. Forty-six libraries reported more hours of service at the end of the project than at the beginning, and a handful specifically attributed this change to the BTOP project. Some libraries reported an unanticipated benefit of the project: wireless service, often combined with faster internet speed, makes it possible to provide services outside of regular library hours. It has become commonplace to see people accessing the internet from their vehicles with laptops, tablets, and smart phones.

We are very grateful for all the computers and equipment we received. As a result of this project, our computer usage continues to increase, we added new library card holders from computer class attendees, and the number of patrons using the library increased. In fact, the Village Board noticed the increase usage and as of October 1, 2013 we are now open 6 days a week and two more hours than last year. Vicki Casper, Hildreth Public Library (Population 378)

Hildreth Public Library (Population 378)

Outreach & Marketing

The outreach strategy designed by the Nebraska Library Commission's Communication's Coordinator Mary Jo Ryan, was geared to maximize awareness and use of library public computing center resources, while avoiding costly mass marketing techniques. The strategy revolved around the development and distribution of templates for posters, postcards, flyers, and news releases as well as asking each participating library to hold an open house to feature their newly acquired equipment and computer furniture. Local library staff and volunteers used these materials to market the open houses and public computing center learning nights to bring visitors to the library to see and use the technology upgrades at the public computing centers. Libraries received "Wireless Hot Spot" banners and posters. Classified ads in local newspapers were purchased for promoting partner-led computer classes, and display ads were purchased during National Library Week to promote public computing centers at local libraries.

Wayne Public Library (Population 5,660)

Throughout the project, libraries reported targeting 1,647,162 individuals with outreach efforts using social media posts, open houses, presentations to community groups, radio spots, newspaper columns and articles, flyers, mailings, and use of the project calendar and blog. Librarians reported that outreach efforts reached an estimated 1,273,137 individuals.

When surveyed, 98.0 percent of all BTOP libraries agreed or strongly agreed that the library's visibility and usage were positively impacted by the technology improvements made possible by the BTOP project. The awareness of those improvements was impacted by the marketing and outreach campaign conducted by the project team and the participating libraries.

We have seen an increase in the use of technology because of the newer computers and increased number of computers. Part of the increased visibility of the computer area and the library in whole is due to the open house (and media articles leading up to it) we had for the BTOP grant. Keri Anderson, Hoesch Memorial Public Library, Alma (Service area population 1,174)

The Open House allowed us to showcase the new computers and gave our partners a chance to show off their sites to the community. Some wonderful partnerships happened at the Open House. Julie Beno, Lincoln City Libraries—Bennett Martin (Lincoln population 258,379)

Marketing Training

We have promoted that the library has high quality equipment and internet connection. This has brought people who were not regular library users into the library. Tammy Howitt Covalt, Bridgeport Public Library (Population 1,545)

The technology improvements have increased the library's visibility in the community. The library is now seen as a vital resource with a proven need for the facility. Evelyn M. Ost, Rock County Public Library, Bassett (County population 1,526)

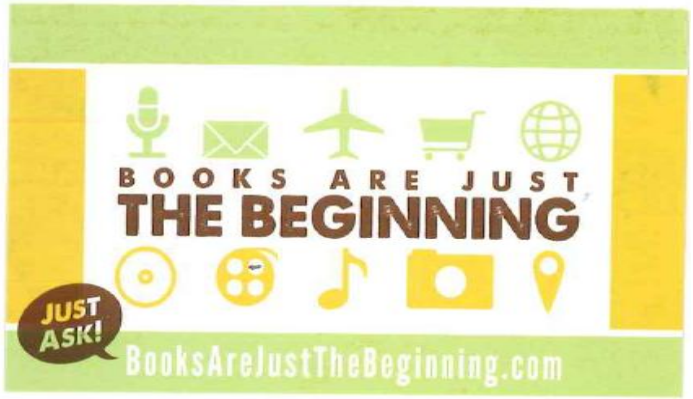
Project Blog

Blog web page banner

The Library Broadband Builds Nebraska Communities blog was launched in early 2012 to provide a venue for participating libraries, project staff, and program partners to share tips, calendar events, links to webinars, and other information. This blog is a vehicle for sustainability now that the grant has ended. It serves as a place where libraries can turn to each other and to the program partners for assistance to sustain and promote their public computing centers. This blog will continue to be used by local library staff, volunteer trainers, and Nebraska Library Commission staff to share ideas for sustaining and growing the learning activities in the local public library computing centers and to update libraries on technology topics. The blog can be found at: http://lbbnc.nebraska.gov.

Books Are Just the Beginning Campaign

In the final quarter, a promotional campaign was launched. The "Books Are Just the Beginning" campaign includes a website (www.BooksAreJustTheBeginning.com) targeted at Nebraskans that are not aware of the changing roles of public libraries. The site includes a blog about library activities that demonstrates that *books ARE just the beginning* and shares stories and news articles about a variety of activities in Nebraska public libraries, especially in the public computing centers. A 2-minute YouTube video was produced and is posted on the site in English, with Arabic and Spanish subtitled versions. The video showcases the technology, services, and activities found at local libraries, and features the public computing centers. Libraries were provided with campaign bookmarks, business cards, mouse pads, posters, pencils, and buttons to drive local residents to the website and video. It is expected that library staff and volunteers will use these tools to promote public computing center services and activities into the future. Nebraska Library Commission staff continue to train and consult on how to customize the materials and how to create a marketing plan and sales force to implement the campaign. Several local libraries have plans for using these materials to launch a marketing campaign in 2014. Others are expected to follow.



I brought your campaign back to the Foundation (at our weekly fundraising meeting) – and they loved it! They would like to use the "books are just the beginning" tag line for their campaign, and then integrate your materials as needed. Gayle Roberts, Blair Public Library (Population 7,990)

BTOP provided equipment, support, encouragement, energy and partnerships opening a whole new world for a very small town library. The technology improvements provided by the grant would not have been possible through the library, city or county funds. The BTOP project also provided the partnerships with Nebraska organizations, who in turn have offered support and many ideas to use in the library. Thank you so very much. Jan Sears, Kimball Public Library (Population 2,496)

Citizen Programming/Training

Programming was an important component of the project. When surveyed, nearly 94 percent (93.9%) of all BTOP libraries agreed or strongly agreed that their library's public service activities, including programming, training, and technology coaching, had increased or improved as a result of the BTOP project. Nearly 92 percent (91.8%) agreed or strongly agreed that the library was more likely to offer more training/programming activities in the future than it did before the BTOP project.

A total of 32,200 public computing center users participated in 83,769 hours of training. Structured learning opportunities (and their percent of the total training hours) included:

- Basic Internet & Computer Skills: 34%
- Office Skills: 13%
- Certified Training Programs: 19%
- Multi-media: 13%
- Homework Help, Online Classes, Health Information, Employment and Job Search, Accessing Government Information: 21%

Training was provided to citizens by library staff and volunteers, by instructors from all six of Nebraska's community colleges, and by other Library Broadband Builds Nebraska Communities programming partners.

Fairbury Public Library (Population 3,942)

According to a wrap-up survey, 85.7 percent plan to or are already pursuing arrangements with at least one of the BTOP training/programming partners to offer more learning activities in the library.

Programming Partners

The project's enhanced public computing centers and programming were designed to enable the project to achieve five primary goals: 1) enhance Internet and computer literacy, 2) create opportunities to increase income status, 3) increase educational access and opportunities, 4) improve access to health information, and 5) improve access to e-government information for vulnerable populations. To this end, the project team worked with the following programming partners to achieve these goals.

Center for Rural Affairs
Community Colleges
- Central Community College
- Metropolitan Community College
- Mid-Plains Community College
- Northeast Community College
- Southeast Community College
- Western Nebraska Community College

Nebraska Court Administrator's Office
National Network of Libraries of Medicine: MidContinental Region
Nebraska Community Foundation
Nebraska Department of Labor
RURPI Center for Rural Entrepreneurship
University of Nebraska-Lincoln Extension
University of Nebraska Medical Center, McGoogan Library of Medicine

Because the library partnered with other entities throughout the grant, we have become more open to other partnerships in training and educating our community. Rose Barcal, La Vista Public Library (Population 15,758)

Community Colleges – Savings in salary and travel budget areas allowed the project team to develop programming relationships with all community colleges—Central Community College, Metropolitan Community College, Mid-Plains Community College, Northeast Community College, Southeast Community College, and Western Nebraska Community College. The community college partnerships that provided computer application training had many positive outcomes. During the final year of the project the Community Colleges held 484 computer application classes reaching 3,220 students for a total of 1,756 hours of instruction at 79 libraries. The BTOP project invested nearly $87,000, or more than 3.1 percent of the project budget, in these classes, which were offered at no cost to participating libraries and their customers. Participant feedback noted the convenience and comfort associated with being able to take classes locally, and remarked how the training will help them in their job and personal life. Classes included Excel, PowerPoint, Word, Introduction to E-mail, Beginning Computers, Beginning Internet, Basic Publisher, QuickBooks, and other computer applications. Classes were offered for English, Spanish, Dinka, Arabic, and Nuir speakers.

Polk Public Library (Population 322)

This grant has allowed our library to have up-to-date equipment for the pubic to use. This is our first projector and we have used it countless times with our public classes and webinar. Just having the computer classes from the college was a big bonus to our community and it helped many people with their jobs and personal enjoyment. The partners on this grant were wonderful to our library. Gail Irwin, Ainsworth Public Library (Population 1,728)

We were able to see how many people want technology classes from their library, and as a result are now offering those classes. Nichole Lawless, Madison Public Library (Population 2,438)

Before BTOP we had never offered any technology classes. We offered computer classes for the first time ever. The new equipment, along with the classes has really helped increase attendance at our library. Cindy Wagner, Culbertson Public Library (Population 595)

Class Participant Evaluation Comments

This was a great benefit for my small business! Basic Excel class, Superior Public Library

I learned many new things. I plan to use the knowledge to update my resume. Beginning Computers class, Arapahoe Public Library

Valuable learning and an opportunity for a new better job! Intermediate Excel class, Kearney Public Library

This was very useful for my own personal use and my farm files. Basic Excel class Humphrey Public Library

I am happy to have the program available close to home. It is all new to me and I look forward to learning about computers and how to use them. Beginning Internet class, Arapahoe Public Library

Definitely feel more comfortable to try and do it now. Had no idea where to start. Basic Internet & Email class, St. Paul Public Library

I knew NOTHING about internet, Email, or any of that kind of thing. Now I know more. Beginning Internet class, Stromsburg Public Library

Explained the "filing system" in the computer so I could understand it – at last! Save & Locate Files class, Hruska Memorial Library, David City

Center for Rural Affairs – As a program partner, the Center for Rural Affairs was able to provide Microsoft Office, Introduction to Computers, Computer Basics, Quickbooks, and Business Plan Basics Courses at participating libraries. Libraries that took advantage of the multiple session classes included public libraries in Broken Bow, Fairmont, Lexington, and Wakefield. About half of the sessions provided by the Center for Rural Affairs were presented in Spanish which filled a great need.

Nebraska Court Administrator Office – Staff from the Nebraska Supreme Court, Nebraska State Bar Foundation and the Office of Dispute Resolution traveled the state to deliver educational sessions in an effort led by the Nebraska Court Administrator's Office to provide the public with greater access to the courts. The sessions "Navigating the Waters of Legal Self-Help and Judicial Branch Website" and "Self-help/Pro Se Training," were held at 16 public library locations (Alliance, Auburn, Kimball, La Vista, Lexington, Lincoln—South Branch, Madison, Neligh, Norfolk, O'Neill, Pender, Red Cloud, Scottsbluff, Sidney, St. Paul, and Wayne) at both open houses and stand-alone learning nights. Depending on the location, others from the local areas in attendance who shared insights and made connections with library staff and attendees included Nebraska State Bar Association Fellows, Judges, Clerk Magistrates, and Clerks of the District Court.

Neligh Public Library (Population 1,591)

Programming Partner Training

The one-hour sessions walked participants through the Judicial Branch's Legal Self-Help Web page and other online resources designed to assist people representing themselves in Nebraska courts or gathering helpful information. The Nebraska Supreme Court is continually updating its website (www.supremecourt.ne.gov/self-help), to provide new and expanded information for citizens to have better access to legal resources and their own court cases. A wealth of information can be found on the court's website. Individuals can check on court schedules, pay tickets, and do online court cases searches. People can also obtain free access to legal information including instructions and forms for different legal matters such as small claims, name changes, power of attorney, requests for adoption records, protection orders, custody or divorce, and court appeals. Another website that was highlighted was the official Nebraska state website: Nebraska.gov. From this site Nebraskans can renew drivers' licenses or license plates, buy hunting licenses and many other e-government services…all from the quiet and comfort of a chair at the local public library.

The program provided information about where to find legal forms through e-government. It was very informative. Everyone was very pleased with the program. We had 19 in attendance. Doris Jensen, Sidney Public Library (Population 6,757)

Nebraska Community Foundation – Participating libraries were provided two opportunities to interact with Nebraska Community Foundation Staff. Marcia White, Director of Philanthropy presented to library staff on sustainability and advocacy at the Technology Planning Summer Camp. BTOP libraries were invited to participate in the Nebraska Community Foundation's 2012 annual training conference to learn more about charitable giving. Those who attended appreciated the training and the connections made. The Nebraska Community Foundation offered libraries that do not have access to a local foundation, the opportunity to establish a Nebraska Community Foundation account to use their 501(c)3 entity to receive bequests and gifts.

Nebraska Department of Labor – As a programming partner, the Nebraska Department of Labor (NDOL) connected with library staff and provided job market opportunities for community members. The agency kicked off partnerships at select library public computing centers, which provided excellent outreach opportunities in communities beyond NDOL office locations. NDOL's community outreach staff continues to work with libraries to offer training at public computing centers for library staff, job seekers, and businesses. Training topics include how to: register on NEworks, create resumes and cover letters, conduct job searches, and research employers. Training for businesses include: posting jobs, searching online resumes, and attracting quality candidates. At select sites NDOL staff members meet with clients online. NDOL provided these library sites the necessary equipment, such as signature pads, so their clients can be served at convenient library locations.

"Our library is working with the Workforce Coordinator/Youth Specialist. Our library will be a center for young people to find assistance in job opportunities." Rebecca Cemper, O'Neill Public Library (Population 3,705)

I just received an email from the Nebraska Department of Labor about scheduling a session next month to register employees on the NEworks job site. A local grocery store is closing and she wants to use the library and the BTOP computers to help the employees find work. What a great use of our grant computers. Karen Fox, Fairbury Public Library (Population 3,942)

Our patrons greatly appreciate not having to wait long to use our new computers. The computers and the wireless access has helped several patrons with their college courses and homework and some even found a job by using the computers. Donna Christiansen, Plainview Carnegie Library (Population 1,246)

With our new technology we had two people find work, several people could obtain their tax refunds earlier, and people have been able to access public assistance. Diane Schroeder, Ulysses Township Library (Population 171)

Our mobile lab has been used by county and city groups to great effect… especially in the aftermath of the recent tornado that struck part of Wayne. The Department of Labor has been using our computers to assist workers displaced by the recent tornado damage. Lauran Lofgren, Wayne Public Library (Population 5,660)

We have appreciated working with the Department of Labor and NEworks. Lisa Olivigni, Crete Public Library (Population 6,960)

Laurel Community Learning Center (Population 964)

RURPI (Rural Policy Research Institute) Center for Rural Entrepreneurship – The Center delivered training to local library customers on strategies and tools that revolve around their work in three areas: attracting youth to return home to rural Nebraska, the role of libraries in local economic development, and creating entrepreneur-friendly public libraries. Webinars were held on each of these three areas followed by technical assistance provided to those libraries that requested direction on related local initiatives. Recordings of these webinars are available online to all libraries.

"Attracting Youth Home to Rural Nebraska" was held on May 24, 2012. Craig Schroeder with the Center for Rural Entrepreneurship presented a one-hour webinar for Nebraska libraries and community leaders seeking to involve youth in ways that will encourage them stay or return home in the future. Three key topics that are vital to attracting youth were addressed: creating local career and business opportunities for young people; involving youth in decision-making and community service; and making community investments in youth and their enterprises. Thirty libraries and interested citizens registered for this webinar. Following the webinar, the Center worked with four Nebraska libraries that expressed interest in archiving local historical materials electronically for use by young people interesting learning about their community's heritage and founding entrepreneurs.

Programming Partner Training

"Economic Development Communities & Libraries" was held on July 26, 2012. Don Macke with the RUPRI Center for Rural Entrepreneurship presented this community library-focused webinar. This training provided an overview of local economic development, the role of entrepreneur-focused economic development, and why community libraries should be involved. Topics presented in the webinar included: 1) why economic development is foundational to community success, 2) why communities should support entrepreneur-focused economic development, 3) who should be Involved in growing entrepreneurs as a way to grow your community, and 4) why libraries are central to supporting area entrepreneurs. Sixty-two libraries and interested citizens registered for this webinar. Technical assistance was made available to participants following the session.

"Creating an Entrepreneur-Friendly Public Library" was held on August 15, 2012. This webinar was presented by Christine Hamilton-Pennell, president of Growing Local Economies, Inc. Christine is a nationally recognized presenter on the topic of public libraries and entrepreneurship and has a background in both librarianship and economic development. The session addressed why it is essential that public libraries support their local business community. This webinar addressed this important question and provided strategies and examples of how any library can do this. Participants gained information needed to: 1) explain why libraries should be involved in entrepreneurship support efforts, 2) identify who to partner with in the community, 3) take steps in developing good public-private partnerships, 4) learn best practices from case studies of public libraries, and 5) identify steps to make business support initiatives happen. Forty-six libraries and interested citizens registered for this webinar. Participants of this webinar received a complimentary downloadable copy of Christine's e-book, "Creating an Entrepreneurship-Friendly Public Library" to use in developing library resources for local entrepreneurs.

University of Nebraska-Lincoln Extension – Extension Educators from across the state assisted at open houses and presented at those events and at stand-alone learning nights. Most sessions provided an overview of the many resources available online at extension and university websites. Other sessions covered specific topics of interest to the local population. Extension educators also offered many webinars on topics of interest to many Nebraskans, and these webinars were publicized to all public libraries, many of which tuned in to these informational webinars either live or to the recorded versions to meet the educational needs of library staff or customers. To reach even more librarians, a session highlighting resources you can find on the web and how libraries can work with their local UNL Extension office was presented as a one-hour ***NCompass Live*** webinar. A recording is available on-line at http://nlc.nebraska.gov/scripts/calendar/eventshow.asp?ProgID=12263

University of Nebraska Medical Center, McGoogan Library of Medicine & National Network of Libraries of Medicine: MidContinental Region – The project's medical information partners provided informative sessions for librarians and citizens on how to search for health information and how to evaluate health information sites. Led by medical librarians from McGoogan Library of Medicine, the University of Nebraska Medical Center's Consumer Health Information Resource Service (CHIRS), and the National Library of Medicine, the training sessions were designed to enable citizens to make better-informed decisions regarding their family's health care options. MedlinePlus.gov was demonstrated and CHIRS services were discussed. The 90-minute sessions included a PowerPoint presentation along with an opportunity for participants to search for health-related information. Public librarians were urged to continue to conduct health information classes for their communities, using the free training materials available on the CHIRS site.

The sessions were held at 28 public libraries (Ainsworth, Alliance, Beatrice, Bloomfield, Chadron, Clay Center, Culbertson, David City, Dodge, Fairmont, Kimball, La Vista, Lexington, Lodgepole, Meadow Grove, Neligh, Norfolk, North Bend, Omaha, Osmond, Randolph, Rushville, Sidney, South Sioux City, Stromsburg, Syracuse/Southeast Library System Meeting, Wahoo, and West Point) reaching librarians from more than 40 public libraries and citizens from more than 35 communities. To reach even more librarians, a session was held as a one-hour ***NCompass Live*** webinar. A recording of the session is available on-line at http://nlc.nebraska.gov/scripts/calendar/eventshow.asp?ProgID=11719

Paxton Public Library (Population 523)

BTOP funds were also used for a Bilingual Outreach Consultant and Spanish-speaking nurse for translation and educational services. Documents that were translated into Spanish include: 1) a tabletop poster which is posted on the CHIRS website and available for users to download and print, 2) a Spanish resource section for use on the CHIRS website to include a translated listing of approximately 30 reliable medical websites, 3) press releases announcing the training sessions in South Sioux City and Lexington that were shared with Spanish language media outlets, 4) a public service announcement PowerPoint directed at Spanish citizens urging them to consider their public library as a source of vital consumer health information (the Power Point is available in English and Spanish and is intended as an outline that public librarians can follow when designing public service messages for local Spanish language media outlets), and 5) evaluation forms received from Spanish-speaking attendees at library learning nights. The poster, resource section, and PowerPoint will be maintained on the CHIRS website for continued use by Spanish-speaking visitors to the site.

Training for Public Computing Center Staff

Even though much of the training provided by our programming partners was targeted to the end user, the Nebraska Library Commission utilized agency staff and experts for a host of library staff training sessions in the areas of marketing, technology planning, E-rate education, assistive technology software, and equipment and technology training.

Marketing Training

As a combined marketing strategy and library staff training activity, project staff facilitated marketing training on three separate occasions. The first introduction to marketing was held on Day Two of the project's Kick-Off event held November 10, 2010. Peggy Barber of Library Communication Strategies, Inc. introduced the group to ***"Word-of-Mouth Marketing" (WOMM)*** at the initial kick-off event and facilitated project discussions for success.

Peggy Barber Conducts Communication Gymnasium

To build on the training introduced at the kick-off event, Peggy Barber was invited back to Nebraska for another session on April 27, 2011. Although participating libraries were invited back to Lincoln for the one-day training, the event began with a one-hour ***NCompass Live*** webinar entitled "The Power of Word-of-Mouth Marketing." The webinar was available online across the state and in person to the 56 library staff attending at the broadcast site. Barber shared with the audience how in this totally 'wired' time, the commercial world has turned to Word-of-Mouth Marketing as the most powerful form of advertising. During the one hour "live" and on-line webinar, she focused on how libraries can use this truly powerful and affordable tool—encouraging and building on Word-of-Mouth Marketing by answering a few simple questions: What is it? Why do it? Who can do it? Where does customer service fit in?

The webinar was followed by a three-hour live session entitled ***"The Marketing/Communication Gymnasium."*** This training was designed in response to a needs assessment conducted by Barber to identify Nebraska library staff training expectations and needs. Building on the SPA "Start Planning Already" day at the Library Broadband Builds Nebraska Communities Kick-off event, participants were encouraged to engage in activities to build listening and presentation skills. Strategies for assessing community needs and wants were introduced, and tips on developing and delivering an effective message were presented.

The program also provided demonstrations that featured the computing center equipment that was selected to be distributed through-out the project to include the assistive technology equipment.

Marketing Training

Kathy Dempsey on "Accidental Marketers"

Library staff was also invited to a workshop presented by marketing guru and author Kathy Dempsey on November 30 2012. The session, entitled ***"What Accidental Marketers Need to Know"*** energized the 80 librarians in attendance. The session was geared to library staff or volunteers who are often "accidental marketers." This describes staff who find themselves doing promotion or marketing as part of their jobs, but who have never formally learned how to market library products and services. The workshop covered the basics of marketing as well as advanced tactics. Kathy shared the real reasons why many library customers and other community members don't attend programs and why the media doesn't always cover local events. Attendees learned what "true marketing" is and how it can make their hard work pay off more often. The session included fun, group brainstorming exercises to outline a marketing plan for any program or event that local libraries and public computing centers might host. The response to the training was overwhelmingly positive.

Assistive Technology Training

An Assistive Technology Workstation designed to include ZoomText, Dragon Naturally Speaking Pro, Kurzweil 1000, and Jaws Professional software, was provided to 81 of the public computing centers. Because the assistive technology software was new to library staff, the Nebraska Library Commission implemented a plan to provide training to staff from each of the public computing centers that were to get a workstation.

Pawnee City Public Library (Population 878)

To accomplish this, two Nebraska Library Commission staff members, Technology and Access Services Director Devra Dragos and Technology and Access Services Librarian Allana Novotny, set out to learn the four specialized software products and designed training to introduce the basics, provide hands-on practice, and give library staff the tools to continue to learn more about the product software and its use. To facilitate training, four laptops were purchased and loaded with the specialized software. This allowed for training of up to eight staff at a time with two staff per laptop. The trainers also provided suggestions on 1) station placement to address privacy issues, and 2) outreach activities to reach potential users and people who can help to market the new equipment now available at the library.

Sessions on the assistive technology workstations were also offered at the Technology Planning Summer Camps 1 & 2, which included demonstrations and a question and answer session. While planned for libraries that received the specialized workstation, the sessions were also open to all library staff attending. After the sessions, several libraries who had not received the workstation, requested and received one in the year that followed.

Technology Planning Summer Camps 1 & 2

The project team felt that providing training to the participating libraries in the area of technology planning was an important component needed to ensure the use and sustainability of the technology provided through the Library Broadband Builds Nebraska Communities project. The project team's answer to that need was to hold Technology Planning Summer Camps 1 and 2 during two of the project years.

The first "***Technology Planning Summer Camp"*** was held on August 22-23, 2011 with 177 in attendance. This two-day interactive workshop was held in four locations linked electronically--Lincoln, Norfolk, North Platte and Scottsbluff. The first camp focused on the need for technology planning along with a look at useful tools and a discussion of options available to public computing centers. Sessions included: E-rate 101: The Basics, The Need for Technology Planning, TechAtlas for Libraries, Benchmarks for Technology Services, Focus on Sustainability and Advocacy, Filtering: The Reality of Internet Content Management, and a demonstration of the assistive technology workstation software packages.

The following year the training continued at ***"Technology Planning Summer Camp 2: Don't Just Survive, Thrive!"*** This 2-day workshop was offered regionally in Grand Island on August 21-22, in Norfolk on September 5-6, and in Ogallala on September 11-12, 2012 with a combined attendance of 208. Although this camp focused on the use of the libraries' technology and how to prepare a technology plan to serve the library's needs, marketing materials were shared and patron training opportunities were also featured throughout. Several questions were answered at the conference. How can we sustain and maintain the equipment we have? What sorts of training should be planned for both our patrons and staff? How can we network with other libraries to share knowledge? Programming partners were in attendance and had an opportunity to connect with library staff to facilitate patron training scheduling. Camp sessions included: Project Progress Report, Sustaining Your Library, Training in Your Library, Edge Benchmarks, Your Blue Binder and Beyond, Project Blog How-to, TechAtlas Training, Drafting a Mock Technology Plan, and Call of the Wild: Taming Your Assistive Technology Workstation**.**

Technology Planning Summer Camp

In addition to the Technology Planning Summer Camps 1 and 2, the project team provided technology training throughout the project through materials, webinars, the project website, the blog, and assistive technology training sessions and on-site at participating libraries when the Information Technology Support Manager was making installations and troubleshooting visits.

We are very appreciative of the chance to be a part of the BTOP grant. I really think the training sessions in Lincoln and Norfolk were helpful. I met a lot of other librarians at these sessions and we can continue to learn from each other. This was a grant that I thought could not be passed up and my library board agrees. Thanks to all who made all this possible. Joyce Schmidt, Deshler Public Library (Population 747)

Technology Planning Summer Camp

Our users appreciate the new computers and laptops along with the new software. They also appreciate the wi-fi capabilities we now have and the faster speeds for downloading. This has been great for Overdrive! The staff really appreciates the training received at the summer camps. The new ideas and programs are very important to us. April Stevens, Osceola Public Library (Population 880)

For us small town libraries, this has been something that we would not have been able to purchase on our own. It would be years before getting all that we received. The training for our staff is priceless and the support of staff from the grant was always friendly and prompt. Jody Crocker, McCook Public Library (Population 7,698)

E-Rate Training

The Federal Communications Commission's E-rate program provides libraries and schools with discounts on telephone and/or internet access services. These discounts are determined by the percentage of students in the local school district who are eligible for the free and reduced school lunch program, an indicator of the local level of need. The majority of Nebraska BTOP participating libraries qualified for either a 70 or 80-percent discount through the E-rate program.

A portion of the Bill and Melinda Gates Foundation funding match was earmarked to provide E-rate training and technical assistance to libraries. The goal was to provide library staff with the tools and application assistance to take advantage of E-rate funding so that the costs associated with the higher level of broadband connectivity needed at public computing centers could be handled within the library budgets.

E-Rate Training Session

The Nebraska Library Commission Special Projects Librarian Christa Burns provided education, training, and consultation services to Nebraska library staff to assist with E-rate applications throughout the three-year grant. So that libraries would have the latest information about current E-rate guidelines, the majority of the training sessions were held in late fall. Over the course of the grant, twelve E-rate regional training sessions were held at seven locations with an additional three sessions held on-line. An E-rate session was also provided at each of the two Technology Planning Summer Camps. The combined attendance at all these sessions totaled 468 (duplicated count). The Nebraska Library Commission's staff members with E-rate responsibilities (Christa Burns and Richard Miller, Library Development Director) attended national training sessions each year to ensure that they were able to provide accurate information to reflect any changes in the federal rules and regulations. The Commission continues to provide libraries with E-rate training and technical assistance.

Hardware, Software, and Furniture

The project spent $1,960,188 on hardware, $109,188 on software, and $207,666 on computer furniture for a total of $2,276,932, or more than sixty-two percent (62%) of the total budget. The amount of equipment deployed exceeded the original goal in every category. At the conclusion of the project, sixty-eight percent (68%) of all public access computers available in the participating libraries had been purchased with BTOP project funds. Project participants ranked the computers as the most valuable item received from the grant. By the end of the grant the following items (representing purchases of 13,470 individual units), were provided to the participating libraries at no cost to them.

Item	Actual	Goal	% of Goal
Desktop Computers with 3-year warranty	837	634	132%
Laptop Computers with 3-year warranty	534	462	116%
Assistive Technology Computer with 3-year warranty	81	59	137%
TOTAL COMPUTERS	1,452	1,155	126%
Printers with 3-year warranty	177	136	130%
Scanners with 3-year warranty	169	154	110%
Projectors	114	73	156%
Spare Projector Bulbs	113	--	--
Projector Screens	81	--	--
Laptop Charging Carts	43	33	130%
Routers & Network Switches	277	288	96%
Computer Desks stations (to include 74 adjustable desks)	567	621	91%
Computer Chairs	758	630	120%
Headphones	1,442	1,096	132%
Web Cams	855	--	--
Computer Monitors	921	693	133%
USB Mice for Laptops	543	--	--
Laptop Locking Cables	287	--	--
Replacement Laptop Batteries	10	--	--
Trackball Mice for Assistive Technology stations	89	59	151%
ZoomText Keyboards for Assistive Technology stations	83	59	141%
Multi Card Memory Readers	154	--	--
External Hard Drives (for full system backups)	156	--	--
Cables and Cords	1,948	620	314%
Office Suite, Security and Assistive Technology Software	3,233	2,428	133%

Computer software included Windows 7 64-bit, Microsoft Office Suite 2010 Professional, Microsoft Security Essentials, and Centurion Guard Smart Shield or Faronics Deepfreeze security software. Assistive technology workstations also included ZoomText, Dragon Naturally Speaking Pro, Kurzweil 1000, and Jaws Professional software.

As a sustainability measure, libraries were offered a 2 terabyte external hard drive along with recovery disks for each computer model received. Included in the hard drive shipment were instructions on how to complete a full system backup and restore. The Information Technology Support Manager offered onsite training at many of the libraries to provide a hands-on experience completing a full system computer image backup and restore. Having a stored image decreases the amount of time a computer is out-of-service and allows library staff to bring the computer back on-line without the need to rebuild the computer hard drive when an issue occurs.

Easy Reading Computers: Assistive Technology (Easy Reader) Workstations

An Assistive Technology Workstation was provided to 81 of the public computing centers that wanted to offer this technology to customers with special needs. (Two additional libraries received ZoomText for one of their grant computers.) Customers with visual limitations, dexterity issues, keyboarding issues, or even trouble with the English language, could all benefit from the assistive technology workstation because of one or all of the specialty software imaged onto the desktop computer. Because of the adjustable desk, customers in wheelchairs might also find this station useful as they are able to adjust it with the turn of a crank.

Red Cloud Open House Demonstration (Population 1,020)

Each workstation included an adjustable desk, an adjustable chair, a scanner, a trackball mouse (for ease of use for individuals with dexterity issues), a ZoomText keyboard, and a desktop computer. Three libraries requested a laptop for their Assistive Technology station so that library staff can use the laptop for outreach activities at senior centers and retirement homes. The computers were imaged with Microsoft Office 2010, hard drive protection software and four assistive technology software products as described in the grant proposal. The four assistive technology products and their manufacturers are:

ZoomText Magnifier/Reader from **AI-Squared –** ZoomText offers magnification; color scheme, pointer and cursor enhancements; and screen reading for the visually impaired. The software also provides the options of creating a downloadable sound file from electronic text and magnifying images loaded through a scanner.

Kurzweil 1000 from **Cambium Learning –** Kurzweil 1000 software provides text to speech that makes printed or electronic text readily available to people who are blind or visually impaired. Kurzweil works with a scanner and Optical Character Recognition (OCR) software to convert text on paper to digital text and then reads it out loud. Customers may choose to have English text translated to Spanish or several other languages. A downloadable sound file may be created.

JAWS Screen Reader from **Freedom Scientific –** JAWS is a navigational program with screen-reading capability. Through many keyboard shortcuts, a person with visual limitations may more easily use computer programs to create and edit documents, and navigate and read web pages without having to use a mouse.

Dragon Naturally Speaking from **Nuance –** Dragon Naturally Speaking is a speech-recognition software that converts speech into text. After creating a voice profile, customers use simple voice commands to dictate documents or emails, or to search and navigate the web without having to use a mouse.

The scanner provided with the workstation is a combination automatic document feeder and flatbed scanner. Although the purpose of adding the scanner to the station is so that it can be used in conjunction with the Kurzweil 1000 software, the scanner also makes this workstation a great spot for those wanting to scan photos and documents. They can either use the automatic document feeder so that multiple page documents can be scanned quickly or use the flat bed for bound documents.

Three of the assistive software products offered software upgrade agreements providing for both the current version and the next version (at a discounted price). Providing the version upgrade enabled the libraries to remain current with software upgrades throughout the three-year grant period at no cost to them.

Assistive technology marketing materials were also developed and provided to each library receiving the workstation. Libraries were asked to market the workstation to potential customers who could benefit from the availability of the specialty software.

The ADA workstation has made it possible to continue to reach out to our community and those with special needs. There is a sense of pride within the staff to be able to assist a wider variety of our public. Rose Barcal, La Vista Public Library (Population 15,758)

Many of our seniors are now using the computer because of the ADA computer. They love the programs on it and the keyboard and mouse. Mardell Kohl, Meadow Grove Public Library (Population 301)

In our community we have a young wheel chair-bound student who is now able to use our ADA computer. He still needs some help, but he lights up when he is able to do for himself. Lola Seitz, Pawnee City Public Library (Population 878)

Warehouse Partner

Most equipment was purchased through a single equipment vendor with a warehouse partner available at no cost (other than a nominal fee to image the software onto each computer). Most equipment—even items purchased from other vendors—was shipped to the warehouse where software was imaged onto computers, and the entire shipment was packaged for single-day delivery to a recipient library per project staff's instructions. Receiving all of the items necessary for installation on a single day helped the library keep track of everything needed for installation. The technician could be scheduled to install equipment soon after the shipment arrived, knowing that all necessary items were on site.

Laptop Charging Cart, Wayne Public Library (Population 5,660)

Use of a warehouse partner to complete the software imaging process proved to be very advantageous. First of all, applying an image to the computers in the warehouse allowed for a standard image to be used with the project's name and logo, the name and logos of project funders, and selected icons that would direct library users to project and partner web sites so that users could access information the project team felt was important to the public computing centers. Applying the image at the warehouse, rather than having staff/computer technicians install the software on site at the time of the installation, saved both time and project funding. Imaging at the warehouse also enabled the warehouse partner's imaging technician to detect any computer issues prior to shipping the computer to the library. When an issue was discovered, the warehouse partner could work with the equipment vendor to swap out the defective piece of equipment with a new component prior to its delivery to the library.

The warehouse partner also provided the project team access to a customer liaison that enabled prompt and direct communication concerning any equipment issues including shipments and deliveries. This liaison also helped the project team work through backorders, equipment repairs through warrantees, project defects, purchase orders and invoicing issues. Without a warehouse partner, the project office and the libraries would have had product storage issues prior to installation. The ability to use a warehouse partner also saved time when preparing purchase orders (because a single destination could be used), and it saved time and money related to shipping product out of the project office. The use of a warehouse partner was highlighted as a "best practice" in the Annual Performance Progress Report.

Equipment Installations & Troubleshooting

Project staff worked with libraries to determine their installation preference prior to delivery of their new equipment. Libraries could choose 1) to install the equipment themselves using city or library staff, 2) to work with a local computer technician vendor that the project team could pay through a contract arrangement, or 3) to have the project's Information Technology Support Manager schedule a visit to the library to complete the installation. Several libraries completed their installation through their own staff; the project's IT Support Manager made 115 equipment installation visits; and an additional 85 installations were completed through vendor contracts at 64 libraries at a cost of $51,228.

No matter which installation method the library chose, a binder of equipment-related information was prepared and tailored for each library to facilitate the installation and ongoing maintenance of the grant equipment. Each library's "blue binder" was distributed about one week prior to the initial equipment's arrival at the library.

Grant County Public Library, Hyannis (County Population 614)

The binder was a collection of useful information about the equipment: license numbers, serial numbers, warranty information, specifications, troubleshooting information, set up and recovery information, value sheets for marketing and insurance purchases, and other information to help the library keep the equipment in good working order. Libraries could use the binder to find answers to their most frequently asked equipment-related questions. The library director was encouraged to review the contents of the binder prior to the equipment's arrival and share the binder with any staff or vendors that might be involved in the installation of the equipment. When a library received a new model or category of equipment later in the project, new pages were provided for the binder. The development and use of the "blue binder" was highlighted as a "best practice" in the Annual Performance Progress Report.

When the Information Technology Support Manager Holly Woldt completed installations, she also provided training on the maintenance and use of the equipment to library staff.

Irrespective of who completed a library's installation, the project's Information Technology Support Manager was available to respond to troubleshooting calls and emails throughout the project. When library staff called about an equipment issue, project staff offered advice and tips to resolve the matter. The caller was also directed to applicable pages in the binder, which reinforced that the "blue binder" is a primary troubleshooting resource. The information included in the "blue binder" was also added to the project's pages on the Nebraska Library Commission's website. Callers were directed to these web pages if they were not able to locate the library's "blue binder" or to access helpful tips that were added to the web site throughout the project. During the Technology Planning Summer Camps, grant staff also provided a detailed review of the "blue binder" contents and its importance.

As documented in the wrap-up survey to participating libraries, nearly ninety-two percent (91.8%) agreed or strongly agreed that the library and community had an increased understanding of technology as a result of the BTOP project. The on-site and troubleshooting training provided by the Information Technology Support Manager, along with the additional training provided through the Technology Planning Summer Camps, and information posted on the project web pages were primary factors that led to this increased understanding.

Broadband Upgrades and Wireless Access

Project staff worked hard to encourage participating libraries to upgrade their broadband service and to communicate what costs could be covered by the grant. During these discussions, project staff also reminded library directors to take into consideration the E-rate process if they wanted to be able to qualify for E-rate funding in future funding cycles to accommodate the higher monthly costs associated with many of the upgrades. Project staff also provided information to broadband providers and city officials at their statewide conferences about the funding opportunity available so that they could work with their libraries to encourage broadband upgrades for participating public computing centers.

At the beginning of the grant, the average internet speed for all 147 participating libraries was 3.88 Mbps in August 2010, and only four libraries had fiber service. By the end of the project, the average speed was 19.76 Mbps (an increase of nearly 400 percent), and 38 libraries had fiber service.

The original project goal was 45 broadband upgrades, including five fiber upgrades. That goal was exceeded with 129 libraries receiving a total of 168 broadband upgrades, of which 34 were upgrades to fiber. (Thirty-nine of the 129 libraries received two upgrades during the project period to obtain an even faster broadband service which accounted for the 168 total upgrades.) Of the 129 upgraded libraries, the average speed moved from 3.7 Mbps to 22.8 Mbps—an average increase of 19.1 Mbps. The project spent over $260,000 on broadband upgrades and service, more than 7 percent of the total project budget.

Banner provided to all participating libraries

All participating libraries now offer wireless access for their customers, up from 134 at the beginning of the project.

Improved internet speeds were important to participating libraries. Nearly ninety-two percent (91.6%) of applicable libraries agreed or strongly agreed that the library's faster internet speed has made a recognizable improvement in the library's computing environment. More than eighty percent (80.4%) agreed or strongly agreed that faster internet speeds would not have been possible without the assistance of BTOP funds and/or the encouragement of project staff.

We have received many compliments and expressions of appreciation from patrons about how nice the library's computer area is and how helpful it is to have wireless available. People traveling through have stated that it was so nice to find an area to work with high-speed wireless availability. We have noticed a huge difference in the number of patrons who have utilized our wireless access since hanging our BTOP "Wireless Hotspot" banner. Rachel Price, Gordon City Library (Population 1,612)

Prior to our new fiber upgrade, our library would see significant slowdown in internet response especially during peak usage times during a typical day. In the afternoon, our computers would slow to an almost non-functioning status. With the upgrade, we have noticed no notable slowdowns AND there has been an increase in personal devices used within the library. Many more people are using their own computers and tablets and depend on the fast and RELIABLE internet speed we are now enjoying. It is fantastic. In fact, sometimes someone will come over from the city offices to use our connections when things slow down at their offices. Anne Quigley, Valentine Public Library (County Population 5,713)

Bringing fiber to the Library was BIG. Patrons and non patrons both come into the library to take advantage of the fast internet. We have one businessman that comes into the library on a regular basis to use a library computer and internet to upload files for clients. He said that it would take him hours and hours to do the upload from his business but he can do it in a fraction of the time. Mary Jo Mack, John A. Stahl Library, West Point (Population 3,364)

Broadband Upgrades made during the Grant Period
(Beginning & Ending Speeds in Megabits Per Second)

***** **Indicates the library upgraded twice during the grant period**

(F) Indicates the library now offers a fiber service for their patrons

Public Library	8/2010 (Mbps)	9/2010 (Mbps)	Public Library	8/2010 (Mbps)	9/2010 (Mbps)	Public Library	8/2010 (Mbps)	9/2010 (Mbps)
Ainsworth	3	5	Grand Island* (F)	10	50	Osceola	1.5	6
Albion	1.4	8	Grant*	3	10	Oshkosh	3	5
Alliance (F)	7	10	Hartington	10	12	Osmond* (F)	5	10
Arapahoe	1	5	Hastings (F)	5	10	Oxford	1	5
Atkinson (F)	3	20	Hay Springs	0.512	10	Pawnee City	7	12
Auburn	6	8	Hemingford	0.512	3	Paxton	1	5
Axtell*	1	30	Hildreth	3	16	Pender* (F)	1.5	10
Bartley	1	3	Holdrege*	7	50	Pierce* (F)	5	20
Bassett* (F)	5	10	Howells	6	20	Pilger* (F)	1	100
Beatrice	1.5	10	Hyannis	1	5	Plainview (F)	2	54
Beaver City	1	6	Imperial	3	5	Polk	0.6	6
Benkelman	1	2	Kearney	16	50	Ravenna*	1	13
Bloomfield*	3	10	Kimball (F)	3.4	4.8	Red Cloud	3	5
Blue Hill (F)	2	12	Laurel* (F)	9	100	Rushville*	3	10
Bridgeport* (F)	1.2	75	La Vista* (F)	1	115	Sargent	1	5
Broken Bow*(F)	3.8	10	Lexington (F)	1.5	150	Schuyler	6	12
Burwell	1	3	Lincoln Bennett Martin	10	18	Scribner	3	10
Central City* (F)	3	30	Lincoln South*	1.5	18	Shelby*	1.7	12
Chadron* (F)	3	20	Lodgepole	1	5	Sidney* (F)	2	50
Clarks	0.768	8	Loup City (F)	10	100	Springview (F)	3	5
Clay Center*	2	12	Lyons* (F)	3	10	St. Paul (F)	10	100
Cozad	4	16	McCook (F)	4	10	Stanton	3	5
Crawford	3	7	Meadow Grove*	1	5	Stromsburg*	1.5	12
Crete	3	7.5	Mitchell	0.512	3	Superior	3	7
Crofton	3	5	Morrill	3.5	30	Sutton	1.5	12
Culbertson	3	5	Mullen*	1	10	Tekamah	5	10
Curtis	0.768	5	Neligh* (F)	3	75	Thedford*	0.768	10
David City	5	12	Nelson	1	3	Tilden	1.5	5.5
Dodge*	3	10	Newman Grove	1	8	Trenton	3	5
Elgin	3	5	Niobrara*	1	10	Ulysses*	0.768	4
Elwood	1	7	Norfolk* (F)	1.4	60	Valentine (F)	2	75
Emerson	3	10	North Bend	1	10	Verdigre	1	3
Fairbury	1.5	6	Oakland (F)	1.5	35	Wahoo	6	12
Fairfield	1	12	Ogallala*	1	13	Wakefield*	1.5	10
Fairmont*	3	11	Omaha-A.V. Sorensen	15	28	Walthill	1.5	8
Falls City (F)	7	15	Omaha-Benson	15	28	Wayne (F)	6	95
Franklin	3	6	Omaha-C.B.Washington	15	28	West Point (F)	12	25
Friend	0.7	1.7	Omaha-Florence	15	28	Western	0.512	1.792
Fullerton	1	5	Omaha-South	15	28	Wilber*	1.5	12
Genoa	1	6.46	Omaha-Willa Cather	15	28	Winnebago (F)	1.5	100
Gering*	2	15	Omaha-W.D. Clark (F)	15	50	Wolbach* (F)	14	40
Gibbon	0.384	5	O'Neill* (F)	1.5	150	Wymore	0.5	6
Gordon	3	5	Orleans	1	6.94	York	1.5	8

Electrical/Wiring Upgrades

Libraries are often met with wiring challenges when expanding their public computing centers. Most libraries were built before architects could have imagined how many electrical outlets and data ports might be needed for public computing stations. Although the project had budgeted for 29 electrical and data wiring upgrades, the need for wiring upgrades grew, even as the new equipment was being installed. In total 63 wiring contracts were drawn up for 47 libraries totaling an investment of nearly $75,000. Without the grant funding for these upgrades, several libraries would have had to limit the size of their public computing centers because they lacked the wiring to support the equipment needed.

Libraries that took advantage of the wiring upgrades are included on the following chart. Those that had two and three upgrades are reflected with the (2) and (3) on the chart after the library location.

Public Library	Upgrade	Cost	Public Library	Upgrade	Cost
Alliance	Electric Wiring	$253.54	La Vista (3)	Data Wiring	$5,592.91
Alma (2)	Electric Wiring	$1207.00	Lincoln—Bennett Martin (2)	Electric/Data Wiring	$3,451.28
Arapahoe	Electric Wiring	$3003.00			
Atkinson	Data Wiring	$472.50	Lyons (2)	Electric/Data Wiring	$2,372.50
Bassett	Electric Wiring	$360.72	Madison	Data Wiring	$1000.00
Beaver City	Electric Wiring	$560.00	Meadow Grove	Electric Wiring	$355.62
Beemer	Electric Wiring	$1,158.54	Mullen	Electric Wiring	$179.75
Benkelman	Data Wiring	$335.10	Niobrara (2)	Electric/Data Wiring	$806.82
Central City	Electric/Data	$3,258.73	Norfolk (2)	Electric/Data Wiring	$2,339.00
Clarkson	Electric/Data	$1,350.00	Oakland	Data Wiring	$901.53
Clay Center (2)	Electric/Data	$999.00	Orleans	Electric Wiring	$900.00
Clearwater	Electric Wiring	$463.16	Oshkosh	Electric Wiring	$1,538.85
Crawford	Electric Wiring	$1,039.65	Pierce (2)	Electric/Data Wiring	$620.77
David City	Electric Wiring	$431.65	Rushville (3)	Electric/Data Wiring	$1,005.63
Deshler	Electric Wiring	Donated	Sargent	Electric Wiring	$2,275.00
Elwood	Data Wiring	$427.36	Schuyler (2)	Electric/Data Wiring	$1,095.00
Fairbury	Electric Wiring	$1,590.00	Superior	Electric Wiring	Paid by PCC
Fairfield	Electric Wiring	$2,518.00	Sutherland (2)	Electric/Data Wiring	$666.18
Franklin (2)	Electric/Data	$3,667.60	Tekamah(2)	Electric Wiring	$432.20
Genoa	Electric Wiring	$1,050.00	Thedford	Electric Wiring	$630.00
Holdrege	Electric Wiring	$3,309.85	Ulysses	Electric Wiring	$400.04
Howells	Electric Wiring	$1,900.00	West Point	Electric Wiring	$2,407.00
Hyannis (2)	Electric/Data	$7,268.11	Wymore	Electric Wiring	$2,433.00
Kimball	Electric Wiring	$996.61	York	Electric/Data Wiring	$5,750.00

The new electrical, networking, and furniture made it possible to reconfigure our computer room so that we could fit in the ADA station, scanners, and printers and still be more comfortable for our users. We are in a community with a very mobile population and find that we are one of the first places people come when they move to town. They use our technology resources to look for jobs, connect with family and previous employers, and submit immigration and other governmental paperwork. Our technology helps them to connect, grow, and prosper. MeMe Smith, Schuyler Public Library (Population 6,211)

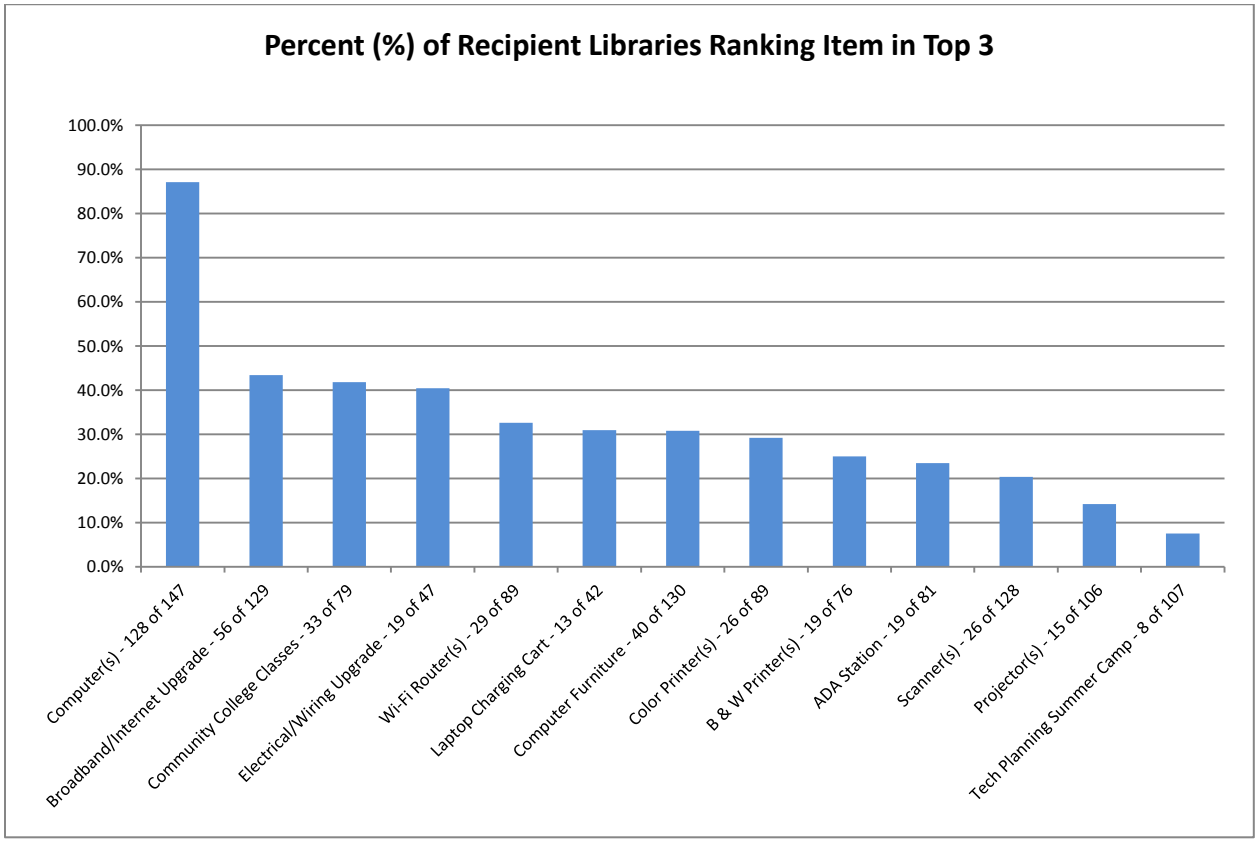
The new computers, chairs, faster internet and new wiring have kept our library up-to-date and more appealing to our younger patrons. Julie Pfeiffer, Hooker County Library, Mullen (County Population 736)

Most Valued Grant-Funded Items: Equipment, Upgrades, and Classes

Fullerton Public Library (Population 1,307)

Libraries were asked to rank the top five most valued grant-funded items that they received. The five items that were ranked the most often by recipient libraries were: computers, community college classes, laptop charging cart, electrical/wiring upgrade, and computer furniture. These five items were selected 321 times out of a total of 710 selections. (See Appendix A)

An examination of three most frequently ranked items provides greater insight as it concentrates on the most highly-valued items. While computers are still the most frequently selected item, broadband/internet upgrade rises to the second position. Community college classes, electrical/wiring upgrade, and wi-fi router round out the list. The value placed on broadband and infrastructure upgrades seems to reflect an appreciation for items that improve the computing environment over the long term.



Our library was dead in the water with wireless access. When the upgrades came, it was noticeable and fully appreciated by not only the library patrons and library staff, but City Hall Administration. Rose Barcal, La Vista Public Library (Population 15,758)

We could not have afforded it (broadband upgrade) on our own, and needed to see the results of the faster speed to warrant the library keeping it on our own after the grant. Mardell Kohl, Meadow Grove Public Library (Population 301)

Sustainability

Sustainability is a critical outcome of the Library Broadband Builds Nebraska Communities project. The project team considered sustainability issues associated with the many facets throughout the project to include staff training, the use of programming partners, broadband upgrades, E-rate training, equipment selection, the purchase of warranties, the use of security software, distribution of external hard drives and recovery disks, information included in the blue binder, furniture selection, marketing campaigns, and communication devices to include the project webpages and the blog.

Some of the marketing activities were also as much about sustainability as they were about marketing. Over the course of the grant, project staff sponsored and staffed booths at several "League of Nebraska Municipality" annual and mid-winter conferences as well as at the Nebraska City Manager Association statewide conference. The purpose was to share information about the project, the project's investment in their library's public computing centers, and to remind city officials of the importance of their continued support and investment in their library/public computing center. At each subsequent event attended, staff reported an increasing number of positive comments about the technology in their public computing center and their renewed interest and commitment to maintaining that ever increasingly important asset in their community.

At the State Level

Although the project team took steps throughout the grant to provide the tools to the pubic computing centers to enable local sustainability, as the grant program came to a close the Nebraska Library Commission took additional steps to confirm its long-term commitment to public computing centers at libraries in Nebraska as it pertains to technology and library programming.

The Nebraska Library Commission recognized that library staff would benefit with continued technical support to help libraries maintain and troubleshoot hardware and software received through the grant. To accomplish this continuum of support, the grant-funded position of Information Technology Support Manager transitioned to an agency-funded position, Library Technology Support Specialist, at the conclusion of the grant. This permanent full-time staff person will have "help-desk" duties to assist public libraries (as time permits), with issues related to technology surrounding their public computing centers.

At the end of grant closeout, the Project and Program Manager also transitioned to a permanent full-time grants coordinator position with the Nebraska Library Commission. The position duties will revolve around managing a grant to provide programming at public libraries and seeking and managing other opportunities to support goals of the statewide library agency. Both of these positions were new to the agency and a direct result of the BTOP grant.

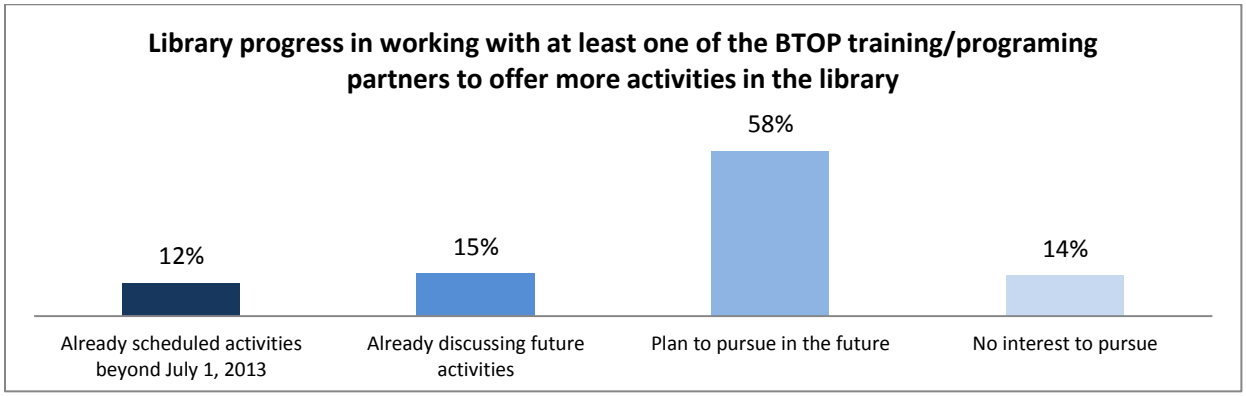
Sidney Public Library (Population 6,757)

At the Local Level/Survey Results

It's hard to measure sustainability, and perhaps even harder to achieve sustainability in a project that is centered on technology since technology changes so rapidly.

At the beginning of the project closeout period, project staff designed a wrap-up survey to get at the outcomes of the project that the monthly statistical collection device was not designed to capture. The results of that survey strongly indicate that the project did achieve sustainability as an outcome. Sustainability-related survey results that support the project's success in this area follow:

- Ninety-eight percent (98.0%) of participating libraries agree or strongly agree that their library's visibility and usage were positively impacted by the technology improvements made possible by the BTOP project.
- Nearly seventy-seven percent (76.9%) agree or strongly agree that their library's potential for continued or improved financial support by the community was improved by participation in the project.
- More than ninety-five percent (95.2%) agree or strongly agree that their library plans to replace the BTOP computers and other equipment when they become dated so that the libraries can continue to provide up-to-date public use technology to their community.
- More than eight-six percent (86.4%) agree or strongly agree that their library made local use of the information collected on monthly BTOP reports by passing those statistics on to the library board and/or city council.
- Nearly 92 percent (91.8%) agree or strongly agree that their library and community have an increased understanding of technology as a result of the BTOP project.
- Nearly ninety-five percent (94.6%) agree or strongly agree that they will continue to collect information about technology use, including the number of public computer users, the number and type of training opportunities, the number of training hours, and so on.
- Nearly nine-two percent (91.8%) agree or strongly agree that the library will offer more training and programming in the future than it did before the BTOP project.
- Nearly 86 percent (85.7%) plan to pursue or are already pursuing working with at least one of the BTOP training/programming partners to offer more activities in the library.



The BTOP grant has helped our library grow in so many ways. Because this grant was willing to invest in us, we have gained supporters in looking at a totally new library facility. Those supporters in most cases would not have been as vocal had it not been for the BTOP grant funds. Thank you so much for investing in us and getting our community to look at future expansion plans. Now we can invest in ourselves. Kendra Caskey, Goodall City Library, Ogallala (Population 4,737)

The year we found out that the grant was awarded our computer replacement for that year had been cut from the budget. Since then, our computer upgrades have occurred every year. This program helped educate our City Council as well as the City Administration about what the technology connection at the library means to the public (especially when a City Council member's computer no longer functioned and she came in to use the library's computers). Rose Barcal, La Vista Public Library (Population 15,758)

The computer classes we were able to offer by partnering with Northeast Community College were a huge asset to our community and library. Helping people learn to use the Internet and other technology has enabled the library to remain a vital technological "hot spot." The City Council recognizes the importance of technology offered at the library and will continue to support the library financially in order to sustain the number and quality of the existing computers. Jennifer Norton, Neligh Public Library (Population 1,599)

The equipment and resources offered by the BTOP Grant have been an invaluable addition to our library. The library is such an equalizer and an important provider of technology access in the South Omaha community. The classes, partnerships and equipment provided by BTOP funds have had a pretty amazing impact. Jennifer Jazynka, South Omaha Library (Omaha population 408,958)

Sidney Public Library (County Population 9,998)

Thanks to the BTOP grant, we can now offer free technology classes. The twenty grant laptops provided us the needed equipment for our "Technology Tuesday" classes which provides hands-on instruction on technology literacy topics." Abby Yellman, Lied Scottsbluff Public Library (Population 15,039)

I must say that I truly believe this grant helped save our library and our usage numbers. One of the biggest complaints I heard was "your computers are so slow and they don't have half the programs I want or they aren't compatible with many of my programs" Now if I do hear issues with compatibility it's because our stuff is "too new" which I feel is a great thing!! This grant inspired many changes within our library as well, from decor changes to policy changes. It has truly brought our library full circle and we are able to serve our community better. Amy Kucera, Howells Public Library (Population 561)

Thank you Nebraska Library Commission staff for all your hard work on this project and for believing in the participating Nebraska libraries. We will work hard to continue your efforts in furthering our technology resources and make our libraries the best that they can be for our communities and our state! Thank you! Ann Bachman, House Memorial Library Pender (Population 1,002)

Our library would not have had the resources that were obtained from the BTOP program. We would have maintained one or two computers based on our budget. The additional computers provides for adequate time on the computers. The Fire and Rescue Squad had been able to use the projector and screen for training and are very appreciative of it. Ronni Harding, Bartley Public Library (Population 283)

The BTOP project has made a huge impact on the library. One new patron comes to the library daily. She has a computer at home, but says she prefers coming to the library because she doesn't get error messages, the speed is wonderful and she is able to accomplish the tasks related to her business. Kathy Thomsen, Lexington Public Library (Population 10,210)

Without the BTOP program our library would have a total of possibly three computers, and our broadband speed would still be at 1/2 mg. Computer users can now come in and be almost certain to be able to use a computer right away with access to many programs that are essential to our population. Deb Finley, Hemingford Public Library (Population 803)

This project allowed our library to upgrade wiring and add additional computers for the public to use. The classes made a big impact on patrons who wanted to learn how to use computers. Both elderly and younger patrons were interested in advanced classes. Our staff benefited greatly from the classes, which led them being more comfortable helping patrons navigate the web. Cheryl Ahrens, Arapahoe Public Library (Population 1,026)

Appendix A -- BTOP Wrap-Up Survey Summary

At the beginning of the project closeout period, the project staff designed a BTOP wrap-up survey to get at project outcomes and the perceptions of the library staff involved in the project. Staff from all 147 participating library locations responded to the survey—with the respondents most often being the library director or the branch manager. The results follow. Written comments provided by respondents are sprinkled throughout this report in the blue shaded text boxes.

Our library's public service activities (programing, training, technology coaching, etc.) increased or improved as a result of the BTOP project.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
40.82%	53.06%	6.12%	0%	3.50	93.9%
60	78	9	0		

Our library will likely offer more training/programming activities in the future than it did before the BTOP project.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
37.41%	54.42%	8.16%	0%	3.29	91.8%
55	80	12	0		

The following best describes our library's progress in working with at least one of the BTOP training/programing partners to offer more activities in the library.

Already scheduled activities beyond July 1, 2013	Already discussing future activities	Plan to pursue in the future	No interest to pursue	% Plan to pursue or already pursuing
11.56%	14.97%	59.18%	14.29%	85.7%
17	22	87	21	

Our library and community have an increased understanding of technology as a result of the BTOP project.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
24.49%	67.35%	8.16%	0%	3.16	91.8%
36	99	12	0		

Our library's visibility and usage were positively impacted by the technology improvements made possible by the BTOP project.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
49.66%	48.30%	1.36%	0.68%	3.47	98.0%
73	71	2	1		

Our library's potential for continued or improved financial support by the community was improved by participation in the BTOP project.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
14.97%	61.90%	21.77%	1.36%	2.90	76.9%
22	91	32	2		

Of the grant funded equipment, upgrades and free classes your library received, please rank the five items from the list below that you valued the most (use 1 as being the most valued, 2 the second most valued, etc.)

NOTE: This list is sorted by the percent of recipient libraries ranking this item in the Top 5.	1	2	3	4	5	Number of Libraries Ranking Item in Top 5	TOTAL Number of Recipient Libraries	% of Recipient Libraries Ranking Item in Top 5
Computer(s)	77.78% 105	10.37% 14	6.67% 9	3.70% 5	1.48% 2	135	147	91.8%
Community College Computer Classes	7.27% 4	27.27% 15	25.45% 14	20% 11	20% 11	55	79	69.6%
Laptop Charging Cart	0% 0	23.08% 6	26.92% 7	19.23% 5	30.77% 8	26	42	61.9%
Electrical/Wiring Upgrade	17.24% 5	31.03% 9	17.24% 5	20.69% 6	13.79% 4	29	47	61.7%
Computer Furniture	1.32% 1	21.05% 16	30.26% 23	27.63% 21	19.74% 15	76	130	58.5%
Color Printer(s)	6% 3	10% 5	36% 18	20% 10	28.00% 14	50	89	56.2%
B&W Printer(s)	0% 0	24.39% 10	21.95% 9	29.27% 12	24.39% 10	41	76	53.9%
Projector(s)	1.79% 1	12.50% 7	12.50% 7	35.71% 20	37.50% 21	56	106	52.8%
ADA Station	4.76% 2	21.43% 9	19.05% 8	42.86% 18	11.90% 5	42	81	51.9%
Broadband/Internet Upgrade	19.70% 13	45.45% 30	19.70% 13	9.09% 6	6.06% 4	66	129	51.2%
Scanner(s)	7.94% 5	9.52% 6	23.81% 15	26.98% 17	31.75% 20	63	128	49.2%
Wi-fi Router(s)	13.16% 5	42.11% 16	21.05% 8	10.53% 4	13.16% 5	38	89	42.7%
Technology Planning Summer Camp Training	3.03% 1	6.06% 2	15.15% 5	15.15% 5	60.61% 20	33	107	30.8%

The Library is perceived as a much more vibrant place because of the newer and up-to-date computers and accompanying equipment. Michele Hastreiter, Humphrey Public Library (Population 760)

Our library plans to replace the BTOP computers and other equipment when it becomes dated, to continue to provide up-to-date public use technology to the community.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
38.78%	56.46%	4.76%	0%	3.34	95.2%
57	83	7	0		

Our library's current, faster Internet speed would not have been possible without the assistance of BTOP funds and/or the encouragement of BTOP staff.

Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Average Rating	% Strongly Agree/Agree
27.89%	30.61%	12.24%	2.04%	27.21%	3.16	80.4%, excl. NA
41	45	18	3	40		

Our library's faster Internet speed has made a recognizable improvement in our computing environment.

Strongly Agree	Agree	Disagree	Strongly Disagree	N/A	Average Rating	% Strongly Agree/Agree
29.93%	36.73%	6.12%	0%	27.21%	3.33	91.6%, excl. NA
44	54	9	0	40		

Our library made local use of the information we collected for the monthly reports by passing those statistics on to our board and/or city council.

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
25.17%	61.22%	10.88%	2.72%	3.09	86.4%
37	90	16	4		

Our library will continue to collect information about technology use (number of public computer uses, number and type of training opportunities, total number of training hours, and so on).

Strongly Agree	Agree	Disagree	Strongly Disagree	Average Rating	% Strongly Agree/Agree
35.37%	59.18%	4.76%	0.68%	3.29	94.6%
52	87	7	1		

The computer lab has opened up unlimited opportunities for our patrons who can't afford their own computers at home and now have the opportunity to experience the unlimited resources the World Wide Web has to offer. Ronni Harding, Bartley Public Library (Population 283)

We did not have the technology to offer training/programming activities prior to the BTOP project. We had a computer lab that housed no computers. We now will be able to offer classes and activities. Kathy Thomsen, Lexington Public Library (Population 10,230)

Appendix B – Chart of Equipment Provided to Public Computing Centers

Public Library City	Assistive Technology Desktop Computers & Accessories	Desktop Computers	Laptop Computers	Laptop Carts	B&W Printers	Color Printers	Scanners	Projectors + Spare Bulb	Projector Screens	Wi-fi Router & Access Points	Network switches	Hard Drives	Adjustable Desks	Desk Stations	Chairs
Ainsworth	1	4	5		1		2	1	1	2	1	2	1	2	3
Albion		1	5	1	1	1	1	1	1	1		1			
Alliance		5	11	1	1			1	1		1	1			
Alma		5	2			1		1		1	2	1		4	7
Arapahoe		4	3			1	1	1	1	1	1			6	5
Atkinson		8	8		1	1		2	1	2	1	2			16
Auburn			2								1			2	2
Axtell		4	2		1					1	1			6	6
Bartley	1	3	1			1	2	1	1	1	1	2	1	6	7
Bassett	1	7	4		1	1	2	1	1	1	1	2	1	2	4
Beatrice	1	7	2			1	1	1	1	2	1	1	1	2	4
Beaver City		2	6	1	1	1	1				1	1		5	5
Beemer	1	6	2		1	1	2			1	2	1	1	3	7
Benkelman	1	3	2		1	1	1				1	1		3	3
Bloomfield	1	3	13	1			2			1	1	1	1	10	11
Blue Hill		3	1				1					1			
Bridgeport	1	7	2			2	1			1	1	1	1	4	8
Broken Bow	1	3	5		1		2	1	1	1	1	2	1		1
Burwell	1	9	5	1	2		2			2	1	1	1	3	4
Callaway	1	4					1	1			1	1	1	1	5
Cambridge		1	2				1	1	1	1		1			5
Central City		9	7	1		1	1	1	1	1	2	1			9
Chadron	1	6	4	1	1		1	1	1	2	1	1	1	8	9
Clarks		3	5			1	1			1	1	1		9	4
Clarkson	1	3	3			1	2				2	1	1	8	7
Clay Center	1	4	6		1	1	1	1		1	1	1	1	5	8
Clearwater	1	2	4			1	2	1	1	1	1	1	1	2	5
Cozad		9	6	1	1			1	1	3	1	1			14
Crawford		5	5		1	1	1			1	1	1		8	5
Crete			8	1	1		1			2	1	1		9	8
Crofton		3	3			1	1	1				2		3	3
Culbertson		4	2			1	1	1	1		1	1	1	5	8
Curtis		2	3		1	1	1	1	1	2	1	1		2	4
David City		10	10	1	1	1	1	1	1	4	1	1		3	12
Deshler	1	8	2		1	1	2	1		1	1	1	1	2	1
Dodge	1	2	8	1		1	1	1	1	1	1	2		3	6
Elgin		2	1		1		1	1			1	1		2	2
Elwood		3	3		1		1	1	1	2	1	1		6	6
Emerson		11	4			2	1			1	1	1		4	9
Fairbury	1	5	6	1	1		1	1	1		1	1	1	7	8

Public Library City	Assistive Technology Desktop Computers & Accessories	Desktop Computers	Laptop Computers	Laptop Carts	B&W Printers	Color Printers	Scanners	Projectors + Spare Bulb	Projector Screens	Wi-fi Router & Access Points	Network switches	Hard Drives	Adjustable Desks	Desk Stations	Chairs
Fairfield	1	3	5	1	1	1	2	1	1	2	1	1	1		4
Fairmont	1	2	1			1	1	1	1		1	2	1		3
Falls City	1	23			1	1	1	1	1	3	2	1	1		24
Franklin	1	3	3			1	2	1	1	1	1	2	1	5	7
Friend		4				1	1	1	1		1	1		2	
Fullerton	1	5	2		1		2	1	1	1	1	1	1	5	6
Genoa		5			1						1			5	
Gering	1		8	1			1	1	1	1	1	1	1	8	7
Gibbon	1	6			1		1				1		1		1
Gordon		3	1					1	1		1	1		4	4
Grand Island		35					2	3	1			1			
Grant		3	2		1		1	1	1		1	1			5
Hartington		10	4	1		1	1	2		1	1	1			10
Harvard		5			1		1	1	1		1	1		5	5
Hastings	1	13	12	1			1			3	1	2	1		10
Hay Springs		2			1					1	1	1			
Hemingford	1	6			1		1				1	1	1	2	3
Hildreth		3	6	1	1	1	1	1	1	1	1	1		4	8
Holdrege	1	10	10	1		1	1	1	1	3	2	1	1	10	11
Howells		4	5			1		1	1	2	1	1		7	4
Humboldt		6	1		1		1			2	1	1		7	2
Humphrey		8	6	1		1	1	1	1	1		1		6	12
Hyannis	1	6	1		2		1	1	1	2	1	1	1	8	7
Imperial	1	9	1				1	1	1		1	1	1	2	4
Indianola		2	1			1	1			1	1	1		2	2
Kearney	1	33				2	3	1			1			12	12
Kimball	1	4	6	1			1	1				2	1	7	9
Laurel		5	1		1		1	1	1		1	1		1	1
LaVista	1	12				1	1				3	2	1		1
Lexington	1	18	2		1	1	2			3	3	1			2
Lincoln-Bennett Martin	1	20				1	1	1	1		2		1	20	21
Lincoln - South	1		6	1		1	1					1	1	6	13
Lodgepole	1	3	1			1	2	1	1	1	1	1	1	3	4
Loup City	1	11	3		2		1					1	1		4
Lyons	1	8	6	1	2	2	2			2	4	2	1	6	5
Madison	1	2	3		1		1	1	1	1	2	1	1	5	6
McCook		9	3		1	1	1	1	1		1	1		10	8
Meadow Grove	1	2	4	1	1	1	1	1	1	1	1	2	1	4	6
Mitchell		1	2			1	1	1			1			3	3
Morrill	1	4	1			1	1	1	1	1	1	1	1		1
Mullen		3	1				1	1	1	1		1			3

Public Library City	Assistive Technology Desktop Computers & Accessories	Desktop Computers	Laptop Computers	Laptop Carts	B&W Printers	Color Printers	Scanners	Projectors + Spare Bulb	Projector Screens	Wi-fi Router & Access Points	Network switches	Hard Drives	Adjustable Desks	Desk Stations	Chairs
Neligh		4	5		1	1	1	1	1	1		2		5	4
Nelson		1	1		1		1			1	1	1		2	2
Newman Grove		6	1		1	1	1			1	1	1		7	7
Niobrara	1	3	2		1	1	1	1			1		1	2	3
Norfolk	1	5	4	1		1	1	1	1				1	9	6
North Bend	1		3				1	1			1		1		1
North Platte	1	11	11	1	1		3	1	1	2	3	2	1	9	17
Oakland	1	4	4			1	2	1			1	1	1	3	3
Ogallala	1	9	3	1			1	1	1	2	1	1			
Omaha-Washington	1	5	5	1	1	1	2	2				1	1		8
Omaha - South	1	5			1		2	1				1	1		1
Omaha - Dale Clark	1	7	10	1	2	2	4	2				1	1	5	9
Omaha - Sorensen			5		1	2	1	1				1			
Omaha - Benson	1				1	1	1	1				1	1		1
Omaha-Florence			5		1	1		1	1			1			
Omaha-Willa Cather	1	7	5		1	1	2	1				1	1	7	1
O'Neill	1	4	6	1		1	1	1	1	3		1			1
Orleans		4	3			1	1	1		1	1	1			6
Osceola		3	2		1			1	1	2	1	1			
Oshkosh		2	4		1	1				1	1	1			
Osmond		4	4	1				1	1	1	1			2	
Oxford	1	5	3		1		1	1	1		1	2	1	5	4
Pawnee City	1	6	3		1	1	2	1	1	2	1	1	1	9	9
Paxton		6	2			1	1					1		2	4
Pender	1	5	8	1	1		2	1	1	1	1	1	1	2	3
Pierce	1	15	6	1		1	2			2	1	1	1	7	18
Pilger		5	1			1		1	1			1		5	
Plainview	1	5	1			1	1	1	1		3	1	1	3	4
Polk		3	2			1				1	2	1			2
Randolph	1	7	9	1		1	2	2		1	1	1			10
Ravenna		2	4			1	1	1	1			1		1	
Red Cloud	1	4	3			1	1				1	1	1	5	8
Rushville	1	4	4			1	1	1		2	1	2	1	6	7
Sargent		2	2		1			1	1	1	1	1		3	1
Schuyler	1	9	9	1	1	1	2	1	1	3	2	1	1	16	*10*
Scottsbluff	1	14	20	2	2	1	2	1	1	3	1	1			
Scribner		3	6			1	1			1	1	1			7
Shelby			6	1			1			3		1		12	12
Sidney	1	9	2			1	1	1	1	1	1	1	1		1
South Sioux City	1	6	16	1			2	2	1	3		1	1		23

Public Library City	Assistive Technology Desktop Computers & Accessories	Desktop Computers	Laptop Computers	Laptop Carts	B&W Printers	Color Printers	Scanners	Projectors + Spare Bulb	Projector Screens	Wi-fi Router & Access Points	Network switches	Hard Drives	Adjustable Desks	Desk Stations	Chairs
Springview		3	3		1					1	1	1			
St. Paul		9				1		1	1		1	1			
Stanton	1	8	4		1	1	2	1	1			3	1	4	6
Stromsburg		4	1			1	1				1	1			
Superior			8	1	1		1	1		1	1	1			
Sutherland	1	2	1		1		1			2	1	1	1	3	4
Sutton		6				1	1	1	1		1	1		5	6
Tekamah	1	6	1		1	1	2	1	1		1	1	1	6	8
Thedford		3	4		1		1	1	1	1	1	1		4	4
Tilden	1	10			1		2			1		1	1		11
Trenton		2	1		1		1				1	1			
Ulysses	1	3	3			1	1	1		1	1	1	1	2	3
Valentine		5	6	1	1	1	1	1	1	3	1	1			
Verdigre	1	7			1		1	1	1		1	1	1	2	8
Wahoo	1	19			1		1			2	1	2	1	3	3
Wakefield	1	10				1	2	1	1	1	1	1	1	6	7
Walthill	1	4	1		1	1	2	1	1	1	2	1	1	4	5
Wayne	1	7	6	1	1		1	1	1	2	1		1		
West Point	1	8	9	1		1	2	1	1		1	1	1		1
Western		5	1			1	1	1	1	1	1	1		6	6
Wilber		3	1		1		1	1	1	1		1		2	2
Winnebago	1	5	1		1	1	1	1	1			2	1		1
Wisner	1	6	2			1	1	1	1	1	1	1	1	2	5
Wolbach		5					1	1	1	1	1	1		4	4
Wymore	1	6	2			1	1	1	1	1	1	1	1	9	11
York	1	6	8	1		1	1	1			1	1	1		1

The new computers were an amazing addition for our small library. We were still using two of the original Gates computers we had received years ago. Patrons can now come in and get much more information and services they need because of the printers, scanners and computers. We are able to do more fun activities for summer story hour with the projector and screen we now have. I could go on forever with compliments for this grant!!! Mardell Kohl, Meadow Grove Public Library (Population 301)

Our computer usage has increased and patrons have told us they would rather take the time to come to our computer lab than use theirs at home, because ours is faster. Janet Roberts, Wymore Public Library (Population 1,457)

I cannot reiterate the overall impact reliable and faster Internet has made on our library. Since we now provide a better service, we see a lot of patrons bringing in their own devices such as iPads, various eReaders, and laptops. One patron comes in to use their iPhone to connect. Not only did our Internet Upgrade benefit the public, it also made remarkable improvements to our staff's workday. Rebecca Cemper, O'Neill Public Library (Population 3,705)