



UC2B Policy Board Agenda

Regular Meeting

February 23, 2012 – 6:00 p.m.

Council Chambers, 102 N. Neil Street, Champaign, Illinois

- I. Call to order
- II. Roll Call – Determine Quorum
- III. Approve agenda
- IV. Approval of Minutes from February 1, 2012 Policy Board Meeting
- V. *Action/Discussion Items: (In this section, items will be presented to the Board and opened for technical questions, then we will go to the audience for comments – audience comments are limited to five minutes per person – then we will return to the Board for general discussion and questions)
 - a) Presentation from Graduate School of Library and Information Science: Preliminary Study Results- UC2B Anchor Social Institutions & Ford Statewide Illinois Broadband Research (Alkalimat, Kate Williams)
 - b) NTIA/Grant Report (Smeltzer)
 - c) *REVISED Resolution 2012-05 A Resolution Endorsing the Use of Contingency Funds for Redesigned Neighborhood Cabinets (Battery Chamber/Heat Exchanger)
 - d) Contracting with Shive-Hattery for Support on the FTTP RFP (Smeltzer)
 - e) FTTP Procurement Process Update (Legner, Smeltzer)
 - f) Marketing and Outreach Subcommittee Report (Bowersox, Kersh)
 - g) Distribution of Non-UC2B materials by UC2B Canvassers (Stavins)
- VI. Tasks to complete for next meeting
- VII. Items for next meeting's agenda
 - a) Field Orders – Interim J.U.L.I.E. Locating Services (Vandeventer, Shonkwiler)
 - b) UC2B Technical Committee Appointments – Voting member: Chris Hamb; Non-Voting Member: Brian Bell (Alkalimat)
 - c) Proposed Policy for Private Expansion of UC2B (Smeltzer)
 - d) UC2B Core Values Discussion
- VIII. Public Participation
- IX. Adjournment

UC2B is an inter-governmental body. The City of Champaign serves as its administrative agent. The City of Champaign strives to ensure that its programs, services, and activities are accessible to individuals with disabilities. If you are an individual with a disability and require assistance to observe or participate, please contact the City of Champaign at 217-403-8943 at least 72 hours prior to the scheduled meeting date.



UC2B Policy Board Agenda

- X. Next Meeting:
Wednesday, March 14, 2012, 12 p.m. to 1:30 p.m.
Council Chambers, 102 N. Neil Street, Champaign, Illinois

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UC2B Policy Board Minutes

February 1, 2012

Location:

City of Champaign Council Chambers
102 N. Neil Street
Champaign, IL 61820

Policy Board Members Present: Rev. Zernial Bogan, Brandon Bowersox, Michael DeLorenzo, Deb Feinen, Minor Jackson, Pete Resnick, Richard Schnuer, Tracy Smith (via phone).

Policy Board members absent: Abdul Alkalimat

- I. The meeting was called to order at 12:05 p.m. by Chair Feinen.
- II. Roll Call
- III. Approve Agenda: Resnick moved, Bowersox seconded the motion to approve the agenda. The motion was passed by voice vote.
- IV. Approve Minutes: Bowersox moved, Resnick seconded the motion to approve the minutes of the January 18, 2012 Policy Board meeting as written. Smeltzer stated that Rob Schaffer from Western Utility felt that his comments had been misrepresented. Feinen asked Secretary Edwards to contact Schaffer for clarification of his comments and present the minutes for approval at the next meeting.
- V. Action*/Discussion Items:
 - A. **Resolution 2012-04 A Resolution establishing the 2012 Annual Meeting Schedule for the UC2B Policy Board:** Bogan stated that he is requesting consideration of this change as he believes that the Board meetings do not seem to be transparent to the community. Bogan's personal schedule does not allow him to attend regularly at the noon meeting time, and he feels this is an issue with members of the public, as well. Bogan would like the meetings to be scheduled in the evening to provide greater opportunities for public input. Feinen asked Legner to share the information she had gathered from an informal poll of staff regarding their availability for evening meetings. Legner stated that most staff stated they were unavailable in the evenings due to family/community commitments. Legner suggested televising meetings to provide greater transparency to the public. The City has the capability of televising the meetings live and also keeping an archive of the recordings on the City's website for anyone to access at any time.

Additionally, staff is willing to meet with the community in more convenient locations, such as churches, neighborhood schools, or community centers if that would help to address Reverend Bogan's concern. Legner noted that, as an example, staff recently held two public meetings for contractors and other interested parties regarding the fiber to the premise procurement process which were very engaging and produced great input and feedback. Bogan stated that these are the types of things that are being said, but, in his opinion, are not raising awareness in the community. Bogan stated that nothing is happening other than canvassing. Additionally, he feels that most of the people that Legner polled are being paid to attend the meetings, and the Board is not taking the situation seriously. Bogan feels the Board needs to be more available to the public. Feinen addressed Bogan's comments saying the Board does want to make the meetings more readily available to the public and does not think it is fair to say that nothing has occurred; there have been a lot of meetings with the public and input received from the community. Bogan stated that he did not mean nothing had occurred, he stated he was talking about an ongoing newsletter or weekly report in the News-Gazette to update the community. Bogan suggested that these are the types of things that need to be done and they are not. Bowersox stated that he does want to do more, but some evening times are not possible for people based upon members' feedback at the last meeting. Additionally, a lot of the information conducted by the Board is "boring" for lay people, but necessary for UC2B business. Bogan suggested holding the first meeting of the month during the day and the second meeting of the month in the evening. Resnick asked that the more "public friendly" items be presented at the evening meetings and the more technical items be presented during at the noon meetings. Smeltzer asked Smith how the change in meeting dates and time might affect the Technical Committee meetings as it relates to the progress of items coming out of the Technical Committee. Smith noted this issue came up last fall at Technical Committee resulting in a change to its meeting schedule so that its meetings were always 9 days prior to the Policy Board meetings. This change was also made to assist staff so that there was only 1 agenda packet per week to prepare and distribute. Board members discussed various possible meeting times and decided to schedule the future UC2B Policy Board meetings on the second Wednesday of the month from 12:00 noon to 1:30 p.m. and the fourth Thursday of the month from 6:00 to 7:30 p.m. beginning with the March 2012 meetings. Additionally, all meetings will be televised on CGTV to raise public awareness of the work being conducted and about UC2B generally.

Public Comments: Ray Mitchell stated that the Thursday meetings would be a great opportunity to use technology and suggested that people could ask questions via twitter or other online methods of communication. Schnuer suggested asking the University of Illinois and Parkland to simulcast or tape delay broadcast of the meetings as well.

Resnick moved to accept the Resolution with the appropriate meeting time corrections. Seconded by Bowersox. The Board approved resolution by voice vote.

- B. NTIA/Grant Report:** A written report was provided in the packet. Smeltzer briefly presented the report.

Public Comment: None

Board comments: Resnick stated he was disappointed with the revised scoring proposal where proposers would only get maximum credit for pledging up to 20% for its workforce diversity pledge especially for the smaller pieces. He wants smaller companies capable of proposing on the smaller pieces to be rewarded for having a higher of minority workers. Smeltzer acknowledged that there could be a different scoring process for the first round of evaluation than that for the second round in order to allow for this. It was suggested that the scoring or “credit” not be limited when awarding workforce diversity points in the first round of evaluations but that this scoring grid be utilized in the final round.

- C. ***Resolution 2012-05 A Resolution Endorsing the Use of Contingency Funds for Redesigned Neighborhood Cabinets (Battery Chamber/Heat Exchanger):** Smeltzer stated that originally the community and Cities asked that these cabinets be as small as possible, which is how they were designed. However, now that the cabinets are designed and being assembled, they are apparently too small to easily work with when repairs or changes are needed. The manufacturer has also designed a new Active Ethernet card for the Adtran TA-5000 chassis that runs hotter than the card it replaced. As a result, there is a need to add a battery chamber and install a larger fan and heat exchanger to cool the equipment. The changes result in an extra \$30,000 cost to upgrade the cabinets.

Public Comment: Rev. Larry Lewis, Bethel AME encouraged the Policy Board to approve the Resolution.

Bowersox moved to approve the Resolution and Resnick seconded. Board approved Resolution 2012-05 via voice vote

- D. **FTTP Procurement Process Update:** Team is meeting with a representative of JLHubbard, a bonding company, to discuss the proposed changes to the bonding requirements. As addressed earlier in the meeting, staff held two meetings with minority contractors to receive input on the procurement process. Those meetings were energetic and participants were engaged. Staff is preparing a “registration” packet for all of the interested minority and majority contractors to complete and return so that their company information may be included in the RFP when it is distributed. This registration process is completely voluntary and is intended to facilitate introductions and encourage teaming opportunities among prime contractors and subcontractors.
- E. **Marketing and Outreach Subcommittee Report:** Bowersox stated that the Committee had a successful meeting last week. They spoke with Vanessa Reinsmith and received good input from her about the Community Classes currently being offered at the Douglas Branch Library daily from 5-8 pm. These classes are made possible by the Digital Divide grant managed by Parkland College. The door to door blitz is going well. UC2B needs to figure out the contractual terms for subscribers as soon as possible now that we have settled on a price. Bowersox noted that the more information canvassers can provide to

potential customers, the better. DeLorenzo asked when the next update will be available from the business consultants. Legner said by the end of the month.

VI. **Tasks to complete for next meeting:**

- Edwards to contact Schaffer from Western Utility to seek his input on the minutes.
- Legner to contact Alkalimat regarding his students presenting their anchor institution reports at the February 23rd evening meeting.
- Legner to contact IT regarding televising future meetings.

VII. **Items for next Meeting's agenda:** Core Values discussion or Proposed Policy for Private Expansion (draft report included in the February 1, 2012 agenda packet) if Dr. Alkalimat's class is not available.

VIII. **Public Participation:** Ray Mitchell stated that The Digital Equality Initiative is an initiative that Volo Broadband participates in. They provided computers for the UC2B Showcase and provide ongoing training in the Community. Mitchell reported that Volo had asked the canvassing team to distribute Volo's information on their door to door visits, but the City of Champaign's Legal department would not allow their company's information to be distributed by the canvassers since it would be providing preferential treatment to an individual company. Mitchell would like for the Policy Board to discuss this decision and find a way to get his company's information out to the public. Feinen asked Legner to review the City's policy with the Legal Department and give the Board a report at the next meeting.

IX. **Adjournment:** Resnick moved to adjourn, seconded by Bowersox. Motion approved by voice vote at 1:15 p.m.

X. **Next Meeting:** February 15, 2012 from 12:00 noon to 1:30 p.m. in City Council Chambers, 102 N. Neil Street, Champaign, IL 61820. A special meeting was also scheduled for Thursday, February 23, 2012 at 6:00 p.m. in the Council Chambers in particular to discuss the reports on the anchor institutions with Alkalimat's students. Future meetings will be held the 2nd Wednesday of the Month from 12:00 noon to 1:30 p.m. and the 4th Thursdays of the month from 6:00 p.m. to 7:30 p.m. in the Council Chambers, 102 N. Neil Street, Champaign, IL 61820.

RESOLUTION NO. 2012-05

A RESOLUTION

ENDORISING THE USE OF CONTINGENCY FUNDS FOR REDESIGNED
NEIGHBORHOOD CABINETS
(Battery Chamber/Heat Exchanger)

WHEREAS, the Federal Subaward Agreement between the City of Urbana and the University of Illinois includes an available construction budget of \$5,020,000 plus contingency funds of \$401,600 for a total of \$5,421,600; and

WHEREAS, UC2B Policy Board approved Resolution 2011-09 Endorsing the Use of Contingency Funds for the purchase of splice cases in an approximate amount of \$30,000 reducing the available contingency funds from \$401,600 to \$371,600; and

WHEREAS, the Federal Subaward Agreement between the City of Champaign and the University of Illinois includes an available construction budget of \$9,346,000 plus contingency funds of \$747,680 for a total of \$10,093,680; and

WHEREAS, the City of Champaign has not utilized any of these available contingency funds to date; and

WHEREAS, the neighborhood cabinet design as originally specified in the Fiber to the Curb bid documents is not sufficient to accommodate all of the necessary equipment including the batteries and a new heat exchanger required to increase the cooling capabilities of the cabinets; and

WHEREAS, it is necessary to redesign the neighborhood cabinets to add a battery chamber to be located below the original cabinet which will increase the height of the unit 12" to 16" to approximately 48" total; and

WHEREAS, it is estimated that the cost of making this adjustment is approximately \$1,700 per unit for a total of \$20,400; and

WHEREAS, due to Adtran equipment upgrades, it is now necessary to utilize a 24-port single slot Active Ethernet card in the Adtran TA-5000 chassis which operates at a hotter temperature than the dual-slot card originally specified which likely demands better cooling capabilities than the air circulating fan originally specified; and

WHEREAS, a heat exchanger will provide the increased cooling capabilities and is estimated to cost \$800 per unit for a total of \$9,600; and

WHEREAS, the cost to implement these changes in Urbana is \$12,500 to 5 neighborhood cabinets and \$17,500 in Champaign to 7 neighborhood cabinets; and

WHEREAS, contingency funds are available in both Cities to accommodate these changes; and

WHEREAS, the Federal Subaward Agreements approved among the UC2B member agencies contains a clause as follows: “At the end of the Project construction phase, if one of the UC2B members has exceeded its construction budget, ILLINOIS will transfer to that UC2B member any unexpended funds that were originally assigned to the Construction Budgets of the other two UC2B members. If two of the UC2B members exceed their Construction Budgets, any unexpended funds in the Construction Budget of the third UC2B member shall be applied proportionately to the budget deficiencies of the two.”

NOW, THEREFORE, BE IT RESOLVED BY THE UC2B POLICY BOARD, as follows:

Section 1. The Policy Board endorses the use of contingency funds in the amount of \$12,500 for the City of Urbana reducing its contingency funds available for future changes from \$371,600 to \$359,100.

Section 2. The Policy Board endorses the use of contingency funds in the amount of \$17,500 for the City of Champaign reducing its contingency funds available for future changes from \$747,680 to \$730,180.

RESOLUTION NO. 2012-05
PASSED:

APPROVED: _____
Policy Board Chair

UC2B Anchor Social Institutions: Baseline Data on Technology Use Before Takeoff

An interim report

Kate Williams and Abdul Alkalimat, Co-Directors
Abigail Sackmann, Research Assistant

Community Informatics Research Lab

Graduate School of Library and Information Science

University of Illinois

Research funders:

Ford Foundation and Community Informatics Initiative

February 21, 2012

Overview

This is the first interim report based on data collected in two studies of community social institutional use of computers and the Internet. Both studies are being done on the State of Illinois. One study is focused on the cities of Champaign and Urbana, while the other is focused on 10 communities in Illinois, 6 outside of Chicago in different parts of the state, and four community areas within Chicago. Comparable data is being collected in each study.

The study of Champaign-Urbana is focused on the UC2B sample of anchor social institutions. The UC2B proposal listed 143 such anchor social institutions, and the list has continued to grow.

Our methodology is based on gathering data with graduate students doing case studies structured as assignments in classes on the digital divide and community informatics. Thus far we have completed 88 case studies of anchor social institutions in the Champaign-Urbana area. This includes 185 interviews.

We have only very preliminary findings. The first finding is that not every anchor social institutions is fully aware of the opportunity being created by UC2B. Even if the board or the director might know about UC2B, the staff and their related publics have not necessarily been informed. Part of this is because UC2B is still developing its business model and partly because these anchor social institutions are caught in the current budget crisis and struggling to stabilize core services rather than figuring out how to expand or transform based on this increase in computer and Internet capacity. Budget issues are a major concern of all institutions.

The institutions fit into three main categories:

1. High end users of computers and the Internet requiring increased bandwidth, with technical staff and a dedicated budget
2. Moderate users of computers and the Internet, with limited resources, relying on volunteers, contributions, and small grants

3. Institutions that have yet to adopt computers and the Internet into their organizational life, internally and in their connections to the broader community.

The high end users are mainly the large formal organizations (e.g., University of Illinois, Carle, Christie, and government). These institutions will have either dedicated fiber and/or contracts well above the base price service that UC2B will be offering. Most of these organizations are well along in thinking about how they intend to transform their internal organization using ICT but they are still faced with the lingering digital divide in the broader community that limits their full transformation using digital technology.

The moderate users of computers and the Internet will be greatly upgraded by the proposed base line price of \$20 a month for a 20 mbps connection. On the other hand we anticipate a major increase in demand, both in terms of the quantity and quality of hardware and software resources, but also in the kinds of use their staff and public will be making. This also raises the need for increased training of the staff. As these organizations are facing challenging financial demands, with little or no budget for ICT except for phones, service for repairs and equipment remain a challenge.

Finally there are institutions that have little or no experience with computers and the Internet. Sometimes people in these institutions have such equipment but the organizations have not embedded such technology into their organizational routine. This then is the ultimate case for start-up involving the need for both hardware and software, training of staff, and designing a system from scratch or at least exposing them to the best practices in the community of comparable institutions.

In general, if UC2B has a base offering of 20 mbps this will be a major advance for the majority of anchor social institutions. Only the large bureaucratic organizations use more at this time.

The most general need is a comprehensive planning process to integrate all of these digitally active institutions into a functional urban network. This constitutes

a new infrastructure of technology that requires a new social organization, the creation of an “informational city.” (Castells, 1992)

Our research plan is to post profiles of each organization on a public website in order to begin a community wide discussion. This is also intended to create a dialogue between community informatics researchers and the community to establish research questions and to create a public consumer base for the research results. Specifically we have data on how people in IT related organizational roles use technology. This will give us a clear picture of the advanced use of digital technology in these community institutions, and begin to define more clearly aspects of the digital divide. We also have data that will enable us to compare community organizational use of digital technology between Champaign-Urbana and other communities in Illinois, as well as detailed comparison of different organizational types within Champaign-Urbana.

We anticipate a final report by summer 2012. We will then look forward to collecting comparable data after UC2B and BTOP in general goes operational.

The rest of this interim report includes:

1. List of the community organizations we have studied so far and their respective up and down speeds;
2. Comparison table of Internet speeds in Illinois communities
3. Comparison of internet speeds in Champaign-Urbana UC2N anchor social institutions
4. Four case studies:
 - a. Salem Baptist Church
 - b. Community Elements Social Service Agency
 - c. Housing Association of Champaign County
 - d. Champaign Public Library
5. Power point presentation for the February 22 meeting of the UC2B Policy Committee.

Place2	Category	Org	down	up	difference
Champaign County	Church	Bethel A.M.E. Church	3.0	0.6	-2.4
Champaign County	Church	Canaan Baptist Church	26.5	3.2	-23.2
Champaign County	Church	First Christian Church	8.3	5.0	-3.3
Champaign County	Church	First United Methodist Church	2.6	0.6	-2.0
Champaign County	Church	Holy Cross Catholic Church	5.1	0.5	-4.5
Champaign County	Church	New Hope Church of Christ	9.0	1.6	-7.3
Champaign County	Church	Prairie Zen Center	2.0	2.7	0.7
Champaign County	Church	Restoration Urban Ministries	6.5	0.6	-5.9
Champaign County	Church	Salem Baptist Church	2.2	0.4	-1.8
Champaign County	Church	St. John's Lutheran Church	5.2	0.6	-4.6
Champaign County	Church	St. Matthew's Catholic Church	18.0	4.1	-13.9
Champaign County	Church	Stone Creek Church	9.4	4.5	-4.9
Champaign County	Church	The Church of the Living God Love Corner Worship Center	61.3	37.4	-24.0
Champaign County	Community	Champaign County Chamber of Commerce	1.1	1.4	0.3
Champaign County	Community	Crisis Nursery	2.4	0.4	-2.0
Champaign County	Community	Cunningham Children's Home	1.2	5.1	3.8
Champaign County	Community	Developmental Services Center	3.2	0.4	-2.7
Champaign County	Community	Don Moyer Boy's & Girl's Club	1.4	1.4	0.0
Champaign County	Community	Empty Tomb, Inc.	1.8	0.4	-1.4
Champaign County	Community	Girl Scouts of Champaign	1.2	1.2	0.0
Champaign County	Community	Habitat for Humanity	1.3	1.2	0.0
Champaign County	Community	IBEW Local 601	4.8	0.5	-4.3
Champaign County	Community	Muslim American Society	1.0	1.8	0.8
Champaign County	Community	Orpheum Children's Science Museum	25.4	4.1	-21.2
Champaign County	Community	Salt & Light	19.9	4.9	-15.0
Champaign County	Community	Salvation Army	13.7	4.3	-9.4
Champaign County	Community	Stake Family History Center	10.7	1.7	-9.1
Champaign County	Community	United Way of Champaign County	2.3	0.4	-1.9
Champaign County	Community	Urbana Neighborhood Connections Center	30.1	5.7	-24.5
Champaign County	Community	Urbana-Champaign Independent Media Center	13.8	4.2	-9.6
Champaign County	Government	Champaign Fire Department	8.0	12.0	4.1
Champaign County	Government	Champaign Park District - Bresnan Center	1.9	2.6	0.7
Champaign County	Government	Champaign Police Department	18.3	6.4	-11.9
Champaign County	Government	City of Champaign	8.7	21.5	12.8
Champaign County	Government	City of Champaign Township	1.3	0.3	-1.0
Champaign County	Government	Cunningham Township	1.5	1.4	0.0
Champaign County	Government	Eastern Prairie Fire Protection District	17.3	4.3	-13.0
Champaign County	Government	Parkland College Police Department	35.6	30.3	-5.3
Champaign County	Government	Urbana & Champaign Sanitary District	9.5	6.0	-3.6
Champaign County	Government	Urbana Police Department	5.0	5.0	0.0
Champaign County	Government	USGS Illinois Water Sciece Center	1.9	1.9	0.1
Champaign County	Government	Willard Airport	7.9	5.4	-2.5
Champaign County	Health	Carle Foundation Hospital	24.1	6.2	-17.9
Champaign County	Health	Champaign County Christian Health Center- community medical clinics	2.8	2.4	-0.5
Champaign County	Health	Christie Clinic	13.7	18.7	5.0
Champaign County	Health	Community Blood Services of Illinois	28.3	9.3	-19.1
Champaign County	Health	Community Elements	42.2	4.4	-37.9
Champaign County	Higher Education	Parkland College	45.7	50.6	4.9
Champaign County	Housing	Amber Glen Alzheimer's Special Care Center	0.1	0.1	0.0
Champaign County	Housing	Clark-Lindsey Retirement Village	33.7	5.6	-28.1
Champaign County	Housing	Housing Authority of Champaign County	24.6	7.6	-17.0
Champaign County	Housing	Illini Heritage Rehab & Health	16.0	4.3	-11.7
Champaign County	Housing	Prairie Winds of Urbana	16.9	4.6	-12.3

Place2	Category	Org	down	up	difference
Champaign County	Housing	Round Barn Manor	4.3	4.4	0.1
Champaign County	Housing	The Windsor of Savoy	1.4	1.2	-0.2
Champaign County	ISP/BTOP	Volo Broadband	33.5	28.8	-4.7
Champaign County	Library	Illinois Heartland Library System	4.2	2.5	-1.7
Champaign County	Library	Urbana Free Library	41.3	8.4	-32.9
Champaign County	Media	Illinois Public Media WILL	70.6	38.4	-32.1
Champaign County	PreK-12 education	Champaign County Head Start	1.4	1.2	-0.2
Champaign County	PreK-12 education	Champaign Unit 4 Schools	18.8	16.6	-2.2
Champaign County	PreK-12 education	Countryside School	1.4	1.4	0.0
Champaign County	PreK-12 education	Judah Christian School	17.4	4.2	-13.2
Champaign County	PreK-12 education	Next Generation School	5.2	3.5	-1.7
Champaign County	PreK-12 education	Urbana School District 116	71.0	15.2	-55.8
Chicago	Church	Liberation Christian Center	2.5	0.4	-2.1
Chicago	Church	New Life Covenant Church	13.0	4.1	-9.0
Chicago	Community	Beloved Community Family Services	2.3	0.1	-2.2
Chicago	Community	Instituto del Progreso Latino	4.6	5.1	0.5
Chicago	Community	St. Sabina's Employment Resource Center	1.7	1.4	-0.3
Chicago	Government	City of Chicago	36.8	4.2	-32.7
Chicago	Government	Cook County	20.8	37.5	16.6
Chicago	Health	Norwegian American Hospital	4.4	4.6	0.2
Chicago	Health	St. Bernard Hospital	5.4	3.0	-2.4
Chicago	Higher Education	Arturo Valasquez Institute	67.6	51.9	-15.7
Chicago	Higher Education	Kennedy King College	6.5	11.3	4.8
Chicago	ISP/BTOP	Bickerdike	57.8	7.0	-50.8
Chicago	ISP/BTOP	Chip IT Computer Tech Support	26.0	4.4	-21.6
Chicago	ISP/BTOP	Greater Auburn-Gresham Development Corporation	2.5	0.4	-2.1
Chicago	ISP/BTOP	Teamwork Englewood	2.3	0.4	-2.0
Chicago	ISP/BTOP	The Resurrection Project	24.8	5.3	-19.6
Chicago	Library	Humboldt Park Library	69.1	10.8	-58.3
Chicago	Library	Lozano Library	0.2	6.2	6.0
Chicago	Library	Thurgood Marshall Library	3.2	2.7	-0.5
Chicago	Library	West Englewood Library	0.3	0.9	0.6
Chicago	Media	Hoy Newspaper	89.5	61.8	-27.8
Chicago	Media	Radio Arte	33.2	4.3	-28.9
Chicago	Media	WYCC TV20	16.7	45.7	29.0
Chicago	PreK-12 education	Perspectives Technology High School	7.8	8.4	0.6
East St. Louis	Church	New Bethel Missionary Baptist	1.9	0.4	-1.5
East St. Louis	Community	East St. Louis Federation of Teachers Local 1220	0.7	0.7	0.0
East St. Louis	Community	Lessie Bates Davis Neighborhood House	1.4	1.4	0.0
East St. Louis	Government	City of East St. Louis	10.2	2.0	-8.1
East St. Louis	Government	County of St. Clair	72.0	1.8	-70.2
East St. Louis	Health	Touchette Regional Hospital	8.6	2.5	-6.1
East St. Louis	Higher Education	SIUE Education Center	9.3	2.5	-6.8
East St. Louis	Library	East St. Louis Library	0.8	0.9	0.1
East St. Louis	Media	Belleville News Democrat	5.8	2.5	-3.3
East St. Louis	PreK-12 education	East St. Louis Public Schools	38.1	31.0	-7.1
Jackson County	Community	Carbondale Chamber of Commerce	4.1	0.7	-3.3
Jackson County	Community	IBEW Local Union 702	2.9	0.7	-2.1
Jackson County	Community	Mantracon / Connect SI	3.8	5.1	1.3
Jackson County	Government	City of Carbondale	10.1	1.7	-8.4
Jackson County	Government	Jackson County	11.2	10.8	-0.4
Jackson County	Health	Southern Illinois Healthcare	34.1	6.0	-28.1
Jackson County	Higher Education	Southern Illinois University	58.5	22.0	-36.5

Place2	Category	Org	down	up	difference
Jackson County	ISP/BTOP	Clearwave	30.7	20.7	-10.0
Jackson County	Library	Shawnee Library System	8.8	2.7	-6.1
Jackson County	Media	Carbondale Times	2.6	0.7	-1.9
Jackson County	Media	The Southern Illinoisan	9.3	6.8	-2.5
Jackson County	PreK-12 education	Unity Point School District	11.7	8.4	-3.3
Kankakee	Church	Second Baptist Church	12.5	3.9	-8.6
Kankakee	Community	Kankakee Chamber of Commerce	1.3	0.3	-1.0
Kankakee	Community	Laborer's Local 751	2.4	0.4	-2.0
Kankakee	Government	City of Kankakee	1.1	1.4	0.3
Kankakee	Government	Kankakee County	40.8	7.1	-33.7
Kankakee	Health	Provena St. Mary's Hospital	31.7	17.3	-14.4
Kankakee	Higher Education	Kankakee Community College	10.0	4.0	-6.1
Kankakee	Library	Kankakee Library	9.4	2.3	-7.1
Kankakee	Media	Daily Journal	5.0	5.2	0.2
Kankakee	PreK-12 education	Pembroke Community Consolidated School District	1.4	1.0	-0.5
Pike County	Church	Pittsfield Assembly of God	1.3	0.4	-0.9
Pike County	Community	IBEW Local 34	12.0	5.6	-6.4
Pike County	Community	Pike County Chamber of Commerce	4.7	0.3	-4.5
Pike County	Community	Pike County Farm Bureau	5.6	0.3	-5.4
Pike County	Government	County of Pike	3.5	1.3	-2.2
Pike County	Health	Illini Community Hospital	19.4	3.6	-15.8
Pike County	Higher Education	John Wood Community College Pittsfield Education Center	16.9	22.2	5.3
Pike County	ISP/BTOP	WiFiSky Net	1.4	1.4	0.0
Pike County	Library	Pittsfield Library	1.0	0.7	-0.3
Pike County	Media	Pike County Express	0.6	0.6	0.1
Pike County	Media	WBBA 91.7fm	8.6	0.4	-8.2
Pike County	PreK-12 education	Pikeland Community School District	6.0	4.4	-1.7
Rockford	Community	IBEW Local Union 364	1.4	1.4	0.0
Rockford	Community	Northwest Community Center	0.2	0.4	0.2
Rockford	Community	Rockford Chamber of Commerce	2.7	2.7	0.0
Rockford	Government	Winnebago County	14.1	7.9	-6.2
Rockford	Health	Rockford Health System	1.2	2.4	1.2
Rockford	Higher Education	Rock Valley College	3.2	4.1	0.9
Rockford	ISP/BTOP	Rock River Internet	21.3	4.2	-17.1
Rockford	Library	Rockford Public Library	11.1	1.4	-9.7
Rockford	Media	Rock River Times	4.3	0.5	-3.8
Rockford	Media	Rockford Register Star	8.4	13.9	5.6
Rockford	PreK-12 education	Rockford Public Schools	32.8	13.0	-19.8

Mbps	Down				Up			Up minus down		
	Min	Average	Max		Min	Average	Max	Min	Average	Max
Chicago (24)	0.2	20.8	89.5		0.1	11.7	61.8	-58.3	-9.1	29.0
Jackson County (12)	2.6	15.6	58.5		0.7	7.2	22.0	-36.5	-8.4	1.3
East St. Louis (10)	0.7	14.9	72.0		0.4	4.6	31.0	-70.2	-10.3	0.1
Champaign County (65)	0.1	14.3	71.0		0.1	6.7	50.6	-55.8	-7.6	12.8
Kankakee (10)	1.1	11.6	40.8		0.3	4.3	17.3	-33.7	-7.3	0.3
Rockford (11)	0.2	9.2	32.8		0.4	4.7	13.9	-19.8	-4.4	5.6
Pike County (12)	0.6	6.8	19.4		0.3	3.4	22.2	-15.8	-3.3	5.3
All (144)	0.1	14.3	89.5		0.1	6.9	61.8	-70.2	-7.5	29.0

Mbps	Down			Up			Up minus down		
	Min	Average	Max	Min	Average	Max	Min	Average	Max
Media (N = 1)	70.6	70.6	70.6	38.4	38.4	38.4	-32.1	-32.1	-32.1
Higher Education (1)	45.7	45.7	45.7	50.6	50.6	50.6	4.9	4.9	4.9
ISP (1)	33.5	33.5	33.5	28.8	28.8	28.8	-4.7	-4.7	-4.7
Library (2)	4.2	22.7	41.3	2.5	5.5	8.4	-32.9	-17.3	-1.7
PreK-12 education (6)	1.4	19.2	71.0	1.2	7.0	16.6	-55.8	-12.2	0.0
Health (4)	2.8	17.2	28.3	2.4	9.1	18.7	-19.1	-8.1	5.0
Housing (7)	0.1	13.9	33.7	0.1	4.0	7.6	-28.1	-9.9	0.1
Church (13)	2.0	12.2	61.3	0.4	4.8	37.4	-24.0	-7.5	0.7
Community (18)	1.0	9.9	42.2	0.4	2.4	5.7	-37.9	-7.4	3.8
Government (12)	1.3	9.7	35.6	0.3	8.1	30.3	-13.0	-1.6	12.8
All (65)	0.1	14.3	71.0	0.1	6.7	50.6	-55.8	-7.6	12.8

15: Salem Baptist Church

Anna Holland

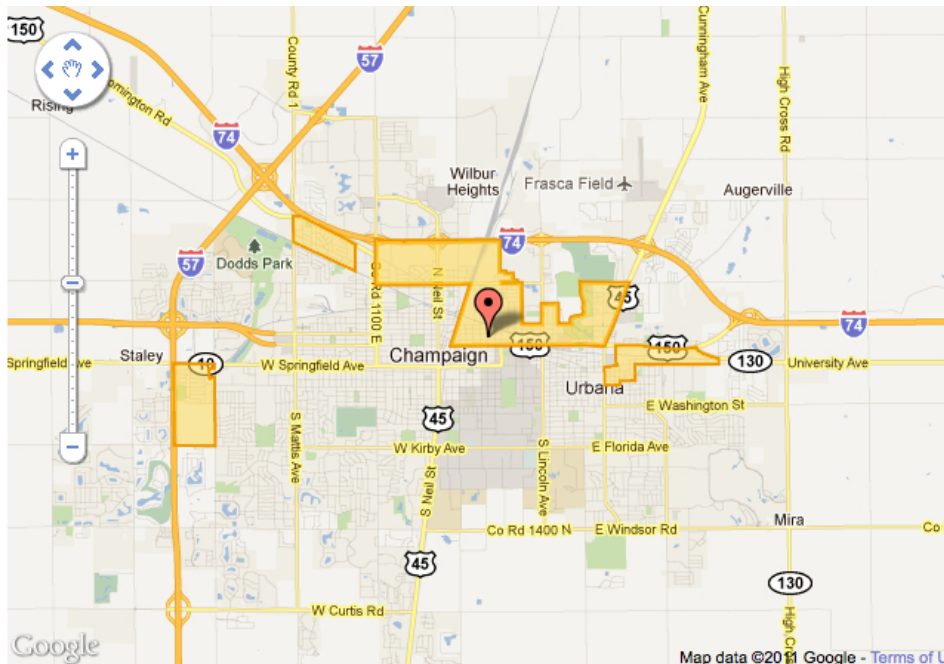
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1 Executive summary

Salem Baptist Church is excited about the services UC2B will provide. As a longtime leader in the African-American community and Champaign-Urbana area, the church understands the significant impact high-speed Internet will have on advancing their ministry and helping to bridge the digital divide. At present, Salem Baptist operates a small computer lab with nine desktops open five days a week. Computer classes are offered for youth, adults, and seniors. The general response to the classes has been one of eager embracement by members and staff alike. There is much talk within the church administration about the opportunities 5 mbps Internet speed would allow for in thoughts of unifying office files and conferencing from church to church. Over the years, Salem Baptist has always put the spiritual and physical needs of the community first. With the transition to digital, Salem has not lost their mission to provide for the spiritual and physical well-being of the individual. UC2B creates new possibilities for Salem Baptist to serve the community by establishing a cutting-edge space for learning and growth through the aid of technology.

2 Maps

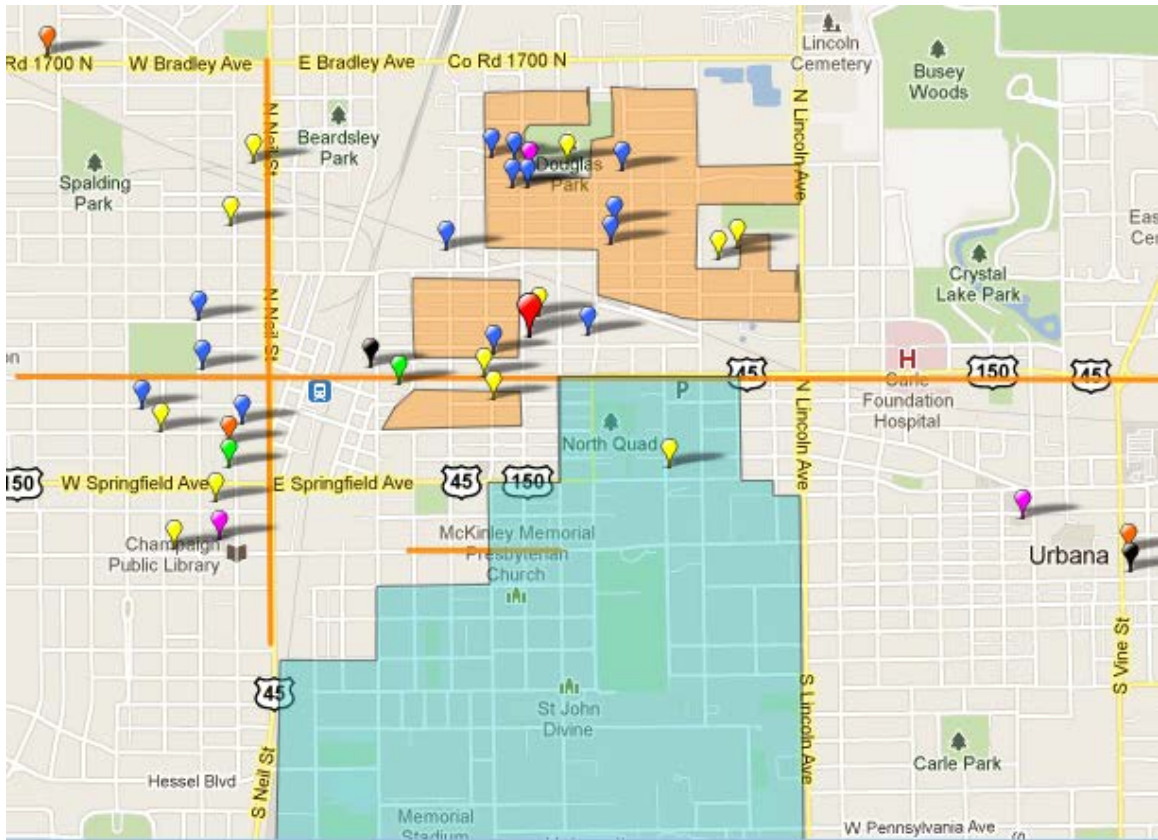
Map 1. Location of Salem Baptist Church within the Champaign-Urbana community



Areas highlighted in gold are eligible for UC2B's faster Internet service at a lower cost. Red pin identifies church.

Map 2. Neighborhood profile

Proximity to surrounding amenities, businesses, and organizations.



Legend:

- | | | | |
|--|--|--|--|
| ● Salem Baptist Church | ● Place of Worship | ● School | ● Shelter |
| ● Police Station | ● Fire Station Public | ● Library | |
| University of Illinois | Residential Area | Business Street | |

3 Photographs

Photograph 1.



Salem Baptist Church from the corner of East Park and 5th Streets.

Photograph 2.



Left to right: Joe and Carol Lewis and Chris Hamb, three members of the Cyber Committee, in the computer lab.

Photograph 3.



Administrative computer and phone.

Photograph 4.



Laptop used for Bible studies and presentations.

4 Demographics of patrons or clients

As the second-oldest African American church in the Champaign-Urbana area, Salem Baptist Church has a long history in the community, attracting people from a variety of backgrounds to worship through service. Though little has been recorded numerically in terms of member demographics, Salem Baptist would describe their church members as being fairly well educated. Granted, the provided information is a generalization and no data exists that accurately depicts the livelihoods of all individuals in the church. However, Salem Baptist takes pride in the number of members who hold doctorates and other certificates of higher education. Members include college professors, attorneys, schoolteachers, and assistant deans from the university, as well as many other notable professions. In summary, Salem Baptist leaders say: “We have all levels of education in our church. We just attract, seemingly, more of that [higher education] level of individual” (Bogan, Lewis, & Shelby, 2011). As far as poverty and income levels go, Salem pretty much spans the scale. Well-to-do members are not the majority, but that is not to say everyone else is scraping for a living. Then there also are members, such as retirees, who do not work and no longer earn a steady income. In result, the church serves a variety of populations: young, old, employed, struggling, and so on.

5 History

Overview

Salem Baptist Church is the second-oldest African American church in Champaign-Urbana. The oldest, Bethel African Methodist Episcopal Church (or Bethel A.M.E.), is located on the corner of East Park and North 4th Street, just kitty-corner from where Salem is currently situated. However, Salem Church is the first Baptist church in the surrounding African American community (Bogan et al., 2011). When the organization of Salem Baptist happened in 1866, the surrounding area was little more than “prairie land, duck ponds and cornfields” (Tinsley, 1998, p. 1). There certainly was no university. “Since 1866 Salem Baptist Church has played a central role in the religious and social lives of many African-Americans in Champaign and Urbana” (Lenstra, 2011). Over the years, the great success of Salem has caused it to grow not only in members but also in size despite early trials.



Figure 1. 500 East Park Street location prior to remodeling.

The original congregation building burned down the same year it was erected and services temporarily resumed in a rented hall above Swanell Drug Store at Main and Hickory Streets (“History of Salem,” 2011, p. 1). A large number of spiritual converts were received during this period regardless, and the church continued to grow spiritually and numerically. Not until 1902 did plans for the construction of the current building on 500 East Park Street form. The cornerstone was laid in 1908. In those same years, the church changed its name from Second Baptist to its current name (p. 2).

1940s and early 1950s

“In 1940 Champaign-Urbana had a total population of 37,366, which included 2,106 African-Americans. By the time the 1950 census was taken the towns’ population had expanded to 62,397, and their African-American population increased to 4,153” (Lenstra, 2011). Following the end of World War II, thousands of soldiers and their families flocked to Champaign-Urbana to take advantage of the G.I. Bill at the University of Illinois. With countless new members, the church purchased its first parsonage in 1948 at 304 North Third Street. The population boom not only more than doubled the African American community, but also brought transformation and money to the church, and by 1950 Salem Baptist had fully paid off the mortgage on the parsonage (Lenstra, 2011).

1950s–1980s

Following on the heels of a population explosion, Salem Baptist underwent a remodeling project during the 1950s: “On May 27, 1957, the church officially voted to build an education annex” (“History of Salem,” 2011, p. 3). Construction finished the following year. During the 1950s and 1960s Salem Baptist raised \$2955 under the leadership of Reverend William Howe Donaldson for office and technology-related equipment. With the money, a duplex offering envelope system, a typewriter, a motion picture projector and screen, filing cabinets, an adding machine, and a mimeograph machine were purchased (“History of Salem,” 2011, p. 3). With the addition of new technology, Salem Church discovered new possibilities. For instance, the “mimeograph machine...was able to publish a commemorative 50-year history of their church building” and other important documents. The civil rights movement in the 1960s also proved a turning point in technology use, with the ability to rapidly produce fliers and distribute information contributing to the success of the protests. Integrated housing struggles upset the Champaign-Urbana community once again during the mid-1960s and caused Salem to realize the necessity of becoming a city-wide church instead of a neighborhood church. With the decision to expand its doors during the 1970s and 1980s, Salem purchased multiple buses over the years in order to provide transportation to and from the church (Lenstra, 2011).

1950s Remodeling Project	
Quantity	Description
10	New classrooms
1	Baptismal pool
1	Pastor’s office
1	Modern kitchen
1	Banquet room
3	Storage closets
N/A	New light fixtures
100	Steel folding chairs
N/A	New heating system
2	New entrances

1990s to the Present

Technology began to play a more definite role in the history of Salem Baptist Church in 1990 when the church purchased a new photocopying machine. From that point on, printing church programs became easier (Lenstra, 2011). In 2001, Salem adapted the idea of creating a parish computer lab for the benefit of its members. Working with the equipment that they already had, Salem began to take inventory and looked into creating a budget for the purchase of new equipment over the next several years. The computer lab opened in 2008 with the help of Parkland College and the University of Illinois, who assisted in acquiring computers, and removing the old equipment. The computer lab has become instrumental in the ministry of the church. The lab continues to get support from multiple units at the University of Illinois, Parkland, and other volunteers. Salem Baptist offers computer classes for youths, adults, and seniors, and currently wants to provide an after-school program for youths in order to provide the resources and technology needed to assist with homework and teach computer literacy skills. The main ongoing project in the lab is a class for seniors held on Saturday mornings and staffed by volunteers from GSLIS/UIUC. There are other classes and open lab times during which the broader community is invited into the computer lab.

6 Technology inventory

Salem Baptist describes the digital skills of their staff as knowledgeable and the digital skills of their members as wide-ranging.



The collective IT knowledge at Salem Baptist is growing and improving with the classes offered in the computer lab. The staff has had to learn new programs and keep up-to-date

COMPUTER INVENTORY	QUANTITY
Administrative computers	3
Public lab computers	9
Total computers	15
Total desktops	14
Total laptops	1
COMPUTER SOFTWARE	INSTALLED
Adobe	Yes
Adobe Dreamweaver	Yes
Dragon Speech Recognition	Not yet
Game software	Yes
Java	Yes
Microsoft Office	Yes
Open Office	Yes
Security	Yes
OTHER EQUIPMENT	QUANTITY
Digital optics security system	N/A
Docking station for laptop	1
Film camera	1
Flatbed scanner	2
Multifunction scanner (i.e., scanner, disk and card reader, printer, photo, etc.)	1
Projector	1
Telephones	5
Webcam	1

with software so as to be able to teach members how to access the information they are interested in learning more about. The senior class is the biggest class as of right now. Looking up family genealogy and the church's history on the computer are popular information requests among the senior group. The youth groups prove fairly astute but need help discerning reliable Web sources from unreliable ones. The adult groups struggle the most with the computers. Due to the popularity of the senior classes, the seniors are pretty knowledgeable and set an example or the younger generations.

Among the staff, Salem has three members and two nonmembers dedicated to IT work; they comprise the Cyber Committee. Currently, the team works on an as-needed basis. Their job includes running the computer lab, teaching classes, managing security, maintaining the church website and organizational entries on Facebook, Wiki, and Shutterfly, providing IT support to the remaining staff, and other responsibilities. Nonetheless, they are able to keep the computer lab open five days a week: Monday, Tuesday,

Thursday, and Saturday, with Wednesday being on-call. There is no funding to pay the individuals who run the lab; hence the hours the lab is open vary depending on use. As a result, Salem Church relies a good deal on volunteers and the unpaid Cyber Committee.

7 Analysis

Salem Baptist Church has had a long history as a leader in the Champaign-Urbana and African-American community for nearly 150 years. Salem Church has felt the need to adapt over the years to new technologies and develop new auxiliaries in order to better serve the community's needs.

Though the town has grown up around 500 East Park Street and the city has since encroached on what once was a humble, yet growing neighborhood church, Salem’s mission has stayed the same: “[O]ur purpose is to bring souls to God” (Bogan et al., 2011).

Technology has become a new facet of the church ministry and a new way to spread the message of God. With the incorporation of technology new possibilities and challenges arise. Today, the overall major challenges facing Salem Baptist include:

- Community evangelism (in the workplace, schools, and even the home)
- Providing youth with the information they need to flourish
- Bringing individuals who need help into the computer lab
- Teaching IT and digital skills to people of a variety of ages and knowledge backgrounds
- Running the lab on volunteer time
- Slow Internet download and upload speed

Despite a handful of challenges presently facing the church, the ministry is optimistic about the opportunities that the site’s computer lab presents. Salem Baptist has supported UC2B in its past three years of struggling to get up and running, and they continue to be supportive and excited about the services UC2B will provide. Having equally fast Internet upload and download speed is one of the services that UC2B will provide that Salem is most excited about.

SALEM BAPTIST SPEED

UC2B SPEED

Download	Upload	OS	→	Download	Upload	OS
2.57 mbps	0.41 mbps	Windows 7		5.0 mbps	5.0 mbps	Any
1.87 mbps	0.41 mbps	Windows XP				

Allowing for real-time access to information and chat would benefit the institution inside and out. From an administrative level, fast Internet would permit quick exchange of e-mail correspondence and documents, posting of events and sermons, video conferencing from church to church, and real-time security notifications.

On a community level, members would benefit by no longer having to wait for information to load. With the combination of fast Internet speed and software such as Dragon Speech, which the church already owns, the computer lab will better be able to serve the particular needs of different members. Dragon Speech, for instance, is a program that translates spoken words into text. It thus is a tool that would allow seniors, for example, to talk to the Social Security Office on a real-time basis. Similarly, Salem youth would also benefit from fast Internet. Gaming and school research are two popular uses for the computers among the youth. And while gaming may not have the same value as education, Salem works hard to provide a community space with state-of-the-art resources for the purpose of ministry advancement, recreation, and knowledge growth.

As a result, developing a budget for technology maintenance and new equipment has become central to the mission at Salem Church to bridge the digital divide. In the past, the church has relied a great deal on assistance from the Graduate School of Library and Information Science at the University of Illinois for its computer needs. In addition, many of the Salem's loyal volunteers have come from Community Informatics courses.

When looking into the future, Salem foresees periodically having to replace outdated equipment and building a budget that allows for the lab's upkeep. Another goal of the church involves unifying the office administrative databases. Right now, the individual auxiliaries take charge of recording minutes, but the system is not standardized, nor is it kept in a central location. UC2B can assist in this endeavor by speeding up the process. Ideally, Salem would like to have all their files archived electronically. That way, the pastor or the office administration can easily view events happening in the church and in auxiliaries.

These may seem like small goals compared to the business of bringing lives to the saving faith, but the value is not lost, only unrealized. As the "Church of Love, Friendship and Inspiration," technology at Salem Baptist aims to model the need to embrace technology for the overall betterment of the community ("About Salem," 2011).

Since its start, Salem Church has been forward thinking, enthusiastic, and methodical in adapting new ways to advance the message of God. The high-speed service of UC2B would provide Salem with new possibilities to serve the community. The digital skills at Salem are constantly expanding. As the computer classes and heavy lab use evidence, the need to equip individuals with marketable computer skills has become second nature after the necessity of equipping the spiritual soul.

Moreover, the benefits are twofold. By going more digital Salem Baptist expands the reach of its doors beyond the community. Hence, the ministry is not only excited about the opportunities UC2B would provide to members, but also to the church's mission.

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091: Community Elements (Mental Health Center of Champaign County)

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Executive summary

Community Elements is a multi-faceted, important cornerstone of the Champaign-Urbana area. As their mission statement explains:

Community Elements educates, advocates, and helps build communities of well-being by providing individuals and families a range of prevention, intervention, and mental health treatment services. These services are culturally inclusive, client/family-focused, and recovery-centered through service excellence, mentoring, and leadership (Community Elements webpage).

They operate a dozen-plus properties in the area for services as well as supportive housing, in addition to working closely with the hospitals and other health care and social services.

Community Elements' commitment is to people and community first, but technology is a close second. They house a Management of Information Systems (MIS) Department that maintains the public website, staff Intranet websites, medical records systems, LAN, and much more. Though funding is always an issue with non-profits, the infrastructure at Community Elements allows for proper maintenance of technology with the abilities to create and meet technology goals. The advent of UC2B can play a critical role in the technological development of Community Elements' overall goals.

Section 2 includes maps of the area and premises.

Section 3 includes four photos: a staff computer, the Community Elements offices at Park Ave., the Community Elements offices at Fox. Dr., and the TIMES Center.

Section 4 contains statistical and demographic information about the organization.

Section 5 covers the history of Community Elements as told in interviews and found in research.

Section 6 is the current inventory of technology on the premises.

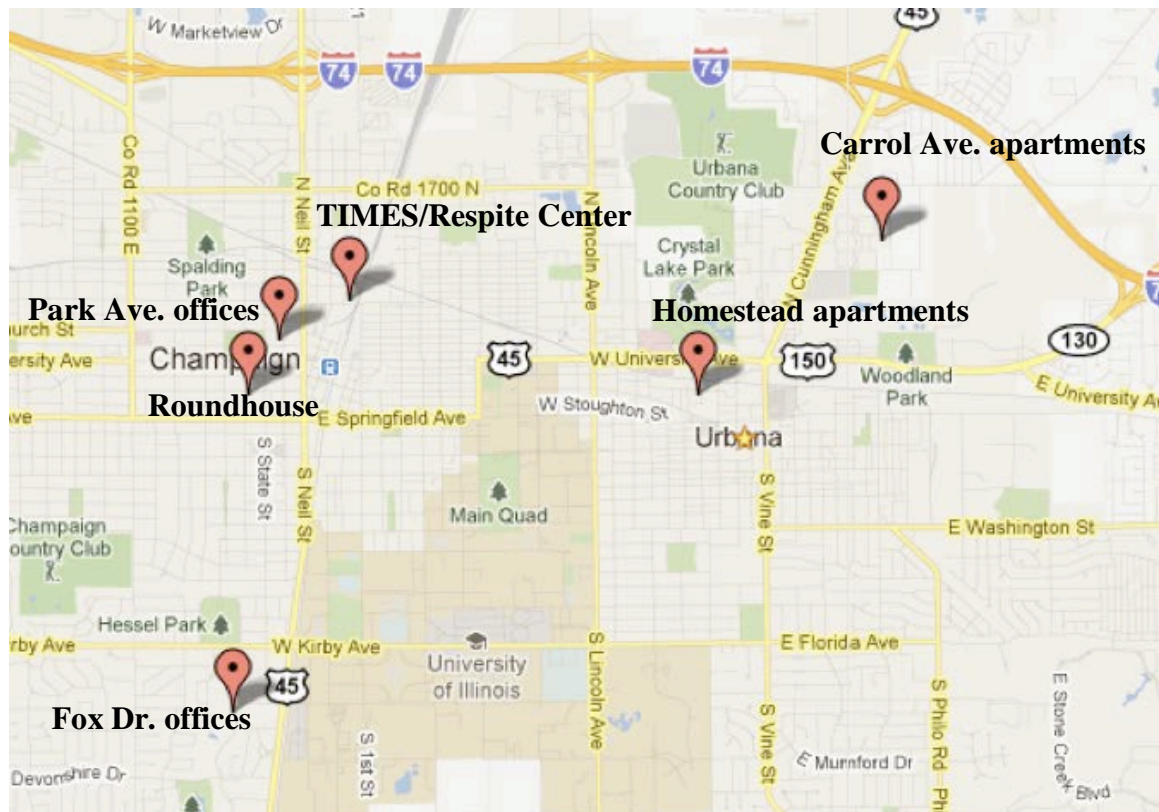
Section 7 is the author's analysis of Community Element's use of technology and overall agenda.

Section 8 is the bibliography and webliography used for this report.

2 Maps

Google Map of Community Elements and its locations of operation within the cities of Champaign and Urbana, IL.

Community Elements is headquartered and offers services at 1801 Fox Drive and 202 W. Park Avenue. It operates at least twelve other properties for supportive housing, many of which are displayed on the map below. However, due to privacy issues not all of the locations are available to share. The Park Ave. office and TIMES/Respite Center centrally located to Champaign's downtown area. The Fox. Dr. office is in a sprawling, corporate location. It has additional properties and offices in Rantoul, IL. Community Elements also works closely with many other health and social service providers in the Champaign-Urbana area.



Locations of main Community Elements properties

3 Photographs



A PDS Slim staff computer at the Fox Dr. location.



Community Elements' Fox Dr. location in Champaign, IL.



Community Elements' Park Ave. location in Champaign, IL.



The TIMES/Respite Center in Champaign, IL

4 Demographics of patrons or clients

From Community Elements website:

<http://communityelements.org/who-we-are/annual-reports/>

Fiscal Year 2010 Statistics

Total lives touched	7,852
Total nights of care at TIMES Center	20,441
Total nights of care at residential housing sites	18,254
Total Crisis Line calls	3,670
Total psychiatric and nursing visits	13,081
Total meals served at TIMES Center	63,941
Total nights of care at the Respite Center	1,233
Total Face to Face crisis encounters	1,766

Fiscal Year 2010 Revenue: \$9,791,304

OMH Grants	21%
Dept. of Children & Family Services	3%
Other Grants	22%
Contributions	1%
Medicaid Rehab Option — FFS	37%
708 Champaign County Mental Health Board	8%

Client Fees 6%

FY 2010 Expenses: \$9,061,090

Personal Services	80%
Consumables	3%
Transportation	2%
Other Operating Expenses	7%
Other	2%
Consultant Services	3%
Occupancy	4%
Interest Expense	1%

5 History

Largely taken from the Community Elements website, with technology history added based on personal interviews.

<http://communityelements.org/who-we-are/history/>

1956

The Champaign County Mental Health Clinic opened its doors as a program of the Champaign County Mental Health Society. The clinic was operated by the society through 1966, when the society changed its name to the Champaign County Association for Mental Health and split off from the Mental Health Center. Agency budget: \$37,605

1967

Crisis Line began.

1968

The Champaign County Mental Health Center became incorporated on July 22, 1968.

1976

Mental Health Center operated in Mercy Hospital (Two West) and then later moved to the St. Mary's School Building where it remained until 1993.

1977

A special division of child and adolescent services was established to open access to this age group. Agency budget: \$996,251

1982

Services expanded to Champaign County Correctional Center. Twenty-four hour crisis services to the county began.

1984

The Center established a group home in Champaign to house up to eight seriously mentally ill adults. Parents Too Soon funding received.

1987

Purchased three computers for use by the accountant, the administrative assistant to the director, and the centralized data entry staff member. The majority of written work is completed by typewriter.

1990

The Center purchased an eight-unit, one-bedroom apartment complex in Urbana to house homeless mentally ill on a transitional basis. Agency budget: \$2,700,000

1994

COMPEER volunteer program is formed for support to adults with psychiatric disabilities in conjunction with Champaign County Mental Health Association. The Mental Health Center and United Way is awarded AmericCorps/CHART grant to plan services for the homeless mentally ill. HUD funds an 18-unit permanent housing complex in Urbana for individuals with psychiatric disabilities. Emergency Psychiatric Respite Center is funded and opened in April 1994. Two new facilities are identified and funded with bonds. Agency budget: \$4,200,000

1995

The Mental Health Center Counseling and Personal Development service is initiated, incorporating Counseling Institute. Facilities move to new locations at 1801 Fox Drive and 205 West Park Avenue, Champaign.

Advent of the MIS Department to meet and technology needs.

1996

Mental Health Center sponsors Homestead Apartments to the homeless and continues efforts to expand residential services. Agency budget: \$5,600,000

1997

Mental Health Center incorporates the Men's Emergency Shelter (future TIMES Center) and the Volunteer Center of East Central Illinois into its structure. First accreditation by Joint Commission on Accreditation of Healthcare Organizations. A building was purchased on State Street to house Keystone, a consumer-run resource center. Purchased a home in Urbana as a supportive group home for women. Agency budget: \$7,300,000

1998

Volunteer Center of East Central Illinois is hosted by the Mental Health Center. Homestead Apartments are opened for occupancy. Property for TIMES Center is donated. TIMES Center is developed as the replacement facility for the Men's Emergency Shelter. Compeer program is expanded to serve youth. Healthy Families program begins. The Housing Authority purchases 205 West Park and the Mental Health Center purchases the Champaign National Bank Building as a replacement. The

Workforce Preparation Center is also housed in this new building. Agency budget: \$7,400,000

1999

Affiliation with Provena Covenant Medical Center effective January 1st. Groundbreaking for new facility for TIMES Center at Washington and Market Streets. Agency budget \$7,600,000

2000

Opening of TIMES Center including Emergency Psychiatric Respite Center. Resurveyed by JCAHO, attaining score of 98. Agency budget: \$7,750,000

2001

Property purchased in Rantoul for a HUD funded, 18-unit permanent housing complex for individuals with psychiatric disabilities. Office opened in Rantoul for case management, counseling and psychiatric services. Compeer Volunteer and Match honored by Compeer International for a National Award. Agency budget: \$7,800,000

2002

School-based services in Champaign Alternative Schools begin. Agency budget: \$8,500,000

2003

Expanded outpatient counseling and psychiatric services to Vermilion County through work with Provena United Samaritans Medical Center and expansion of System of Care Services with DCF. Assumed responsibility for Roundhouse Shelter from Children's Home and Aid Society. Opened the Village Apartments in Rantoul. Agency budget: \$9,960,000

2004

TIMES Center loses emergency designation funding due to state legislature changes. Name changed from "Transitional Initiatives and Men's Emergency Services" to "Transitional Initiatives and Men's Empowerment Services." Partnered with Best Interest of Children to expand Family Conference programs. Expanded behavioral health services through partnerships with Christie Clinic and School Based Health Clinic in Urbana. Agency budget: \$11,360,000

2005

Restructured organization to focus on Champaign County core services. Ended affiliation with Provena Health Central Illinois Region effective January 1, 2005. Vermilion County services were transferred to existing agencies. Expanded Prevention services. Agency budget: \$11,440,000

2010

Changed name from Mental Health Center of Champaign County to Community Elements to more accurately reflect the diversity of services and the degree to which the organization is involved in the community.

6 Technology inventory

Technology Element	Staff
Desktops	150 Windows computers
Laptops	60 Windows laptops
Telephone	<ul style="list-style-type: none"> • Toshiba digital phones • cell phones • teleconference phones • TDD • Panasonic PBS (TIMES/Roundhouse)
Fax	Yes
Scanner	Yes
Printers	<ul style="list-style-type: none"> • Yes • Label Printers
Projector/LCD TV Screen	Yes
Software	<ul style="list-style-type: none"> • Microsoft Office Suite • Outlook • Publisher • Access • Accounting—GL/AR software • Reporting—Crystal Reports • Form Creation—Omni, Visio, Adobe Reader, Adobe Pro, Adobe Creative Suite • Network Management Software • Server Software • File Backup Management • Clinical Scheduling • Essential Learning—HR Training • Paylocity—Payroll/Benefits
Internet	Yes
Server	<ul style="list-style-type: none"> • 9 servers, including one at TIMES Center • Exchange server
Website	<ul style="list-style-type: none"> • Updated with photos, information, and opportunities • Professionally designed by SURFACE 51, a local PR/Brand Identity company • Will be expanding with more client resources

Databases	<ul style="list-style-type: none"> • Medical Records • Billing • MEDI (HFS website, Medicaid client) • Intranet site for staff • Crisis Line intranet website for volunteers • Local databases created using Access
Social Media	<ul style="list-style-type: none"> • Facebook page regularly updated. • Twitter icon on website, but no active account.
Routers/Switches/Wireless Access Points (WAP)	Yes
Copiers	Yes
Credit Card Processor	Yes

Website Features (under construction) www.communityelements.org	Notes
Who we are	Mission, Vision, History, Board of Directors, Annual Reports
Our Services	Descriptions of services
Employment	Online application with private login account
Volunteers	Description of volunteer opportunities
Charitable Giving	Explanation of gifts, link to donate online through PayPal
Contact	Office Phone and Fax at 5 locations
How to donate	PDF donation form
How to get involved	Volunteer opportunities
Search Box	Comprehensive search of website
Employee login	Intranet site

Internet Speed at Fox Dr.		
	Down	Up
Speedtest.net	42.21 Mbps	4.35 Mbps

7 Analysis

“Wellness and recovery for the community.”

Community Elements is a non-profit 501(c)(3) organization located in Champaign, IL. It is primarily a mental health organization, but offers a broad array of comprehensive social services. Consequently, it recently changed its name from Mental Health Center of Champaign County to Community Elements to more accurately communicate what the organization does, show how it incorporates itself in the community, and reduce the stigma of seeking mental health services. They serve “families, individuals, neighborhoods, and communities,” (Community Elements Facebook page) through counseling, psychiatric care, a 24 hour Crisis Line, and crisis clinicians. Their multiple

community programs include Roundhouse, Homeless Youth, Supportive Transition Empowerment Program (STEP), TIMES Center Level II Transitional Living Program, Homestead apartments, the Permanent Housing Assertive Community Treatment program (PH-ACT), Elm St. Apartments, Carroll Ave. Apartments in Urbana, Village Apartments in Rantoul and the three 24 hour group homes (“Our Services,” Community Elements webpage).

This study wishes to focus on the technology use and function of the three main Community Elements locations in Champaign: the offices on Fox Dr., the offices on Park Ave, and the TIMES/Respite Center on Washington St.

The Fox Drive office sits in a corporate section of suburban Champaign. The building holds the brunt of the administrative staff offices and serves clients through psychiatric and psychological care. The MIS department consists of three staff members. The history of IT use at Community Elements reveals a bit about the objectives of the organization as a whole and how they attain them. Beginning in 1987, the organization owned three computers, one each for the accountant, administrative assistant to the director, and the centralized data entry staff person. The other technology in use were printers, copiers, typewriters, a PBX shared phone, and handwritten schedules. According to a current MIS employee, in 1995, “All the computers and information technology were under the financial department...and [we] really knew that we had the need to split off from that.” The MIS department was created in 1995 in response rapidly advancing technology. Community Elements connected to the Internet for the first time in 1996 with a dial-up modem and changed a to T1 line in 2001. By 2004 they had a small network in place, but the network was able to grow more successfully and change from Novell to Microsoft when they employed a Network Administrator in the same year. The Terminal Services/Remote Desktop was put in place in 2007, allowing staff to enter their own clinical data. Today Community Elements has over 150 Desktop computers and 60 laptops connected in a LAN and a Comcast Business Class Broadband connection. The Network Administrator does all of the technical support for the 160-170 member staff, while the IT supervisor and Computer Data Assistant address software issues.

The Park Ave. site is also home to offices and various mental health services in a more central location. It is connected with Fox Dr. through a T1 line in order to access the LAN and the servers for staff to enter data on the Remote Desktop. This site also contains a small, private room for approved client computer use. Though the number of computers has dwindled from four to two, certain groups use the computers on a regular basis. Staff here rely heavily on the phones to answer the Crisis Line and the Intranet website to access resources for those seeking help.

The TIMES Center is a homeless shelter for men and stands for “Transitional Initiatives and Men’s Empowerment Services.” It is adjacent to the Respite Center, an emergency mental health facility that houses individuals for periods of up to two weeks. Not much information was available about Respite Center, except that public Internet access is not a priority here because of the short-term length of stay. TIMES Center began as an outreach of McKinley Presbyterian Church and was called the Emergency Men’s Shelter. It soon grew into a need for programming and TIMES Center was opened in its current location in 2000. Today it provides emergency services for homeless men in need of food and shelter. They serve three meals a day to anyone in the community who is hungry and offer beds to 50-60 men every day of the week. They also provide optional programming for men to pursue life skills, a job, and an education who express a desire

to live on their own. Though TIMES Center receives some government grants, it heavily relies on cash donations and volunteer services for meals, goods donations, and labor. Though it does have a few computers, they are out-dated and the server is quite old. The men prefer to use the local public libraries for Internet browsing due to the availability of quality computers with a fast Internet connection. In addition, many make use of the state facility for job searches on Mattis Ave. and Bradley near Parkland College. The TIMES Center board relies heavily on an Internet connection to conduct business and schedule meetings. According to Community Elements' consultant they would like to expand the amount of computers at TIMES Center to give the men, "Better access to self-help resources that are online, to job resources, department of employment security, etc." However, Internet is not a priority at TIMES Center because it is easier and more affordable to outsource job searching and Internet use, especially because the men's computer skills vary from completely computer literate to illiterate.

Overall, Community Elements' biggest issues across the board are funding-related. Both the parent organization and the smaller organizations within Community Elements are in need of funds. The TIMES Center especially struggles to maintain funding, especially in light of recent state budget cuts (Petrella). Two of their specific needs include a possible clothing donation center and more money for bus passes. In addition, they are trying to create a more representative board that includes members from many different areas of the community.

Community Elements' has a several technological goals on the table. Their website is undergoing changes to match their new name and appearance. The website will also be a place to list resources and practices for mental health needs for clients. On the staff side, they are currently transferring their clinical database from CIS to an integrated system that allows complete access to a client's medical records for approved professionals. Though many of their medical records are still on paper, they want to have a full electronic medical record implementation within one to two years. Tele-psychiatry, or psychological services via the phone or Skype, is another possible form of care being considered. They also want to provide public access to computers at kiosks in the main lobbies of their office buildings. A computer could serve as a triage for incoming patients and as a method of providing educational material about mental health. In the HR waiting room a computer could be available for people that would like to come in and apply for a job. When asking the MIS department about UC2B, the reply was enthusiastic:

I think that is a great resource for our agency. We are always trying to get our clients linked to the right people. We only have so many programs or staff for the right services, so we have to get that client linked immediately to where they can go. I think that would be a great advantage for them. And if there's an electronic way to do that, I think that's the way to go.

Community Elements definitely exhibits a need for UC2B. With so many operations in such a wide area, connectivity to the Internet and each other should be a priority to maintain the organization unity. Therefore, ideally, all of their properties in their various locations would be considered anchor social institutions. In addition, UC2B may help expand the resources available to clients whether they are homeless or have mental health needs. However, any new implementation of technology must be extremely user-friendly. Says the IT supervisor: "Our people specialize in people, [not technology]." However,

technology can be a valuable tool to even the most computer-illiterate person who has a heart for people. Luckily, the staff and patrons at Community Elements have access to an excellent team of IT professionals. They work for an organization that makes technology a priority in order to do get their job done well and make a difference in the lives of individuals.

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83: Housing Authority of Champaign County

Emilie Vrbancic, Graduate Student, GSLIS, evrbancic@gmail.com

1 Executive summary

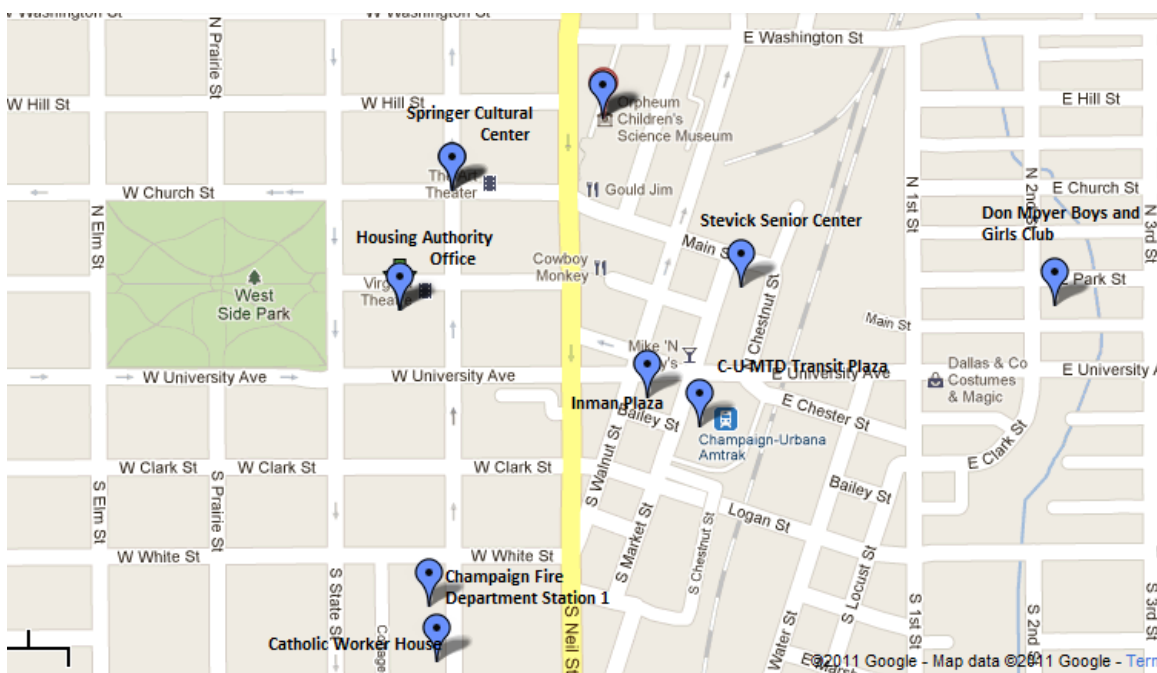
Since 1939, the Housing Authority of Champaign County (HACC) has provided affordable housing for low-income families and individuals of central Illinois. The HACC is an important organization in Champaign County, especially in Urbana and Champaign. Its focus in recent years has been on rebuilding housing projects that were no longer serving the needs of the community. Two housing developments have been rebuilt and converted into mixed-income housing and plans of two more redevelopments are being developed.

The technology needs of the HACC are twofold: those of the agency itself and those of the tenants. The HACC has a very sound information technology program. The needs of the staff are met and IT developments have been given careful consideration over the years. Although there is always room for more funding and improved technology, HACC's technology needs are being met.

The technology needs of the tenants are more of an issue. Serving the low-income population is always difficult, not only in terms of funding but also in terms of awareness of their technological needs. The technology needs of the tenants are currently outside the scope of the HACC services; however, because so many of the residences will be eligible for the UC2B services, it may become an issue that needs to be considered.

Approximately 350 units of the 536 units managed by the HACC will be eligible for UC2B Broadband Service.

2 Maps



HACC and the surrounding anchor social institutions.



This map shows a select number of HACC housing developments in Champaign and Urbana.

3 Photographs



The outside of the main administration offices on Park Street in downtown Champaign.



These computers are used by high school students enrolled in a college preparatory program.



Printers for employee use.



Server room located in the administrative building.

4 Demographics of patrons or clients

Income Limits for Family Size

# In Family	Annual Income
1	\$36,500
2	\$41,700
3	\$46,950
4	\$52,150
5	\$56,300
6	\$60,500
7	\$64,650
8	\$68,850

Although aggregate demographic information is not easily available from the HACC, one demographic qualifier is that most or all of the recipients of public housing are at or under the poverty line.

The table at left represents the family income limits for HACC services. source: HACC website

5 History

Since 1939, the Housing Authority of Champaign County (HACC) has provided affordable housing for low-income families and individuals of central Illinois. The HACC is an important organization in Champaign County, especially in Urbana and Champaign. HACC has had a close relationship with the University of Illinois and in the 1980s HACC worked with the U of I Housing Research Center to redesign public housing communities built in the 1940s. Focus was put on reducing crimes and creating safe spaces for children. Since 2000, much attention has gone to

rebuilding and re-conceptualizing existing housing projects.

As with most organizations providing essential services to lower-income communities, funding is always an issue. The constant balance between funding and meeting the needs of residents is a predominant theme in the history of HACC.

The Crystal View Townhomes and Douglass Square are two housing developments that have recently gone through redevelopment. Both communities were originally built in the “barracks” style architecture of the 1950s and the buildings had deteriorated beyond repair. Also, the communities were plagued by high poverty and crime that affected the living standards of the residents. Both developments are now mixed-income communities and HACC has plans to redesign the bulk of their housing as mixed-income residences.

The goal of redeveloping even more of the HACC properties has created some problems for residents. Residents asked to leave the housing development communities have been given Section 8 vouchers, which can be used with private rental companies, but residents are having a difficult time finding housing that fits within the given budget. HACC has said that the redevelopment will not begin until every family has found suitable housing.

As of 2011, the total number of housing sites overseen by the HACC is 536. This includes 192 family units, 244 elderly units, 84 mixed-population units, and 16 scattered sites.

6 Technology inventory

Hardware	Software/Other
19 Desktops	WinTen
10 laptops	Microsoft Office
Server	Wireless Internet
Telephones	Upgraded telephone service
Printers (at least 2)	Website: www.hacc.net/
Sound System	
Overhead Projector	

Speed Test:

Upload 24.64 mbps

Download 7.62 mbps

7 Analysis

I conducted three interviews with HACC employees and a board member. The first was with the executive director, the second was with the network administrator, and the third was with the board chairperson (who is also the executive director of another anchor social institution). I received a broad range of information on how HACC would like to focus on the technology needs of both the organization and its tenants.

The HACC, as an institution, has a very sound and highly developed technology system. The network administrator has been with HACC for 16 years, is in tune with technology

changes, and implements those at the HACC accordingly. Their technology needs are at an average level and the technology budget falls within the capital budget, being primarily used for purchasing equipment. Large technology purchases must be approved by the HACC Board and be put in resolution form for approval. The most advanced software program used is WinTen, a program used to for everything from tenant and landlord information to payroll. The employees possess competent computer skills and are able to successfully manage the software used on a daily basis. There are other HACC locations throughout Champaign and Urbana (see Network Admin Interview) that are connected to the main server at the administration offices in downtown Champaign. All in all, technology needs are covered and technology is utilized in a timely manner to serve the needs of HACC staff, tenants, and landlords.

One interesting finding was that paper forms for all tenant information are still used. When asked about the use of paper forms, the network administrator stated that the paper format is preferred because of the sensitive information contained in the forms, as well as the security risk of keeping such information in digital format. She did mention that it could be difficult for some tenants to access forms online, due to lack of access to computers or poor computer skills. The board chairperson said from his experience as the chairperson and also from his own work running a job training agency that most of the tenants don't have the access or skills to do things online. He has seen, over the last couple of years, applications of many kinds migrating to online access only and has noted how difficult it is for some people to overcome the challenge of applying online. This involves learning basic computer skills, as well as setting up an e-mail account. He was very concerned with the emphasis on technology as being convenient for agencies but not for the consumers. Although it seems unusual or antiquated that paper forms are still being used at HACC, this might actually be serving HACC tenants better than if everything was only accessible online.

There is little in the way of technology resources available to tenants at the HACC administrative offices. There is a bank of computers that are used for a college preparatory program but other than that, tenants seldom use computers at the offices. There are computers, however, located at most of the residences, which have been donated by HACC and other organizations. These computers are not connected to the HACC system and are mostly connected to the Internet through Comcast. The board chairperson stated that the resident boards are very conscious of making sure residents have access to computers and try their best to provide appropriate technology.

I found that approximately 350 units out of a total of 536 will be eligible for UC2B Broadband Service. This includes 6 housing developments and 10 scattered sites. The interviewees were hesitant to comment on whether or not tenants will take advantage of the UC2B service. The question of the priority of the Internet was brought up and they were uncomfortable giving a definitive opinion. This is understandable given the fact that most people taking advantage of HACC services are under or at the poverty line. The HACC staff are not in a position to generalize about the financial situations and priorities of the tenants. Whether or not tenants will utilize the UC2B Broadband service is something only time can tell. The network administrator did show interest in how UC2B could lower costs to some of the computers that are under her control but not running through her server.

The last consideration that arose from my interviews is that of recent plans for demolishing a housing development in Champaign. The residents of this housing

development have been given a warning and Section 8 vouchers and are now responsible for finding new housing. Section 8 vouchers can be used at any private real estate company and usually only cover a portion of the rent. My concern is that apartment hunting is now done largely online and without proper access, finding new housing can be a difficult process. HACC has promised to help these tenants find housing and the redevelopment will not happen until all residents find proper housing, but it looks like tenants might need more help finding housing than HACC is giving. The network administrator stated that at least one resident has come into the offices to use the computers to look for housing, but to my knowledge, there is no program to address this need in place. This is a daunting task, one that current resources may not cover.

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067: Champaign Public Library

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Note

This report is a draft awaiting corrections/additions from Marsha Grove, Director, mgrove@champaign.org.

1 Executive summary

This report outlines data gathered from interviews and research on the Main Branch of the Champaign Public Library during the Fall of 2011. The purpose of the report is to create a profile of how this Anchor Institution uses technology to serve its purpose, its patrons, and the City of Champaign community. Please note that information on the Douglass Branch Library, which is within the CPL district, is included in its own report and thus not covered here.

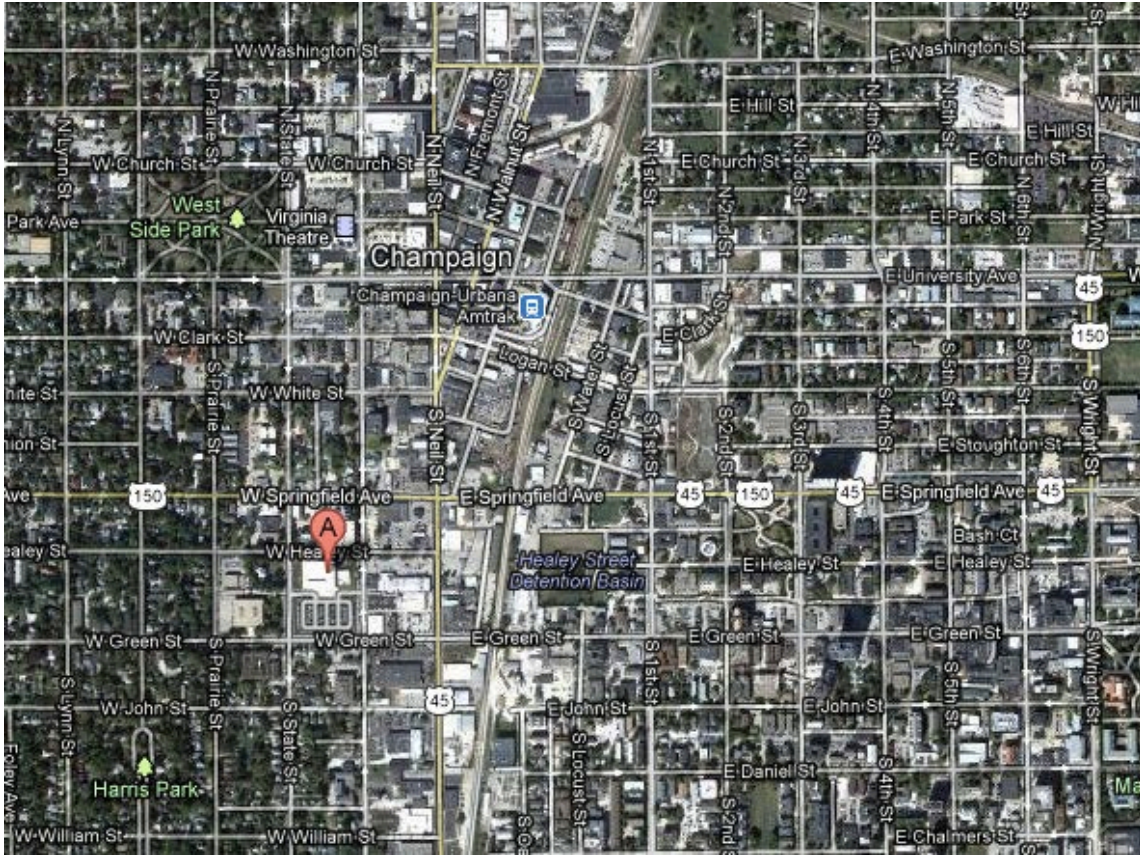
Section two includes two maps, the first a Google Map created for the purpose of including in this report, situating the library within the City of Champaign. The second map is copied from the library's website, and includes the locations and photographs of both libraries in the Champaign Public Library system.

Section three provides for pictures taken at the time of the interviews. They include the outside of the building, staff computer, public computers, and catalog stations. Section four outlines some demographic data of the population served. This includes data on ethnicity, income, education, and more. Also included are statistics on patron use of the library.

Section five summarizes the history of the Main branch, most of which was gathered from CPL's website. Section six inventories the technology used by both staff and patrons, and includes hardware, software, subscriptions, online resources, staff, and data collected on wireless speeds. This may not be a comprehensive list of all technology used.

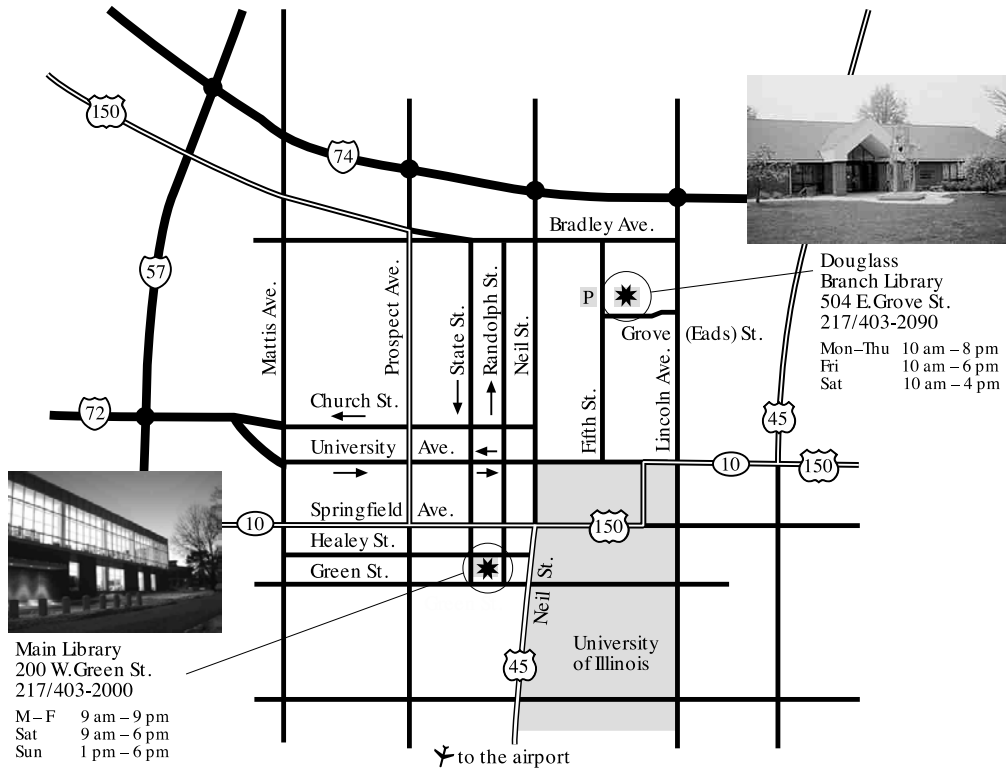
The final section is an analysis of all of the data gathered during the case study, and is an attempt to provide an overview of the library's technology use.

2 Maps



This is a caption. It explains the map or table or image. Make your map table or image as wide as the text.

HOW TO FIND THE MAIN LIBRARY



This is a caption. It explains the map or table or image. Make your map table or image as wide as the text.

3 Photographs



Champaign Public Library, Main Branch



Staff computer



Adult Computer Lab



Catalog terminals

4 Demographics of patrons or clients

Champaign Public Library serves residents of the City of Champaign. City Demographic data is from 2010 US Census, and library patron data is from CPL's 2010-2011 Annual

Report, available at http://www.champaign.org/about_us/annual_report/annual-report-2010-2011.

Total Population of City of Champaign: 81,055

Percent White: 67.8%

Percent Black: 15.6%

Percent Asian: 10.6%

Percent Latino: 6.3%

Percent of persons age 25+ High School Graduates: 92.8%

Percent of persons age 25+ Bachelor's Degree or higher: 48.1%

Median household income: \$36,498

Per Capita income: \$22,321

Families below poverty level: 12.3%

Individuals below poverty level: 27.2%

Library Card Holders: 37,710

Visits to the Library per day: 2,700

Items checked out at CPL per day: 7,000

Number of people that use a computer at CPL per day: 466

5 History

The Library's history begins with a small private reading room created in 1868. About 300 books and some periodicals were housed at No. 7 Main Street in Champaign, with forty members paying dues to the private Champaign Library Association. The association dissolved in 1876, donating its resources to the City of Champaign in order to create a public library. City Council accepted the gift and created a budget, and on July 21, 1876, the Champaign Public Library and Reading Room was born. It soon moved to a new location at No. 24 Main Street, and accumulated 750 volumes. During this time, there was one librarian for the collection, and anyone over the age of 10 could borrow books.

In 1889 the collection moved to the City building at the corner of University and Neil. Five years later, A.C. Burnham, a banker from Champaign, donated money for a new library, which opened on December 17, 1896. Burnham also created a \$10,000 book endowment, and when the new library opened the collection reached 5,593 books. The collection continued to grow to over 100,000 items, requiring a staff of forty and a new building. A new library was built with funds from a referendum and dedicated in November of 1997 at 505 S. Randolph Street, where it stayed until 2008.

In 1965, the Friends of the Champaign Public Library was founded in order to support the library through volunteers and funding opportunities. Another support organization, the

Champaign Public Library Foundation, was established in 1993 to support private gifts in order to safeguard the mission of the Library.

In 1970, the Douglass Center Library was organized as the first branch library in Champaign-Urbana, as a joint project of the two libraries, Lincoln Trail Libraries System, and the Champaign Park District. In 1972, it began to operate as a branch of the Champaign Public Library (For more on the history and technology use of this library, please see its report).

Since the library building opened on Randolph Street, the size of the collection has doubled, and library use has tripled. Even just a few years after it opened, the collection and use outgrew the building, and plans were in effect for many years to construct a new building to house the collection and growing community demand for both resources and space. The current library building opened in January 2008 with three times the space, four times as many computers, and 285,000 items in its collection.

In terms of technology, a lot has happened in the last several years. In 2005, when the existing Technology Services Manager began working at CPL, and still in in the old building, the library had 19 public computer stations and very little of the network was automated. The number of public computers has since grown to almost 90 and all of the updates and daily tasks are automated for the entire network, both small snapshots of the dramatic technological changed that have occurred in the past few years.

6 Technology inventory of the Champaign Public Library Main Branch

Hardware

88 Public Desktops

120 Staff Desktops

2 Public Laptops (may be checked out for library use)

Scanners

Cameras

Fax Machines

Copy Machines

9 Digital Projectors (can distribute same signal to whole first floor)

2 Large Screen TVs

Carousel - slide-making from the Promotions Department

WolfVision projector in Children's Department

60 Security Cameras and other security technologies

2 Wiis

Sound Systems with Microphones and Mixers

2 Kindles (may be checked out for library use)

AT&T Broadband

Software

E-Vance for events, booking, and summer reading clubs

Microsoft Office Suite 2007 (moving to 2010)

Self-Checkout software—techlogic
CircIT 10

PC reservation, printing, and eCommerce: EnvisionWare

MySQL

SteadyState

Comodo Time Machine

Subscriptions and Online Resources

Testing and Education Reference Center
Gale Student Resources in Context
Grolier Online
Auto Repair Reference Center
Gale Cirtual Reference Library
Illinois Public Records
Consumer Reports
General Reference Center Gold
Newsstand
Wall Street Journal Online
Morningstar Investment Research Center
Standard & Poor's
WorldCat
Mango Languages
Children's Literature Database
Literature Resource Center

Career Transitions
ReferenceUSA
Brands & Their Companies
Encyclopedia of Associations
Gale Directory of Publications and Broadcast Media
Downloadable Audio and E-Books
Texting, email, phone, and IM Reference
Facebook Page
Twitter Account
Blog

Staff

Technology Services Manager
Technical Services Manager
Two part-time staff

WiFi Speed Test Data

Speedmatters.org	17792 Kbps	35949 Kbps
Speedtest.net	35.13 Mbps	34.08 Mbps

7 Analysis

The Champaign Public Library is an amazing example of what can be accomplished through the use of technology. The organization's leaders that I interviewed deeply understand the fast-paced nature of digital technologies and their potential to ease the burdens of economic difficulties and budget cuts. Even with a Technology Plan developed and written every year, often the pace of change is so fast that many new developments are implemented that are not included in an official plan. CPL continues to operate and grow even in an economic reality that necessitates 14 full-time position vacancies, which is no small feat with a full-time equivalent staff of about 76.

Indeed, CPL is on the forefront of the digital revolution. All staff use email to communicate, and digital literacy is generally high. The library utilizes many technologies that ease the burden of fewer staff, including self check-out stations, fully automated security and system updates for computers that are controlled by group policy, an automated sorting system for new materials, room and event booking software that is available online, a new and effective website (funded by a LSTA grant). In December 2011, CPL and Urbana Free Library moved to a new automation system independent from other libraries in the Illinois Heartland Library System (for more about IHLS, see

this organization's report). These technologies make patron use of the library easier as well, in addition to other technologies such as text message, phone, and IM reference. There are even plans to implement in-stack checkout, the result of a new app developed for smart phones and tablets.

The library has had to increase its bandwidth several times in the recent past, and demand continues to increase. They have a 10 Mb connection right now through AT&T with fiber already installed. CPL is unsure whether UC2B will be faster and/or cheaper than the connection they have currently, but they are open to the possibility of switching over to UC2B service should it offer faster speeds at a lower price.

However, even if this anchor institution decides not to go with UC2B service, its leaders know that it will be affected in numerous indirect ways. For example, there is often a bottleneck on accessing their database from IHLS due to that organization's bandwidth and the increased demand from libraries in the afternoon, so faster speeds at that location (which is on the list to be connected by UC2B) could benefit many libraries in Central Illinois. Also, many CPL patrons live in the yellow zones receiving fiber to the premise; this could change demands for services dramatically, affecting not only use of their public computer labs, but also online services and programming.



UC2B Anchor Social Institutions: Baseline Data on Technology Use Before Takeoff

Kate Williams and Abdul Alkalimat, Co-Directors, Community Informatics Research Lab, and Abigail Sackmann, Research Assistant
Graduate School of Library and Information Science, UIUC

Research funders:

Ford Foundation and Community Informatics Initiative

February 21, 2012

**Thank you to the leaders of C-U's anchors
and to the student-researchers**



Field work in two GSLIS courses:
'Community Informatics' and
'The Digital Divide'

Outline

1. About our study
2. Four case studies
 - a. Salem Baptist Church, Anna Holland / Kang Zhao
 - b. Community Elements, Julianne Breck
 - c. Housing Association of Champaign Co, Emilie Vrbancic
 - d. Champaign Public Library, Abbie Sackmann
 - e. General comments, Shameem Ahmed
3. A look at speeds
4. Archiving UC2B, Noah Lenstra
5. Some basic issues

UC2B Anchors Study, Ford Statewide Illinois Broadband Study

Research Question: What are these organizations doing with technology, and what might they do with broadband?

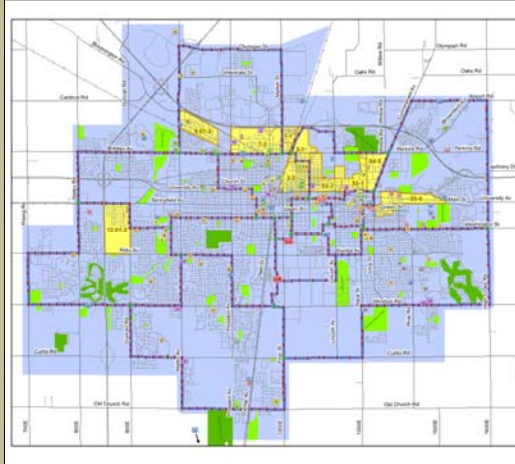
UC2B Anchors study

1. List of anchors supplied by UC2B staff
2. Field work by GSLIS students in two classes
3. Field handbook called for data collection in the following areas:
 - Three interviews: administrator, IT person, and volunteer/board member
 - Photos, history, map, individual questionnaires, and speed test
 - Don't sell UC2B, ask about it
4. Agreement, consent form, data collection, final site director approval
5. Now producing a general report and a public access website
6. Parallel work building archive

Statewide Illinois Broadband Research

1. Similar methodology with one professional field staffperson
2. Six downstate communities, four Chicago communities

Sample size



143 'anchor social institutions' in UC2B proposal
 293 known anchors today
 Given many multi-site institutions...
 121 in our sample
 88 cases so far

CU cases

N = 88

Anchor case studies = 81

SIBR studies (asterisked) = 7

22 Churches

Alpha and Omega Church of Jesus Christ
 Bethel A.M.E. Church
 Canaan Baptist Church
 Church of the Brethren
 Cornerstone Church
 First Christian Church
 First United Methodist Church
 Holy Cross Catholic Church
 Lighthouse World Ministries
 Mt Olive Baptist Church
 New Birth Missionary Baptist Church
 New Hope Church of Christ
 Park Avenue Seventh Day Adventist Church
 Prairie Zen Center
 Restoration Urban Ministries
 Salem Baptist Church
 St. John's Lutheran Church
 St. Luke Christian Methodist Episcopal Church
 St. Mary's Catholic Church
 St. Matthew's Catholic Church
 Stone Creek Church
 The Church of the Living God/Love Corner

20 Community

Catholic Worker House
 *Champaign County Chamber of Commerce
 Crisis Nursery
 Cunningham Children's Home
 Developmental Services Center
 Don Moyer Boy's & Girl's Club

Empty Tomb, Inc.
 Girl Scouts of Champaign
 Habitat for Humanity
 *IBEW Local 601
 Land of Lincoln Legal Assistance Center
 *Metanoia Center
 Muslim American Society
 Orpheum Children's Science Museum
 Salt & Light
 Salvation Army
 Stake Family History Center
 United Way of Champaign County
 Urbana Neighborhood Connections Center
 Urbana-Champaign Independent Media Center

20 Government

Champaign Consortium
 *Champaign County
 Champaign Fire Department
 Champaign Park District - Bresnan Center
 Champaign Police Department
 Champaign-Urbana Mass Transit District
 City of Champaign
 City of Champaign Township
 City of Urbana
 Cunningham Township
 Eastern Prairie Fire Protection District
 Federal Aviation Administration
 Parkland College Police Department
 United States Postal Service - Main Urbana Station
 Urbana & Champaign Sanitary District
 Urbana Fire Department
 Urbana Police Department
 Urbana Township
 USGS Illinois Water Science Center
 Willard Airport

7 Health

Carle Foundation Hospital
 Champaign County Christian Health Center
 Christie Clinic
 Community Blood Services of Illinois
 Community Elements
 Pavilion Behavioral Health Center
 Provena Covenant Medical Center

7 Housing

Amber Glen Alzheimer's Special Care Center
 Clark-Lindsey Retirement Village
 Housing Authority of Champaign County
 Illini Heritage Rehab & Health
 Prairie Winds of Urbana
 Round Barn Manor
 The Windsor of Savoy

6 PreK-12 education

Champaign County Head Start
 Champaign Unit 4 Schools
 Countryside School
 Judah Christian School
 Next Generation School
 Urbana School District 116

3 Library



Champaign Public Library
 Illinois Heartland Library System
 Urbana Free Library

2 Media

*News-Gazette
 *University of Illinois WILL

1 Higher Education

Parkland College


Salem Baptist Today

Salem Baptist Church – Cyber-Church Committee

Digital Technology Enhancing ALL ASPECTS of Church and Community Life

WHEN: Committee meetings every Tuesday at 6 p.m.
WHY: Integrating Digital Technology to Serve the Church's Missions
WHERE: Salem Baptist Church conference room
WHO: Open to all
HOW: Committee projects are still being developed, and are dependent on your participation. Possible projects include:

- Job and Academic Training: Responsible Technical Education in a Spiritually Enriched Environment
- Sharing God's Message Online: Representing the Church on the Internet
- E-mail: Making Sure All Members of Salem Baptist Church are Online and Connected to the Church

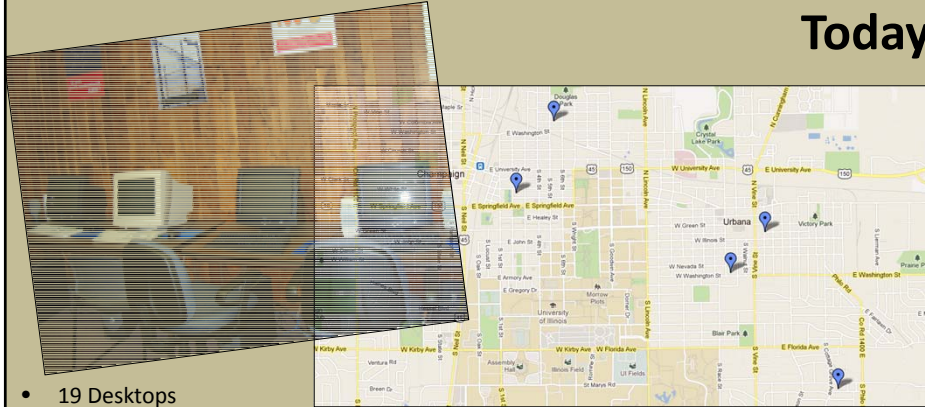


- 3 administrative computers, 9 public lab computers
- Software: Adobe suite, Dreamweaver, Microsoft Office, Open Office
- Other equipment: Camera, Scanner, Security system, Docking station, printer, projector, phones, webcam
- Staff: five volunteer members of the Cyber Committee
- 2.22 Mbps download, 0.41 Mbps upload

Salem Baptist Tomorrow

- Church sees technology is a high priority
- With UC2B, speed will increase tenfold
- Keeping hardware up to date is the biggest problem
- “I think one of the biggest opportunities for us is the computer lab. We’re reaching quite a cross-section of people, not only at Salem but throughout the community”—Pastor

Housing Authority of Champaign County Today

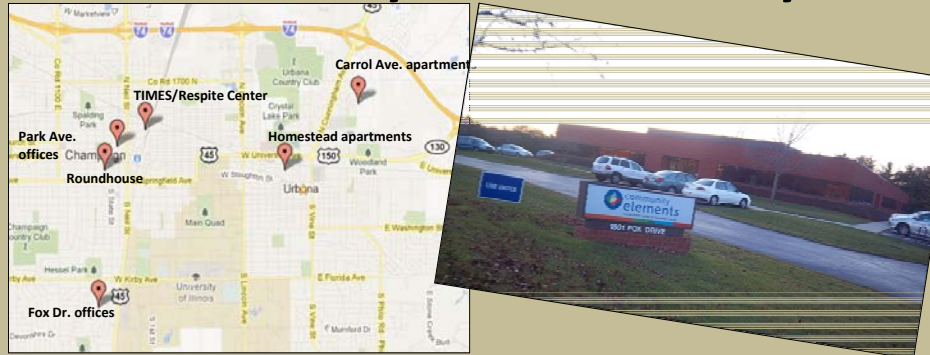


- 19 Desktops
- 10 Laptops
- Software: Microsoft Office, WinTen
- Other equipment and resources: server, phones, printers, sound system, projectors, wireless, website
- Public computers in most residences, lab for college prep at main office
- 24.64 Mbps download, 7.62 Mbps upload

HACC Tomorrow

- Offices have IT, tenants come next
- 350 of 536 apartments in yellow zone
- Public computers at residences
- Residents could use wireless to save on smartphone data plans
- “I’m amazed by the number of tenants who have internet and use it every day.” —IT person

Community Elements Today

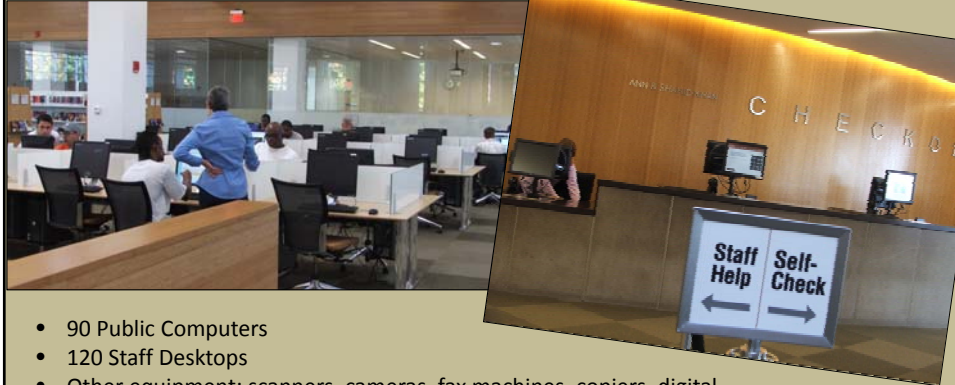


- Several sites throughout the city, homeless shelters, offices, apartments, and group homes.
- 150 Desktops and 60 Laptops connected through LAN using Comcast Broadband connection.
- Park Ave. connected to Fox Drive through T-1
- TIMES Center computer resources for men are limited and outdated.
- Staff work with clients throughout town, utilizing technology on-the-go but wireless connection is cost-prohibitive.
- 42.21 Mbps Download, 4.35 Upload at Fox Drive Office.

Community Elements Tomorrow

- Staff working with clients in the community would benefit from reliable and inexpensive wireless connection to databases.
- Offices and facilities would benefit from 1GB interconnection.
- Opportunities for TIMES Center public computer lab.
- “I think that [UC2B] is a great resource for our agency. We are always trying to get our clients linked to the right people.” –IT Staff

Champaign Public Library Today




- 90 Public Computers
- 120 Staff Desktops
- Other equipment: scanners, cameras, fax machines, copiers, digital projectors, TVs, WolfVision projector, security cameras, wiis, sound systems, kindles
- Software and systems: Carousel, At&t broadband, Room booking and event software, Microsoft Office, Self-checkout software, MySQL, SteadyState, Comodo Time Machine, numerous subscriptions
- 35.13 Mbps download, 35 MBps upload

Champaign PL Tomorrow

- Weighing options for UC2B connection
- Public broadband demand continues to rise
- Indirect effects of UC2B
- “The minute we write our technology plan it’s out of date; within a month, we’ve done much more than we planned to do in a year” —Administrator

UC2B



“Sounds great, how do we find out more?”

Internet speeds by place

Mbps	Down			Up			Up minus down		
	Min	Average	Max	Min	Average	Max	Min	Average	Max
Chicago (24)	0.2	20.8	89.5	0.1	11.7	61.8	-58.3	-9.1	29.0
Jackson County (12)	2.6	15.6	58.5	0.7	7.2	22.0	-36.5	-8.4	1.3
East St. Louis (10)	0.7	14.9	72.0	0.4	4.6	31.0	-70.2	-10.3	0.1
Champaign County (65)	0.1	14.3	71.0	0.1	6.7	50.6	-55.8	-7.6	12.8
Kankakee (10)	1.1	11.6	40.8	0.3	4.3	17.3	-33.7	-7.3	0.3
Rockford (11)	0.2	9.2	32.8	0.4	4.7	13.9	-19.8	-4.4	5.6
Pike County (12)	0.6	6.8	19.4	0.3	3.4	22.2	-15.8	-3.3	5.3
All (144)	0.1	14.3	89.5	0.1	6.9	61.8	-70.2	-7.5	29.0

C-U internet speeds by sector

Mbps	Down			Up			Up minus down		
	Min	Average	Max	Min	Average	Max	Min	Average	Max
Media (N = 1)	70.6	70.6	70.6	38.4	38.4	38.4	-32.1	-32.1	-32.1
Higher Education (1)	45.7	45.7	45.7	50.6	50.6	50.6	4.9	4.9	4.9
ISP (1)	33.5	33.5	33.5	28.8	28.8	28.8	-4.7	-4.7	-4.7
Library (2)	4.2	22.7	41.3	2.5	5.5	8.4	-32.9	-17.3	-1.7
PreK-12 education (6)	1.4	19.2	71.0	1.2	7.0	16.6	-55.8	-12.2	0.0
Health (4)	2.8	17.2	28.3	2.4	9.1	18.7	-19.1	-8.1	5.0
Housing (7)	0.1	13.9	33.7	0.1	4.0	7.6	-28.1	-9.9	0.1
Church (13)	2.0	12.2	61.3	0.4	4.8	37.4	-24.0	-7.5	0.7
Community (18)	1.0	9.9	42.2	0.4	2.4	5.7	-37.9	-7.4	3.8
Government (12)	1.3	9.7	35.6	0.3	8.1	30.3	-13.0	-1.6	12.8
All (65)	0.1	14.3	71.0	0.1	6.7	50.6	-55.8	-7.6	12.8

UC2B Archives Project

- Preserving history of UC2B
 - Meeting minutes
 - Media reports
 - Administrative records
 - Website archives
 - Videos/Photographs
 - Related documentation
- Partnership with University of Illinois Archives
 - Donation of acid-free folders for analog records
 - Ensure long-term preservation and accessibility of digital & analog records at project's completion
- Everyone can add their records to this archives
- We request:
 - Oral histories on UC2B by committee-members and project stake-holders
 - Ephemeral documentation (for example, mentions of UC2B in community newsletters)
 - To help, e-mail nlenstr2@illinois.edu

Key Issues

- Budget
 - Basic IT costs commercial will be cut for high end users
 - Stable low end users will get upgrade
 - DD and unstable hard pressed to allocate funds for start up or big upgrade of hardware and soft ware
- Staff
 - Training
 - Transforming internal IT for org
 - Transforming external IT for public
- Technology
 - High end users for a cycle out of machines
 - General up grade of existing equipment
 - Get equipment for the first time
 - Service: troubleshooting and repair
- Community
 - Linking up with other CU ASI
 - Networking to update based on best practices

Interim report

- Cover 1 page
- Executive summary 1 page
- Total list 2 pages
- Sectors table 1 page
- Speed tables 2 pages
- Key issues
- Four reports 40 pages



NTIA and Grant Update – 2/21/12

We will have our regular call with NTIA on Wednesday morning. Hopefully we will get guidance on the MST issue.

Construction – The big news here is that as of yesterday we have the first mile of fiber in the ground. Western Utilities is a roughly a third of the way complete with installing the East Internodal 432-strand cable between Node 9 and Node 8. This is “very fresh” fiber. The cables are dated January 2012. There are some photos attached to this report.

FTTP Bidding – The Champaign City Council directed staff to come back with a Council resolution that reflected the plan we presented last Tuesday. I believe they are scheduled to vote on the 28th.

Consultants – Diane’s vacation slowed her progress a little, but she is back at the grindstone.

FTTP Electronics Purchase – You have a resolution to re-consider that raises the total cost of the cabinet upgrades to \$36,000. That works out to a \$21,000 change order in Champaign for 7 cabinets and a \$15,000 change order in Urbana for 5 cabinets. This Resolution was previously approved at the February 1, 2012 meeting but the costs have changed slightly since that approval. The total cost identified in the Resolution approved on the 1st was for \$30,000. The revised Resolution is for \$36,000; a net increase of \$6,000. Now that the contractors have fiber to install, they are more than eager to get the cabinets installed and to be able to turn over sections of the infrastructure to UC2B.

The Gig.U Opportunity – Attached to this report is a summary of the Gig.U opportunity. Of all the potential options available to us for expanding UC2B FTTP services to more of the community, I am the most excited about this one. I would have preferred to be responding to the reverse auction six months from now, rather than next month, but March or April is when the opportunity is likely to be available.

Some of the Gig.U information needs to be kept confidential for now due to the requirements of the Gig.U RFI. Some information I want to keep confidential for now for competitive reasons. When we move forward, all will be transparent. We will be talking a lot about “secret sauce” in the coming weeks.

See you on Thursday.

Mike

The Gig.U Reverse Auction – Understanding the Opportunity for UC2B

One of the respondents to the Gig.U national Request for Information (RFI) is planning to hold a reverse auction in late March or early April to identify as many as 10 University communities in which they would invest up to \$25 million each - building pilot Fiber-to-the-Premise (FTTP) systems. This company has a national IP-services model that they want to demonstrate across multiple University communities. This company is committed to building and operating open access networks and could be an excellent fit for our community. Gig.U members have pledges of confidentiality with the RFI respondents that prevent me from identifying the company publicly at this time.

This reverse auction will have the look and feel of the Google Fiber bidding, except with a more defined and focused business plan, a smaller base of potential communities, and more “winners.” This Gig.U respondent has stated that there are several factors that will make some communities more attractive for them to invest in than others.

- 1. Available fiber infrastructure that can be used to help implement their pilot.** – With the seven UC2B backbone rings covering every corner of our community, and with the strand count on those rings being sufficient to support FTTP everywhere, we should be near the top of that factor’s evaluation.
- 2. A community that is organized to get better broadband and can move quickly to form a public/private partnership.** - While UC2B is seemingly not always as organized as we may like it to be, compared to some other Gig.U communities we are more organized, while compared to some others we are less organized. We have yet to prove that we can be nimble and move quickly.

Fortunately for us, we probably do not need to be #1 on every factor, but we should at least strive to be in the top 10. As we consider UC2B’s future organizational structure options – nimbleness is a characteristic that we should value highly in making a choice – both for this opportunity and in general.

- 3. A commitment of a local customer base, or local capital construction dollars, or both.** We have a potential secret sauce here that I would prefer not to discuss in public until it is time to do so. This is a competition, and there is no point in tipping our hand to our competitors this early in the process. If our secret sauce works, we will be able to deliver both capital construction dollars as well as recurring customer revenue for this effort at no significant expense to any of the principals in UC2B. That could easily land us in the top 5 of this evaluation factor, if not at the top of the list.

- 4. A quality local service provider partner.** This Gig.U respondent's plan will require them to find a quality local service provider partner in each of the communities that they select to invest in. The local partners will be their "feet on the streets", and will manage the local service operations for them. They will be looking for the local partners to have some "skin in the game" and to have some of their capital at risk as well. We have some unique service provider assets in this community, which should also make us attractive on this evaluation factor.

In a perfect world, we would not be working on the next phase of UC2B until the current one is more complete. However, we do not have the luxury of choosing the timing of this opportunity. When the reverse RFI hits the street, we will have a limited time to respond. The more we can organize now in terms of our response, the better prepared we will be to submit a winning proposal.

I am headed on vacation on Saturday, and assuming I decide to come back, I can meet with you individually starting the 12th of March to discuss secret sauce. We had a different secret sauce for the BTOP grant and it served us well. The level of investment being contemplated for this new "pilot" could result in a much deeper penetration of FTTP in our community.

It starts with a large reel of very fresh fiber



Fiber "blowing" and supervising



Figure eighting the fiber at the end of the line



A RESOLUTION

ENDORING THE USE OF CONTINGENCY FUNDS FOR REDESIGNED
NEIGHBORHOOD CABINETS
(Battery Chamber/Heat Exchanger)

WHEREAS, the Federal Subaward Agreement between the City of Urbana and the University of Illinois includes an available construction budget of \$5,020,000 plus contingency funds of \$401,600 for a total of \$5,421,600; and

WHEREAS, UC2B Policy Board approved Resolution 2011-09 Endorsing the Use of Contingency Funds for the purchase of splice cases in an approximate amount of \$36,000 reducing the available contingency funds from \$401,600 to \$365,600; and

WHEREAS, the Federal Subaward Agreement between the City of Champaign and the University of Illinois includes an available construction budget of \$9,346,000 plus contingency funds of \$747,680 for a total of \$10,093,680; and

WHEREAS, the City of Champaign has not utilized any of these available contingency funds to date; and

WHEREAS, the neighborhood cabinet design as originally specified in the Fiber to the Curb bid documents is not sufficient to accommodate all of the necessary equipment including the batteries and a new heat exchanger required to increase the cooling capabilities of the cabinets; and

WHEREAS, it is necessary to redesign the neighborhood cabinets to add a battery chamber to be located below the original cabinet which will increase the height of the unit 16" to approximately 48" total; and

WHEREAS, it is estimated that the cost of the battery compartments, labor and 23" vertical rack adapters is \$1,364.25 per cabinet for a total of \$16,370.96; and

WHEREAS, due to Adtran equipment upgrades, it is now necessary to utilize a 24-port single slot Active Ethernet card in the Adtran TA-5000 chassis which operates at a hotter temperature than the dual-slot card originally specified which likely demands better cooling capabilities than the air circulating fan originally specified; and

WHEREAS, a heat exchanger will provide the increased cooling capabilities and is estimated to cost \$1635.75 per cabinet for a total of \$19,629.04; and

WHEREAS, the combined cost of the two upgrades is \$3,000 per cabinet - \$36,000 total. There are 7 cabinets in Champaign for a total of \$21,000. There are 5 cabinets in Urbana, for a total of \$15,000; and

WHEREAS, contingency funds are available in both Cities to accommodate these changes; and

WHEREAS, the Federal Subaward Agreements approved among the UC2B member agencies contains a clause as follows: "At the end of the Project construction phase, if one of the UC2B members has exceeded its construction budget, ILLINOIS will transfer to that UC2B member any unexpended funds that were originally assigned to the Construction Budgets of the other two UC2B members. If two of the UC2B members exceed their Construction Budgets, any unexpended funds in the Construction Budget of the third UC2B member shall be applied proportionately to the budget deficiencies of the two."

NOW, THEREFORE, BE IT RESOLVED BY THE UC2B POLICY BOARD, as follows:

Section 1. The Policy Board endorses the use of contingency funds in the amount of \$15,000 for the City of Urbana reducing its contingency funds available for future changes from \$371,600 to \$356,600.

Section 2. The Policy Board endorses the use of contingency funds in the amount of \$21,000 for the City of Champaign reducing its contingency funds available for future changes from \$747,680 to \$726,680.

RESOLUTION NO. 2012-05

PASSED:

APPROVED: _____
Policy Board Chair



MEMORANDUM

TO: UC2B Policy Board

FROM: Frederick C. Stavins, City Attorney

DATE: February 21, 2012

SUBJECT: Distribution of Advertising on Behalf of Private Entities

Generally speaking, public resources cannot be utilized for private purposes unless there is also a public purpose involved for such use. Such use should be in furtherance of the city's police powers to protect or enhance the public's health, safety or welfare. A good example is that the city permits its property to be used for the distribution of utilities. This entails the permitting of the private utility to use public property for private gain. The City has an articulable public purpose behind such permission and indeed charges private entities to use its property.

The Illinois Constitution 1970, Article VIII, Section 1, addresses this issue:

“Public funds, property or credit shall be used solely for public purposes.”

This provision has been used to determine whether severance payments for public officials were constitutional (*Village of Oak Lawn vs. Faber*, 278 IllApp3d 458, 1st District 2007), whether advertising on the City water tower was appropriate (*O'Fallon Development Company vs. City of O'Fallon*, 43 IllApp3d 348, 1976), and in other instances.

In reviewing these cases, an important proposition supporting the constitutionality of the action is whether, and in what manner, the use of public property for private purposes benefits the public entity. While units of local government can lend their credit and resource to private companies so long as the private purpose is thereby served, public funded property cannot be devoted to a purely private purpose.

Extrapolating on these principles, it is clear that the distribution of advertising materials on behalf of a private entity in this context may be prohibited by the Illinois Constitution. This is not to say that there may not be a public purpose in such distribution of information, only that such distribution must fit within an articulable public purpose.

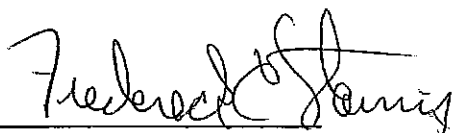
The issue becomes one of policy for the Board to determine.

- a) What is the articulable public purpose involved? i.e., How does any such distribution promote the health, safety and welfare of residents?
- b) If such distribution does promote that, how does the UC2B fairly provide access to others who wish to have their material distributed.

Assuming for a moment that there is an articulable public purpose, this policy determination with respect to what type of material and information UC2B wants to distribute, has First Amendment implications as well. If the distribution of materials is narrowly drawn, i.e. limited to equipment possibilities or educational opportunities, this could be one facet of such policy; however, care must be taken because others may seek to utilize this “distribution mechanism” and unless the UC2B has limited the “forum” in a Constitutional sense, then others may wish to distribute advertising, either commercial or noncommercial, and may come within First Amendment protection. This is a heavily litigated area of the law; for example, ads in public transportation devices (e.g. buses or mass transit vehicles). The Courts are clear that in these cases, creation of a limited public forum is possible as is the limitation of ads. However, such standards that are promulgated by the public entity must be uniformly applied.

My suggestion is as follows:

- a) Determine whether or not the distribution of information regarding private purchasing opportunities has a public purpose. If so, articulate what the purpose is. If not, no distribution is legally permissible.
- b) If a public purpose can be articulated, then determine the most effective and fair method of distributing the information.
- c) Promulgate written guidelines that reflect a) and b).



Frederick C. Stavins
City Attorney

FCS/mlf