

Part A – Outputs, Outcomes, and Narratives

Hardware Upgrades/Replacement RHODE ISLAND

Upgrading and/or replacing public access computers in public libraries serving low-income communities, especially communities with persistent poverty.

I. Program Outputs

Complete the following table to describe your program’s outputs to date.

	Total # Planned	# Complete to Date	% Complete to Date	Notes
1) Computers Upgraded/Replaced	14	9	64%	
2) Library Buildings that Received Upgraded/Replacement Computers	5	2	40%	

II. Program Outcomes

For each anticipated program outcome (i.e. the effect of your program’s activities on the participating libraries), summarize the results to date, including outcome indicators and data sources. Please add additional outcome tables as necessary.

Outcome #1	More public access computers will be available to public library users in their communities
Indicators	Directors are very happy with the equipment
Data Sources	Email; verbal reports
Results Summary	Requested written reports have not yet been sent, but the directors reported verbally that the computers are being heavily used and are very satisfactory.

III. Questions

Provide a brief response to each of the following items.

- A. What, if any, work remains to complete your hardware upgrade/replacement program? When will this work be completed?

We are scheduling in-person meetings with the directors and technical staff of the remaining libraries this year. We are intending to complete the purchases by the end of 2006.

- B. What was the biggest challenge the state library and/or individual libraries faced in implementing the hardware upgrade/replacement program?

Time and paperwork and selecting the “right” computers. Small libraries have limited personnel.

- C. What are your next steps for working with local libraries to ensure the sustainability of the new hardware?

We plan to survey the libraries about their future needs and work in conjunction with their other funding sources such as the local Champlin Foundation.

Internet Connectivity – Rhode Island

Upgrading the Internet connection in libraries with a dial-up connection to a dedicated (or “always on”) connection. A secondary focus of this activity is upgrading the connections of libraries with dedicated Internet connections of under 200 Kbps. Funds can be expended to cover the costs of upgrading the connections at these libraries to a higher speed.

I. Program Outputs

Complete the following table to describe your program’s outputs to date.

	Total # Planned	# Complete to Date	% Complete to Date	Notes
1) Library Buildings that Received Connectivity Upgrades	0			n/a

II. Program Outcomes

For each anticipated program outcome (i.e. the effect of your program’s activities on the participating libraries), summarize the results to date, including outcome indicators and data sources. Please add additional outcome tables as necessary.

None

III. Questions

Provide a brief response to each of the following items.

A. What if any work remains to complete your Internet connectivity upgrade program?

None

B. What was the biggest challenge the state library and/or individual libraries faced in implementing the connectivity upgrades?

None

C. What are your next steps for working with local libraries to ensure the sustainability of the high speed connections?

Maintain contact with libraries to see if any problems develop.

Training Support -- Rhode Island

Supporting the development of public access computer training programs for the state’s public libraries. Funds for training may be used to pay for a variety of costs associated with the design and delivery of training.

I. Program Outputs

Complete the following table to describe your program’s outputs to date.

	Total # Planned	# Complete to Date	% Complete to Date	Notes
1) Training Sessions Offered (if online, report online course registrations)	15	5	33%	
2) Library Staff Trained	100	46	41%	
3) Library Buildings Represented in Training Sessions	72	18	25%	

II. Program Outcomes

For each anticipated program outcome (i.e. the effect of your program’s activities on the participating libraries or library staff), summarize the results to date, including outcome indicators and data sources. Please add additional tables as necessary.

Outcome #1	Library staff taking classes in web development will have the confidence to develop effective user-friendly websites for the diverse users of their libraries.
Indicators	Evaluations showed that the training was “very useful” for the majority of library staff.
Data Sources	Evaluation statistics, comment forms
Results Summary	75% of the trainees requested more training such as this on subjects such as CSS for layout accessibility, advanced HTML, JavaScript, system troubleshooting and maintenance of internal library databases. These topics will be used in future planning.

Outcome #2	Individuals in the Hispanic community in 2 cities will feel competent to use public access computers and basic software. (Basic computer, Internet, email, mouse, beginning Word, Excel.)
Indicators	68 students in Central Falls completed the courses. Providence Public Library hired our instructor separately to teach the classes in their branches where 49 students completed the courses.
Data Sources	Evaluations; verbal information from the instructor
Results Summary	100% of the students reported that the classes were “very useful.” They asked for more classes and chances to practice. Several indicated that these classes would help them with job advancement. Since many lacked typing skills, the software program “Mavis Beacon teaches typing” (in English and Spanish) was purchased for all of the public libraries that requested it for their users

Outcome #3	Library staff will become more comfortable in working with their diverse communities using technology
Indicators	Changes in outreach to Spanish-speaking in libraries and on websites
Data Sources	Verbal
Results Summary	Indications are that a number of library staff have increased their awareness of needs of the Hispanic community through the previous Training Grant’s courses and meetings. They have indicated a willingness to help their libraries progress.

III. Questions

Provide a brief response to each of the following items.

- A. What, if any, work remains to complete your training program? When will this work be completed?

Library Staff: More technology courses as requested need to be designed, instructors hired and schedules set up. This should be completed in 2006 with the courses held in 2006 and 2007.

Spanish-language training program: More instructors should be recruited and programs expanded to all of the libraries which received the original State Library Program grants. This should be completed in 2008. This requires individual contact and scheduling with the libraries and instructors. One additional instructor was recruited in 2005.

- B. What was the biggest challenge the state library and/or individual libraries faced in implementing the training program?

Library staff: Time and making the right contacts.

Spanish language training program: Training space and times. Labs could host no more than 10 people at a time. Instructors found the sessions to be very intensive, needing much one-on-one assistance.

- C. What are your next steps for working with local libraries to ensure retention of the skills gained from the training you conducted, and to provide additional opportunities for continued skills development for library staff?

Library staff: Formation of a technical support group for courses covered by the classes; increase number and variety of classes (web development, databases, technology planning, etc.); integrate with the continuing education program sponsored by OLIS

Spanish-language training program: Increase the availability of instructors and class times in multiple libraries; Spanish Language and Services Program for librarians – online and in-class series focused on conversational skills in libraries as well as culture and awareness.

Technical Support – Rhode Island

Supporting the establishment or expansion of a technical support program for the state’s public libraries. A program might include a help desk or dedicated technical support staff. Supported activities might include the development and establishment of a technical support mechanism, including the hiring of personnel who provide direct support to public libraries.

I. Program Outputs

Complete the following table to describe your program’s outputs to date.

	Total # Planned	# Complete to Date	% Complete to Date	Notes
2) Library Buildings Supported	6	0	0	No assistance was required/requested

II. Program Outcomes

For each anticipated program outcome (i.e. the effect of your program’s activities on the participating libraries), summarize the results to date, including outcome indicators and data sources. Please add additional outcome tables as necessary.

Outcome #1	n/a
Indicators	
Data Sources	
Results Summary	

III. Questions

Provide a brief response to each of the following items.

- A. What, if any, work remains to implement your technical support program? When will this work be completed?

We will continue to offer support through 2006. If not needed the money will be re-allocated to the training programs if approved by the Bill & Melinda Gates Foundation.

B. What was the biggest challenge the state library and/or individual libraries faced in implementing technical support?

The libraries don't seem to need it at this time.

C. What are your next steps for working with local libraries to ensure that their technical support needs are met?

We will monitor their needs, particularly as we approach the remaining libraries that need computer upgrades.

Part B – Grant Expenditures

State Library Agency Name

2004 Staying Connected Grant Amount Received

State of Rhode Island Office of Library & Information Services

\$74,400

Detailed expenditures by Category	Amount Awarded	Amount Expended	Balance
Hardware Replacement:	\$30,000	\$11,522.64	\$18,477.36
Internet Connectivity:	0	0	0
Training Support:	\$40,400	\$12,383.00	\$28,017.00
Technical Support:	\$4,000.00	0	\$4,000.00
Total remaining funds			\$ 50,494.36

Part C – Confirmation of Grant Purpose and Expenditure of Funds

By signing below, I confirm that the charitable purpose of this grant is to support public access computing sustainability efforts in public libraries throughout our state, and that all funds spent thus far have been spent in accordance with the Grant Agreement and as detailed in this report.

DATE

SIGNATURE

PRINT NAME

PRINT TITLE