Facility Access
Open 70 hours per week.
On all MTD bus routes.
Handicap accessible building and parking.
6 height-adjustable PC tables for ADA compliance, some in each department.
Computer-use card available to anyone—no restriction by address or by balance owed to a library.
> Notes: July-Dec 2009 stats for number of sessions indicate that approximately 60% of use is from Urbana residents, 22% is from Urbana computer-use-only cards (either outside City/library limits or owe large balances), and 18% is from people from other communities.

Infrastructure
Fiber build-out to the library already provided by City of Urbana within the past year.
Connection to City-owned fiber loop means no monthly access charges for library.
ISP through ICN, 8Mbps supplied free to public libraries.
Wireless access throughout building, hotspot service purchased through VOLO.

Hours of Operation
Monday – Thursday	9:00 am – 9:00 pm
Friday – Saturday	9:00 am – 6:00 pm
Sunday	1:00 pm – 5:00 pm

Library Staffing (could be used for matching and evidence of sustainability)
All public computers are adjacent to reference service desks in each of the three departments.
Each desk is manned by one or two staff during all hours of library operation.
Desks are staffed by librarians with masters degrees in library and information science.

Technology Classes and Tech Assistance (GRANT funds requested)
Development of training curriculum, training of staff and volunteers, dedicated tech assistants in the lab (~4 hrs/day or 28 hrs/wk), teachers for technology classes (~15 hrs/wk).

Volunteer Hours for Extra Tech Assistance (could be used for matching)
In addition to the normal reference staffing, Community Informatics students from the University of Illinois Graduate School of Library and Information have committed to 12 hours/week of dedicated lab assistance. Their presence provides users with an opportunity to receive more individualized attention. Hours currently scheduled for spring 2010:
Tuesday	3:00 – 7:00 pm
Thursday	4:00 – 8:00 pm
Saturday	1:00 – 5:00 pm

Tech Support (could be used for matching and evidence of sustainability)
The library employs one full-time information technology manager.
Reference librarians also can troubleshoot basic problems that occur.

Existing Public Computers (could be used for matching and evidence of sustainability)
41 Adult and Teen (6th grade and up)—2nd floor lab space
    General Internet use = 22 PCs
    Adults-only Internet use = 6 PCs
    Seniors (55 and up)/disabled Internet use = 2 PCs
    Team Internet use (2-3 users) = 3 PCs
    Unlimited sessions for Office Suite (limited Internet access) = 2 PCs
    Internet PC equipped with scanner = 1 PC
    Internet PC limited to check-out of downloadable books = 1 PC
    Express (15-minute, quick use)—2 PCs in 2nd floor lab and 2 PCs at 1st floor entrance
12 Parent and Child (through 5th grade)—Children's Services Department, ground floor
    Parent Internet use = 4 PCs
    Child Internet use = 2-4 PCs
    Child CD-ROM educational games = 4-6 PCs
 9 Archives users, limited to genealogy and local history research—2nd floor
    Archives Internet use = 6 PCs
    Archives microfilm use (limited Internet) = 3 PCs
16 Online Public Access Catalog—throughout library
    Limited to library catalogs and limited databases

Current PC specs
Currently purchasing: Dell Optiplex 360, ~2.8/2.9 core 2 duo, 2GB RAM, CD/DVD drive.
PCs are on a 4-5 year cycle, so older ones have lower specs.

Windows XP Professional
MS Office Suite, (currently 2003, moving to 2007 this spring)
Adobe, Flash, etc. (variety of other applications—reviewed and reloaded 3 x year)

30 Laptops (GRANT funds requested)
15 laptops with office suite software to expand PCC capacity and flexibility.
15 laptops with office suite and media production software for tech training and target programming.
(Please note that we use PCs throughout the library, and staff are not trained for Macs.)

Because the public lab space is so heavily used, laptops are required both to expand daily capacity and to offer tech training classes in a conference room. The classroom laptops should have the potential to be used outside of the training classes. They also can be checked out for use in the library whenever the lab is full, when adults want to find a quieter space (when the teens over-run the lab after school), or to expand the number of parents who can work in the Children's Services Department while their children play. We have a very high teen use, and GSLIS students held very popular teen film crew programs twice last year. Equipping the laptops with media production software would double their usefulness for teen outreach. The laptops also could be used to attract groups to learn technology through working on community-building projects, such as African American family research in our Archives.

Users Served
It appears that those who use the library's public computers have either no computers or no Internet access at home.

Seniors represent probably 10-15% of total lab use. The remaining 85-90 of lab use is probably equally split between adults and teens, although the type of user varies throughout the day. Morning until after school use is primarily adults and seniors, with some teens from alternative school. After-school use (late afternoon to early evening) is predominantly teens, with some adults. Evening and weekend use is mixed among adults, seniors, and teens. Teen users are mostly African-American, and some Latino. Adult users are probably split between Caucasian (est 40%) and African American (est 60%). Senior users are mostly Caucasian. These observations refer to the 2nd floor lab space and exclude Children's and Archives.

The Children's Services Department provides computers for children through 5th grade and computers for parents so that they can do their own work in a space where their children have access to books, toys, and computers. We serve a large international community, and the department regularly holds bilingual story hours for Spanish families and Middle Eastern families. Computer use in the children's department crosses all ethnicities—Caucasian, African American, Asian, Middle Eastern, and Latino. Users of the Champaign County Historical Archives are primarily Caucasian, about equal numbers of seniors and adults. This department is a regional resource for local history and genealogy. It holds great potential to attract the African American community to technology use through researching their family histories.

(Estimate of user demographics is visual perception. It might be possible to pull statistics for age and address/census tract by crossing two databases. We do not collect race/ethnicity.)

User Statistics
Public computer sessions have been between 100,000 and 118,000 annually ever since the library expanded its building and its computer lab. Note that, because we have increased the length of the session, we expect the number of sessions to decrease this year, even though the total number of minutes used is still increasing. Due to demand that exceeds the supply of computers, PC use is limited to 2 sessions per day for each user. In FY2006, the first full year after our building and computer lab expanded, we allowed 2 sessions of 30 minutes each, for a maximum of 1 hour per day. Because so many users now work on job-related applications and activities that might be lost when a session ends, we have reconfigured the two sessions so that each one will automatically extend to up to 1.5 hours, for a maximum of 3 hours per day. And, as long as the lab has at least a few open seats, staff will extend the sessions indefinitely.

Number of Sessions	Jul 2009-Dec 2009	Jul 2008-Jun 2009
	(current 6 months)	(prior fiscal year)
Adult & Teen Use	36,961	89,541
Parent & Child Use	6,336	15,036
Archives Use	1,310	3,067
Total	44,607	107,644